

E-01345A-08-0172

ORIGINAL



0000097755

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 81067

Date: 8/11/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Bill Last: White

Account Name: Bill White

Home:

Street:

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86305

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission

Bill White

DOCKETED

AUG 12 2009

Phone:  
Email:

DOCKETED BY

AZ CORP COMMISSION  
DOCKET CONTROL

2009 AUG 12 P 4: 31

RECEIVED

Docket you wish to comment on: APS Rate Increase  
Case of Utility Name: APS  
Docket Number: E-01345A-08-0172  
Position on Docket: Con

It is inconceivable that a rate increase would be approved in this struggling economy, and even in normal times. 10 to 11 cents a kilowatt hour is ALREADY way higher than most of the rest of our country!!! I just visited my folks in Tennessee and they just got a rate increase too... from about 5 to 6 cents a kW hour. (By the way, they are complaining about that too-what a contrast!) (What about retired & elderly health?!) I can't afford to cool my house as it is now, how am I supposed to do it with a rate increase? My house is 85 to 90 degrees as we speak. I work, I just don't make enough to spend extra on utilities and still have a couple of bucks reserve in the bank.

PLEASE HOLD OFF ON THIS INCREASE, FOR A WHILE ANYWAY. Us regular unprivileged fold can only work so hard and scrimp to survive. Thanks Bill  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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8/11/09

Dear Mr. White,

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Arizona Corporation Commission  
Utilities Division  
Consumer Services

\*End of Comments\*

**Date Completed: 8/11/2009**

**Opinion No. 2009 - 81067**

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 81054**

**Date:** 8/11/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Gary **Last:** Frick

**Account Name:** Gary Frick

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Snowflake

**CBR:**

**State:** AZ **Zip:** 85937

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

8/11/09

Dear Corp Com People,

I really need your help on the APS 1000 feet free for filter hook up, my name is Gary and I have planned a move up to my acre of land for 20 years and last year I finally made it, I spent all my money an a total ele house thinking I would be able to get ele, for the last year I have been living without ele, only a small gen to flush toilets, I also have to use a breathing mask sometimes for asma but have to go to niebors for the use because gen burns out mask. I do work at Walmart in Showlow, but now APS wants 12,000.00 for hook up Im only about 700 feet, if you vote on change this would be the best thing that has ever happened to me.

Thank you so much  
Gary Frick

My phone # is

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/11/09 I spoke with Mr. Frick and advised him that his letter regarding will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered.

\*End of Comments\*

**Date Completed:** 8/11/2009

**Opinion No.** 2009 - 81054

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion**      **No. 2009 - 81050**      **Date:** 8/11/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
**Ron**      **Shutt**

**Account Name:**      Ron & Wilma Shutt      **Home:** (000) 000-0000

**Street:**      **Work:** (000) 000-0000

**City:**      Flagstaff      **CBR:**

**State:**      AZ      Zip: 86004      **is:**

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**Utility Company:**      Arizona Public Service Company

**Division:**      Electric

**Contact Name:**      **Contact Phone:**

**Nature of Complaint:**

Acc #  
Ron Shutt  
Wilma Shutt

Dear Sirs,

Why are you increasing the electric rates again? You have all kinds of extra fees added on to the electric bill. My husband and I have lived in this small trailer for over 30 years. Never have we paid such high electric bill until lately why??

My last electric bill with all your extra fees was \$89.62

We are both retired trying to make ends meet. He is 81 I am 74. Ron my husband has leukemia he is very very ill. Do you have no compassion for older people who have always worked all their lives always paid bills on time. Please try to consider the elderly when you put your rates up.

Thank you  
Mrs. Ron Shutt  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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8/11/09 Comments entered in our database and will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application. CLOSED.  
\*End of Comments\*

Date Completed: 8/11/2009

Opinion No. 2009 - 81050

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80973

Date: 8/10/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Edward Last: Burgart

Account Name: Edward Burgart

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott Valley

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

From: Edward Burgart [mailto:[REDACTED]]  
Sent: Sunday, August 09, 2009 12:17 PM  
To: Utilities Div - Mailbox  
Cc: [REDACTED]  
Subject: Docket #-01345A-08-0172

Hi,

As a homeowner at Pronghorn Ranch in Prescott Valley, AZ, I oppose both a 17 percent APS fee raise and the reinstatement of a 1000 feet free connection to APS that realtors supported at a recent meeting. I was unable to attend the meeting because of my employment commitments in Cypress, CA. Obviously, I don't believe the homeowners should see a rate increase to cover the 1000 feet free connection on property that doesn't involve us. Also, I believe a 17 percent APS fee raise is quite steep during this rough economic period.

Sincerely,

Ed Burgart

[REDACTED]  
Prescott Valley, AZ [REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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8/10/09 I contacted consumer and informed him that his opinion had been received and will be made part of the permanent file. Also that distribution will be made to Commissioners and staff members assigned to this matter. He appreciated the information. Closed

Filed in Docket No. E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/10/2009**

**Opinion No. 2009 - 80973**

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80977

Date: 8/10/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Sandra Last: Gralneck

Account Name: Sandra Gralneck

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Scottsdale

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

From: Sandy Gralnek [mailto:[REDACTED]]

Sent: Sunday, August 09, 2009 10:09 PM

To: Utilities Div - Mailbox

Subject: Public Comments on AZ Public Service Company's App for Rate Increase

RE: Docket Issue: AZ Public Service Company's App for Rate Increase

Docket #: E-01345A-08-0172

My Name: Sandra Gralnek

Address: [REDACTED]

Phone #: [REDACTED]

Email address: [REDACTED]

Please see Arizona Corporation Commission Public Comment Form Comments attached.

Sincerely,

Sandra Gralnek

The Utility's rate increase history and proposal for more rate, just because they are a monopoly and can do it, is totally unconscionable. At a time when jobs are being lost; teachers and other public servants are taking pay cuts; schools, police & fire departments are forced to accept cuts in materials and supplies that make their services safe, effective or even possible, asking the public to spend more dollars on a public utility makes no sense.

Individuals and companies are forced to live within a budget and have had to reduce their budgets, yet a monopoly has the balls to ask us for more money. This same utility has a parent company whose stock and whose top executives continue to add more dollars to their bottom lines.....at our expense.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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As I look at my personal Electric bill for the month of July (and I have just one person in a condo), I see \$6.33 basic service charge followed by 14 separate charges .....

A delivery service charge of \$25.5, 4 additional charge & surcharge fees, a metering fee of \$4.95, a meter reading fee of 1.65, a billing fee of 1.86, another \$6.61 for Transmission costs & 2.33 interim rate surcharge. This is then totalled showing the COST of the electricity I USED as \$118.00.. I don't think so.

The basic service charge of \$6.33 is a service charge along with all the other charges. My electricity for on and off peak was was a total of \$57.04.. not \$118.00? On top of that there is another \$10.28 for government assessments, taxes and finance fees totalling \$128.28.

This bill for a small one occupant condo consists of ancillary utility charges equal 56 % of the bill. If the utility needs more money, I would suggest they get it from their parent company, tighten their own belt and closely examine their waste and inefficiency before the hack into the pockets of the populace which is already subsidizing their vary existence.

Before any votes are cast, please, sincerely examine your conscience and think of the effect this has on all the constituents and think about the message it sends to our youth. Inefficiency is rewarded and big bullies can take whatever they want or demand.

Not a good message.

Thank you for voting your conscience,

Sincerely,

Sandra Gralnek

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

August 10, 2009 (e-mailed following letter to consumer)

Sandra Gralnek

██████████  
Scottsdale, AZ ██████████

RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-08-0172

Dear Ms. Gralnek;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in docket no. E-01345A-08-0172  
\*End of Comments\*

Date Completed: 8/10/2009

Opinion No. 2009 - 80977

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80986

Date: 8/10/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Douglas J. Last: Downing

Account Name: Douglas J. Downing

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Scottsdale

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: (602) 250-2922

Nature of Complaint:

From: Douglas J. Downing [mailto:[REDACTED]]  
Sent: Monday, August 10, 2009 7:26 AM  
To: Utilities Div - Mailbox  
Cc: [REDACTED]  
Subject: Public Comment on Docket Number E-01345A-08-0172

Please find my public comment on Docket Number E-01345A-08-0172. I oppose the APS request for a permanent base rate increase (please see the attached PDF with my comments).

Regards,  
Douglas J. Downing

I am against the APS request for a permanent base rate increase. APS has not demonstrated fiscal responsibility to its customers. APS has failed to take the necessary cost reduction measures internally, before requesting a permanent base rate increase. For example, this utility has not cut the fat from management positions and administrative staff. There are huge cost reductions possible if APS were forced to justify management and Admin. Positions. The use of company vehicles, gas credit cards, and travel costs are another area which can yield cost savings. Green or Alternative energy sources have been evaluated by APS for years. They do work, but have never been rolled out or depolyed to reduce APS's energy consumption (internally). I am opposed to any rate increase by APS. As an APS customer, I have had to tighten my belt at work with mandatory time off days without pay. I have had no wage increases, my 401K plan at work no longer receives a match through my employers contribution. I drive a 10 year old car with 140,000 miles, and I am pressed hard to pay my mortgage and bills each month.

Please hold the line on any APS rate increase, just say No.

Regards,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Douglas J. Downing

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

August 10, 2009 (e-mailed the following letter to consumer)

Douglas J. Downing

Scottsdale, AZ

RE: ARIZONA PUBLIC SERVICE COMPANY

DOCKET NO. E-01345A-08-0172

Dear Ms. Gralnek;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. E-01345A-08-0172

\*End of Comments\*

Date Completed: 8/10/2009

Opinion No. 2009 - 80986

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E-01345 A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80788

Date: 8/3/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: John Last: Adams

Account Name: John Adams

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Payson

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*DOCKET NO. E-01345A-08-0172\*\*\*\*\*

7-27-09

To Whom It May Concern:

I request that you, the A.C.C., refuse A.P.S. rate increase. Inclosed is a mathematical work up on A.P.S. profit on power, we the customer pay for and don't need. Also, profit on a service some of us don't get but still have to pay for.

A copy (inclosed) has been given to state senator for review. They will be calling back for more details. Please no rate increase.

Thank you

John Adams

The Great A.P.S. Scam - Charges They Don't Want You to Know About

1) The meter

The meter needs voltage and Amps to work in order to get the watts you use and are billed for. (Volts x Amps = watts). To keep the following simple, we will use 120 volts and not the voltage that's at your outlet,

The problem: 99% of homes I tested (using a Greenlee meter #93-03) were 122.5 volts and higher.

Example: \*Swamp cooler running for 6 hours per day, all year:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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120 volts x 7 Am,ps

840 watts per hour  
X 6 hours a day  
5,040 watts per day  
X 30 days per month  
151,200 watts per month  
X 12 months a year  
1,814,400 watts used per year

122,5 volts x 7 Amps

857,5 watts per hour  
x 5 hours a day  
5,145 watts per day  
x 30 days per Month  
154,350 watts per month  
x 12 months a year  
1,852,200 watts used per year

1,852,200 watts @ 122.5 volts  
1,814,400 watts @, 122.0 volts  
37,800 watt difference

That's 37,800 watts that you paid for and didn't need.

37.8 Kwh is not really a lot per household, but take that number X the number of A.P.S, customers being charged, and you have a large chunk of money;

37.8 Kwh  
.34 er Kwh? Surcharge, taxes, etc  
\$1.255 per. household, per year  
X4,000,000,000 households give or take  
= \$51,408,000 +1- A.P.S. profit for selling power we didn't need - per year

2) Meter Reading. The cost to read. your meter is the amount (up or down) based on your Kwh usage. At 443 Kwh the cost to read my meter is \$1.76.

Now, when A.P.S. estimates your reading for whatever reason, they still charge you the \$1.76 per meter @ 443 Kwh PER month. If you estimate that 300,000 (+/-) customers are charged monthly:

\$ 528,000  
X 12 months  
\$ 6,336,000.00

Not bad for a service they didn't provide and for service you didn't get!

In closing, I encourage you to talk to an Electrical Engineer to verify my figures. And, after you do, I hope something can be done to end these costly, deceptive practices by A.P.S.

John Adams, [REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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8/3/2009

8/3/2009 I called consumer to acknowledge receiving his correspondence. I advised him that his opinion was entered into our database and filed in docket for the record. He thanked me and said that there is more coming our way.

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8/11/2009 Opinion noted and filed in DOCKET NO. E-01345A-08-0172 by Carmen Madrid.  
\*End of Comments\*

**Date Completed: 8/11/2009**

**Opinion No. 2009 - 80788**

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81064

Date: 8/11/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Paul M.

Last: Sullivan

Account Name: Paul M. Sullivan

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Wickenburg

CBR:

State: AZ Zip: 85390

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* E-01345A-08-0172 \*\*\*\*\*

Customer sent the following -

I find it interesting that APS needed a rate increase several years ago because natural gas cost had risen. Now they seek to keep those rate increases even though NG costs have dropped dramatically. If the commission thinks it is fair to increase consumer and business electric rates when APS input costs rise then the commission should build a mechanism to reduce rates when those input costs decrease.

I don't pretend to know all the factors, but I do know common sense. I also used to work for Nynex (now Verizon) when they used to laugh about how they increased rates. All they needed to do in convince the commissions that they needed more people and they were allowed to increase rates to pay for the people and because they were allowed to maintain a 7% profit margin as a regulated company they increased real dollars because the overall cost went up. How sleazy. Now Verizon is deregulated for the most part and they have become a much more profitable and cost effective organization.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2009

Opinion No. 2009 - 81064

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**



E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81070

Date: 8/11/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Raymond F. Last: Norris

Account Name: Raymond F. Norris

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Congress

CBR:

State: AZ Zip: 85332

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* E-01345A-08-0172 \*\*\*\*\*

Customer sent the following -

The past six years I have not received a pay raise, in fact I was required to take a 9% decrease in earning. APS has asked for and received several rate increases in this period of time. Sooner or latter they are going to push my budget to the limit. I keep my thermostat at 81 degrees in the summer and at 70 in the winter. With the prices of everything changing almost on a daily basis it is becoming necessary to make difficult choices on necessary purchases. APS should not be allowed to ask for a rate increase before the commission rules on rate increases in front of them. If there CEO is awarded a multimillion dollar bonus and they still need a increase, maybe all of there top echelon personnel should take a pay cut instead.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/11/2009

Opinion No. 2009 - 81070

E.01345A.08.0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81041

Date: 8/11/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Janet

Kilmer

Account Name: Janet Kilmer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*OPINION  
OPPOSED\*\*\*\*\*

RE: Docket No. E-01345A-08-0172:

Customer is opposed to any further increases in APS rates. Per customer, she has done every possible thing she can do as a consumer to conserve energy, although her APS monthly bills remain high. Per customer, in an attempt to conserve energy she receives service on the 9am - 9pm time of use rate plan, which she faithfully abides by.

Customer does not use a dryer when washing her laundry. Customer has installed tint and sunscreens on all of her windows and hung a curtain outside on her back porch, which hangs from the top of the patio and reaches the bottom of the porch to prevent sunlight from coming into the home.

Customer keeps her AC unit set at 86 degrees and has closed all of the vents to the rooms that are not in use within the house. Customer has even taken APS's online Energy Efficient test and rated a 9. With all of the extra measures taken by the customer her electric bill continues to result in high bill amounts.

Per customer, her current bill totaled \$323.00 for one month of service, although more than half of the total bill amount (\$165.22) applied to APS miscellaneous fees, such as delivery charge, transmission charge, meter reading, etc. Customer strongly believes that APS is double charging its customer for each service provided as many of their explanations for each item billed on a monthly recurring basis appear to have the same meaning, only described in different words.

Customer requests that the Commission deny APS request for another rate increase and ask the Commission to take into consideration the hardship many Arizonans are already facing and the added hardship this increase will place on APS customers.

\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### Utilities' Response:

n/a

\*End of Response\*

### Investigator's Comments and Disposition:

I advised the customer that her Opinion would be docketed to be made part of the record. I explained to the customer that a copy of her opinion would be issued to the Chairman and each Commissioner, including all staff member's assigned to this rate case to be taken into consideration prior to a decision being rendered on this matter.

Customer appreciated the Commission's assistance in this matter. CLOSED

\*End of Comments\*

Date Completed: 8/11/2009

Opinion No. 2009 - 81041

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80947

Date: 8/7/2009

Complaint Description: 08E Rate Cases Items - In Favor  
N/A Not Applicable

First:

Last:

Complaint By: PETITION

PETITION

Account Name: Sierra Club Membership Services

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: (602) 250-2922

Nature of Complaint:

\*\*\*\*\*RECEIVED FROM CHAIRMAN MAYES' OFFICE\*\*\*\*\*

From: Sierra Club Membership Services [mailto:[REDACTED]] On Behalf Of Larry Orzechowski  
Sent: Tuesday, August 04, 2009 8:46 PM  
To: Mayes-WebEmail  
Subject: Promote a Clean Energy Future for Arizona

Aug 4, 2009

Commissioner Kris Mayes  
1200 W. Washington St.  
Phoenix, AZ 85007

Dear Commissioner Mayes,

Re: Docket Numbers E-00000J-08-0314, G-00000C-08-0314, and E-01345A-08-0172

I am writing in support of increased energy efficiency requirements as part of the APS rate case settlement agreement and as part of the Commission workshops on energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency.

I realize that the APS rate case will result in higher electricity rates, but, coupled with the significant increases in energy efficiency, it will help consumers lower overall electric bills. Weatherization, new energy efficient lighting and appliances, and

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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mitigating the heat island effect can all reduce energy consumption. I

am willing to pay higher rates to fund programs that will help me lower my energy use and my electric bills. I am supportive of the program to invest in efficiency and renewable energy for K-12 schools. Eliminating the upfront costs for schools will remove a significant barrier for schools investing in renewable energy, and the energy efficiency investments will help schools lower their electric bills.

Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program

should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Sincerely,

Larry Orzechowski

Phoenix, AZ

Mr Kurt Mattocks

Flagstaff, AZ

David Chorlton

Phoenix, AZ

Miss Kimberly Pearson

Phoenix, AZ

Marie De La Garza

Tempe, AZ

Ms. Cheryl Bechtle

Tucson, AZ

Matthew Stuckey

Flagstaff, AZ

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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N/A Jennifer Grant

Phoenix, AZ [REDACTED]

Ms Lisa Underhill

Phoenix, AZ [REDACTED]

Mrs Michael Cvijanovic

Phoenix, AZ [REDACTED]

Mr and Mrs Dominick Grillas

Phoenix, AZ [REDACTED]

Mr J Adams

Phoenix, AZ [REDACTED]

N/A Michele Von Kampen

Phoenix, AZ [REDACTED]

Mr Greg Loeben

Phoenix, AZ [REDACTED]

Mr David Zukerman

Phoenix, AZ [REDACTED]

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

August 7, 2009

Sierra Club Membership Services  
Attn: Larry Orzechowski

RE: Docket Numbers E-00000J-08-0314, G-00000C-08-0314 and E-01345A-08-0172

Dear Sir:

This will acknowledge receipt of your comments sent to Chairman Mayes' Office regarding the Renewable Energy and the Arizona Public Service rate application matters. These were received and forwarded to the Utilities Division's Consumer Services Section for handling. There were a total of 15 letters received.

Your comments will be filed with the Docket Control Section of the Arizona Corporation Commission. The

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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comments will become part of the dockets and will be distributed to each Commissioner and Staff Members involved in these dockets.

If you have any questions you may contact me at [REDACTED]

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst I  
Arizona Corporation Commission  
Utilities Division  
1200 W. Washington  
Phoenix, AZ 85007

Filed in Docket No. E-01345A-08-0172  
\*End of Comments\*

Date Completed: 8/7/2009

Opinion No. 2009 - 80947

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81021

Date: 8/10/2009

Complaint Description: 08E Rate Cases Items - In Favor  
N/A Not Applicable

First:

Last:

Complaint By: Sarah

Terry

Account Name: Sarah Terry

Home: (602) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85051

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint: [REDACTED]

Docket No E-01345A-08-0172

From: Sierra Club Membership Services [REDACTED] On Behalf Of Sarah Terry

Sent: Friday, August 07, 2009 3:50 PM

To: Mayes-WebEmail

Subject: Promote a Clean Energy Future for Arizona

Aug 7, 2009

Commissioner Kris Mayes  
1200 W. Washington St.  
Phoenix, AZ 85007

Dear Commissioner Mayes,

Re: Docket Numbers E-00000J-08-0314, G-00000C-08-0314, and E-01345A-08-0172

I am writing in support of increased energy efficiency requirements as part of the APS rate case settlement agreement and as part of the Commission workshops on energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency.

I realize that the APS rate case will result in higher electricity rates, but, coupled with the significant increases in energy efficiency, it will help consumers lower overall electric bills. Weatherization, new energy efficient lighting and appliances, and

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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mitigating the heat island effect can all reduce energy consumption. I

am willing to pay higher rates to fund programs that will help me lower my energy use and my electric bills. I am supportive of the program to invest in efficiency and renewable energy for K-12 schools. Eliminating the upfront costs for schools will remove a significant barrier for schools investing in renewable energy, and the energy efficiency investments will help schools lower their electric bills.

Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program

should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Sincerely,

Ms. Sarah Terry

Phoenix, AZ 85051-6535

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

From: Bradley Morton

Sent: Monday, August 10, 2009 4:11 PM

Subject: Sarah Terry

Dear Ms Terry,

I am responding to your email to Chairman Kristin Mayes of the Arizona Corporation Commission regarding Clean Energy Future for Arizona. Your opinion has been received and will be docketed so all Commissioners receive a copy.

Regards,

Bradley Morton

Public Utilities Consumer Analyst II

\*End of Comments\*

**Date Completed: 8/10/2009**

E-01345A-08-0172

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 80916**

**Date:** 8/7/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Donald **Last:** Grabski

**Account Name:** Donald Grabski

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Phoenix

**CBR:**

**State:** AZ **Zip:** 85028

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* E-01345A-08-0172 \*\*\*\*\*

Customer sent the following -

Monday, July 27, 2009

Arizona Corporation Commission  
Customer Service Section  
1200 West Washington  
Phoenix, AZ 85007

Re: Docket No. E-01345A-08-0172

I believe that when a company wished to expand facilities, the cost to build these facilities, should be done through sales of stock, since the company and it's stockholders will share in the profits and or losses.

When a company charges it's customers a fee to build the new facility or facilities and then charges the customer a fee to use it, it is like having your cake and still eating it. If the customer is forced to pay for this facility, then they should reap some of the profits gained from the use of it.

Thank you,

Donald Grabski

[REDACTED]  
Phoenix, AZ 85028-4122

\*End of Complaint\*

**Utilities' Response:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.  
\*End of Comments\*

**Date Completed:** 8/7/2009

**Opinion No.** 2009 - 80916

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E-01345A-08-0172

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 80929**

**Date:** 8/7/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** J **Last:** Baxter

**Account Name:** J Baxter

**Home:** [REDACTED]

**Street:** n/a

**Work:**

**City:** n/a

**CBR:**

**State:** AZ **Zip:** n/a

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* E-01345A-08-0172 \*\*\*\*\*

Customer sent the following -

From: [REDACTED]  
Sent: Wednesday, August 05, 2009 10:44 AM  
To: Mayes-WebEmail  
Subject: APS RATE HIKE

PLEASE -- Do not not approve APS rate hike.

We as consumers do not have a choice as to which electricity company....there being only two in the Phoenix area.

Too bad they R down 49% and have profits of only \$68.3 Million. Let them put these profits in cd's that are only giving 1.75%. Instead, they want to raise our rates by 7.9%.....I didn't even make that on a CD anywhere. Cut costs.....Steve Nash on T.V., signs at Diamondbacks....why do they need to advertise....WE DON'T have choices as to electric companies.

PLEASE vote for the citizen who is struggling in this economy just to exist versus \$68.3 million profit.

VOTE NO.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Customer comments entered for the record and filed with Docket Control.  
\*End of Comments\*

Date Completed: 8/7/2009

Opinion No. 2009 - 80929

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 81108

Date: 8/12/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: B Last: Martin

Account Name: B Martin

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone:

Nature of Complaint:

From: mailto:  
Sent: Tuesday, August 11, 2009 9:18 AM  
To: Utilities Div - Mailbox  
Subject: NO INCREASE

As resident of Phoenix for 51 years, I have been a customer - without choice - of APS in all seven houses I have owned during the decades.

Not long ago it was reported that APS sought a rate increase to enhance the shortfall in their pension plan. MY PENSION HAS LOST MORE THAN 25% OF VALUE - WHO WILL ENHANCE MY RETIREMENT??

This is the WRONG time to increase APS rates. The average citizen, including me, cannot afford to 'enhance' every company that has been affected by the current economy - an economy that was mismanaged by those who 'enhanced' the benefits of the unqualified.

APS must apply cost-cutting efforts, fewer perks for top employees, more attention to sound business practice. I URGE THE CORPORATION COMMISSION TO DENY, REPEAT DENY, A RATE INCREASE FOR ARIZONA PUBLIC SERVICE.

Thank you for your attention to this appeal from a concerned, near-broke, retired rate payer.

B. Martin  
Sun City, Arizona 85373  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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8/12/09 Emailed the following response to

August 12, 2009

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Electric Customer:

Your emailed dated August 10, 2009 regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/12/2009**

**Opinion No. 2009 - 81108**

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No. 2009 - 81102**

**Date:** 8/12/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Judith **Last:** Brown

**Account Name:** Judith Brown

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Sun City

**CBR:**

**State:** AZ **Zip:** 85351

**is:** E-Mail

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**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

From: Judy Brown [mailto: ]  
Sent: Tuesday, August 11, 2009 3:10 PM  
To: Utilities Div - Mailbox  
Subject: Docket No. E-01345A-08-0172

Dear Sirs,

Please oppose the APS requested increase to the "interim" increase allowed on 1/1/09. Has APS fulfilled its promise to cut \$20 million from its budget? Has it contained its expenses ABOVE the "lower levels of management or operation" before resorting to a customer rate increase? An increase of "about \$9 per month" seems rather STEEP when an increase was allowed in January!!

Thank you for your consideration to this requested increase.

Sincerely,

Judith Brown

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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August 12, 2009

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Electric Customer:

Your emailed dated August 10, 2009 regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/12/2009**

**Opinion No. 2009 - 81102**

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2009 - 81103      Date: 8/12/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Jeno      Harvoth

Account Name:      Jeno Harvoth

Home:

Street:

Work: (000) 000-0000

City:      Phoenix

CBR:

State:      AZ      Zip: 85029

is: E-Mail

Utility Company:      Arizona Public Service Company

Division:      Electric

Contact Name:

Contact Phone:

Nature of Complaint:

From:  
Sent: Tuesday, August 11, 2009 11:36 AM  
To: Utilities Div - Mailbox  
Subject: APS Help

To Whom It May Concern,

We recently purchased the carwash located at 1940 Cactus in Phoenix. It is an older carwash and is in need of updating. Most of the equipment we need in order to upgrade and update the carwash requires us to increase the electrical. When we purchased the property we checked on updating the electrical service and we were told that it could be done and it wouldn't be a big deal. We hired an electrician who got the necessary permits. We then contacted APS for the service upgrade and were told what the fees would be and the cost for labor and materials. The cost for materials and labor is \$23,000! To us \$23,000 is a very big deal! Especially when we won't even own the materials, APS will and does. APS will be recouping their costs via our monthly billing. This upgrade will help up improve the business which will increase our usage with APS, therefore increasing your revenue.

Is there some way we can, PLEASE have this reevaluated so that we can make this a desirable and profitable business venture for us and APS alike? We can not do anything that we had planned on doing with the carwash, if we have to have this kind of horrific out of pocket expense.

Sincerely,  
Jeno and Susie Horvath

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

August 12, 2009

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Electric Customer:

Your emailed dated August 11, 2009 regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

Date Completed: 8/12/2009

Opinion No. 2009 - 81103

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No. 2009 - 81104**

**Date:** 8/12/2009

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Pam **Last:** Van Driel

**Account Name:** Pam Van Driel

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Prescott Valley

**CBR:**

**State:** AZ **Zip:** 86314

**is:**

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**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

From:  
Sent: Monday, August 10, 2009 8:50 PM  
To: Utilities Div - Mailbox  
Subject: Docket # E-01345A-08-0172

Commissioners,

I was not able to attend the Prescott AZ Corporation Commission hearing last Thursday due to my work schedule. However, I want to go on record opposing reinstatement of the 1000 foot free connection to APS. I am referring to Docket # E-01345A-08-0172. Why should the majority of AZ taxpayers have to fund these speculators who are a minority? It is not right, especially in this difficult economy.

Sincerely,

Pam Van Driel

From:  
Sent: Monday, August 10, 2009 8:57 PM  
To: Utilities Div - Mailbox  
Subject: E-01345A-08-0172

PLEASE -- No more rate hikes, not in this difficult economy.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Pam Van Driel

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

8/12/09 Emailed the following response to Ms. Pam Van Driel

August 12, 2009

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Electric Customer:

Your emailed dated August 10, 2009 regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst II  
Utilities Division  
\*End of Comments\*

Date Completed: 8/12/2009

Opinion No. 2009 - 81104

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81052

Date: 8/11/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: John & Barbara Last: Fast

Account Name: John & Barbara Fast

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott Valley

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

From: JOHN BARBARA FAST [mailto:[REDACTED]]  
Sent: Monday, August 10, 2009 3:05 PM  
To: Utilities Div - Mailbox  
Subject:

Subject: Docket#E-01345A-o8-0172

I oppose the reinstatement of the 1000 feet of free connection to APS services that was repealed in 2007. This should not be a cost that would be eventually paid for by the APS customers.

Thank you,

John Fast

[REDACTED]  
Prescott Valley, AZ

[REDACTED]  
email p [REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/11/09 I contacted consumer by phone and informed them that their opinion had been received and that it will become part of the docket. I also informed them that the distribution will be made to Commissioners and staff members that are assigned to this matter. He appreciated the information. Closed

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Filed in Docket No. E-01345A-08-0172  
\*End of Comments\*

Date Completed: 8/11/2009

Opinion No. 2009 - 81052

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E-01345A-08-0172

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 81065**

**Date:** 8/11/2009

**Complaint Description:** 08E Rate Cases Items - In Favor  
N/A Not Applicable

**Complaint By:** **First:** Karen **Last:** Johnson

**Account Name:** Sierra Club Membership Services

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Phoenix

**CBR:**

**State:** AZ **Zip:** [REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

From: Sierra Club Membership Services [REDACTED]

Sent: Saturday, August 08, 2009 12:51 PM

To: Mayes-WebEmail

Subject: Promote a Clean Energy Future for Arizona

Aug 8, 2009

Commissioner Kris Mayes  
1200 W. Washington St.  
Phoenix, AZ 85007

Dear Commissioner Mayes,

Re: Docket Number; E-01345A-08-0172

I am writing in support of increased energy efficiency requirements as part of the APS rate case settlement agreement and as part of the Commission workshops on energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency.

I realize that the APS rate case will result in higher electricity rates, but, coupled with the significant increases in energy efficiency, it will help consumers lower overall electric bills. Weatherization, new energy efficient lighting and appliances, and mitigating the heat island effect can all reduce energy consumption. I am willing to pay higher rates to fund programs that will help me lower my energy use and my electric bills.

I am supportive of the program to invest in efficiency and renewable energy for K-12 schools. Eliminating the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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upfront costs for schools will remove a significant barrier for schools investing in renewable energy, and the energy efficiency investments will help schools lower their electric bills.

Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Sincerely,

Mrs Karen Johnson

██████████  
Phoenix, AZ ██████████

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

8/11/09 Opinion filed in Docket No. E-01345A-08-0172. closed

\*End of Comments\*

Date Completed: 8/11/2009

Opinion No. 2009 - 81065

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81057 Date: 8/11/2009

Complaint Description: 08E Rate Cases Items - In Favor  
N/A Not Applicable

Complaint By: First: Sara Last: Gibson

Account Name: Sierra Club Membership Services Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: n/a CBR:

State: AZ Zip: 00000 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

From: Sierra Club Membership Services [mailto:[REDACTED]]

Sent: Saturday, August 01, 2009 7:35 AM

To: Newman-Web

Subject: Promote a Clean Energy Future for Arizona

Aug 1, 2009

Commissioner Paul Newman  
1200 W. Washington St.  
Phoenix, AZ 85007

Dear Commissioner Newman,

Re: Docket Number; E-01345A-08-0172

I am writing in support of increased energy efficiency requirements as part of the APS rate case settlement agreement and as part of the Commission workshops on energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency.

I realize that the APS rate case will result in higher electricity rates, but, coupled with the significant increases in energy efficiency, it will help consumers lower overall electric bills. Weatherization, new energy efficient lighting and appliances, and mitigating the heat island effect can all reduce energy consumption. I am willing to pay higher rates to fund programs that will help me lower my energy use and my electric bills.

I am supportive of the program to invest in efficiency and renewable energy for K-12 schools. Eliminating the

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## UTILITY COMPLAINT FORM

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upfront costs for schools will remove a significant barrier for schools investing in renewable energy, and the energy efficiency investments will help schools lower their electric bills.

Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Sincerely,

Sara gibson

Flagstaff, AZ

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

8/11/09 Opinion filed in Docket No. E-01345A-08-0172. closed

\*End of Comments\*

Date Completed: 8/11/2009

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