

E 01345A-08-0172

ORIGINAL



ARIZONA CORPORATION COMMIS

0000097837

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81118

Date: 8/12/2009

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

Complaint By: First: Karen Last: Johnson

Account Name: Karen Johnson Home: (602) 000-0000

Street: [REDACTED] Work:

City: Phoenix CBR:

State: AZ Zip: 85022 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No E 01345A-08-0172 THROUGH COMMISSIONER NEWMAN

From: Sierra Club Membership Services [REDACTED]

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

To: Newman-Web

Subject: Promote a Clean Energy Future for Arizona

Arizona Corporation Commission

DOCKETED

AUG 13 2009

DOCKETED BY [Signature]

RECEIVED
2009 AUG 13 P 4: 50
AZ CORP COMMISSION
DOCKET CONTROL

Aug 8, 2009

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

Dear Commissioner Newman,

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

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,

Mrs Karen Johnson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed

End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81118

E 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81117

Date: 8/12/2009

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

Complaint By: First: Nancy Last: Mcalister

Account Name: Nancy Mcalister Home: (602) 000-0000

Street: [REDACTED] Work:

City: Phoenix CBR:

State: AZ Zip: 85015 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Docket No E 01345A-08-0172 THROUGH COMMISSIONER NEWMAN

From: Sierra Club Membership Services [REDACTED]

Sent: Friday, August 07, 2009 11:20 AM

To: Newman-Web

Subject: Promote a Clean Energy Future for Arizona

Aug 7, 2009

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

Dear Commissioner Newman,

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

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. Nancy Mcalister

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed
End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81117

E 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81115

Date: 8/12/2009

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

Complaint By: First: Ted Last: Rushton

Account Name: Ted Rushton

Home: (602) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85041

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith

Contact Phone: (602) 250-2162

Nature of Complaint:

Docket No E 01345A-08-0172 THROUGH COMMISSIONER NEWMAN

From: Sierra Club Membership Services [REDACTED]

Sent: Friday, August 07, 2009 8:50 AM

To: Newman-Web

Subject: Promote a Clean Energy Future for Arizona

Aug 7, 2009

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

Dear Commissioner Newman,

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.

White roofs can become the greatest energy saving innovation in Arizona since sliced bread and the invention of "illegal aliens;" what's more, white roofs won't be deported and are inexpensive compared to other "energy saving" gimmicks.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

It's why such a policy will never be adopted.
Arizona politicians and business leaders love the grand impractical

gesture rather than modest pragmatic steps. This is the state that was going to be the site of the Superconducting Super Collider because Arizona has an abundance of empty land; this was the state that was going to be the solar capital of America, instead of New Jersey which now holds the title; this is the state that was going to be the west coast distribution center for imports from Asia, and now has millions of square feet of empty warehouse space because other options are much better.

The drawbacks to Arizona innovation are two-fold; first, politicians and business leaders want a dramatic grand gesture, and second, if an idea is any good some outsider will pay for it. It's how the first flood control project that made life in Phoenix feasible was created; the concept was good enough the federal government paid to build Roosevelt Dam.

Recently, Phoenix Mayor Phil Gordon announced that if the federal government is willing to invest several billion dollars, Phoenix will be happy to become the "solar capital" of America.

Thus, "white roofs" may be a doomed idea.

Phoenix has become a "heat island." This means the heat absorbed by asphalt and buildings during the day, plus the heat produced by air conditioning and vehicles, tends to soak into the ground and buildings by day. At night, this "stored" heat radiates back into the atmosphere. The result is an urban "heat island" which is 10 to 15 degrees warmer at night than 40 years ago.

Utility companies love it; the heat island results in many more "degree days" of cooling, which requires ever more energy and which produces ever more profits. This is especially true for Arizona Public Service Co., which is seeking a 9 percent rate hike. Pinnacle West, the corporate parent of APS, stands of lose hundreds of millions of dollars invested in land and warehouses.

The Arizona Corporation Commission, set up at statehood to protect

citizens but now the handmaiden of the utility companies, wants a grand gesture to make it look as if they are big, bold and brave in protecting consumer interests. It's the equivalent of paroling Bernie

Madoff to head a national Consumer Protection Agency — on the ground this would be a "dramatic" gesture. It's why white roofs will never be suggested, considered or ordered. It is a small, house by house and business by business, program. It

will take years, perhaps decades, to produce dramatic results. Yet, if

this energy conservation measure was undertaken now, within 20 years it would have a dramatic impact on reducing the nighttime heat island.

Days will be as hot as ever. But if nights return to being naturally cool, as before 1970, the combination of natural cooling and reduction in energy usage will be dramatic. It won't hurt utility profits; but it will have an impact on homeowners and businesses. A white roof immediately cuts the utility bill for that building without any change in night outdoor temperatures; the savings are immediate on an individual basis. Second, as the heat island decreases, the overall energy use will decline.

How to do this? Specify new buildings must have "white roofs" or pay a utility premium. Second, require the utilities to either subsidize or provide cheaper loans to install white roofs.

Third, provide an incentive utility rate for homes and businesses with approved roof coatings.

These are small, individual steps. The material details can be developed by roofers, utility engineers and suppliers of coating materials. It's effective, as seen in Mediterranean buildings that

glisten white in much the same sun that roasts Arizona. It may someday be feasible to come up with a "white asphalt."

The solution is not more "mistifiers" which fog water into the air that cools as it evaporates and leaves a sticky humidity as its legacy; nor is it higher electrical efficiency air conditioners; nor is it in telling people to learn to live with the heat. The solution is white paint, or roof coatings, to reflect the heat.

Thermal imaging shows two of the "hottest" spots in the Phoenix area are South Mountain and the Sky Harbour runways. Not much can be done about the mountain; but, it may be possible to find or develop white skid-proof

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

surfacing for the runways that doesn't diminish the safety and does remove a major donor to the urban heat island.

But, who advocates for individuals in Phoenix?

Everyone wants a bold, dramatic announcement to dazzle everyone, even if the gesture turns out to be largely ineffective. After all, the

important element in politics is to be SEEN doing good, not to actually accomplish anything which might be almost imperceptible for years to come.

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

Sincerely,

Ted Rushton


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed
End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81115

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 81128

Date: 8/12/2009

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

Complaint By: First: Gene H. & Helen L. Last: Crim

Account Name: Gene H. & Helen L. Crim

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

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

8/7/09

Arizona Corporation Commission

To Whom It May Concern:

We wish to register our opposition to the APS permanent rate increase request of 13.07% Dkt # E-03145A-08-0172. Especially since we are to receive no increase in 2010 for Social security benefits.

Also saving rates are now approaching 0% which makes it very difficult for Senior Citizen living on a fixed income to deal with any cost of living increases. Also APS has recently installed new meters in our section of Sun City which doesn't seem to us as a wise cost cutting project. We now have no way of reading these meters for ourselves to double check our usage to what our monthly bill shows since the meter can only be read by APS at their locations.

Thank you for your consideration concerning this matter and hope you will disallow APS this rate increase.

Respectfully,

Gene H. & Helen L. Crim

Ref: Dkt # E-01345A-08-0172

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81128

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 81127

Date: 8/12/2009

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

Complaint By: First: Leo P.

Last: Kriegel.

Account Name: Leo P. Kriegel.

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

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

Leo P. Kriegel

[REDACTED]
Sun City, AZ [REDACTED]
[REDACTED]

Sir,

Docket # 01345A-08-0172

I am a senior citizen and living under a fixed income, being 90 years old and having a battle with cancer. I would like to protest the rate hike that APS is requesting. With the recession, we are now in plus all our other would be needs of survival, food- doctoring medications plus the others we must absorb in life - raising prices should not be on of them.

Sincerely
Leo P. Kriegel.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/12/2009

Opinion No. 2009 - 81127

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 81126

Date: 8/12/2009

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

Complaint By: First: Byron & Clara Last: Borgaes

Account Name: Byron & Clara Borgaes

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

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

8/6/2009

Byron & Clara Borgaes

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: E-01345A-08-0172
Docket Number: E-01345A-08-0172
Case or Utility: Arizona Public Service
Position on Docket: Con

We are asking that the Arizona Corporation Commission deny the latest request for a rate increase by APS. They already had a rate increase in January of this year. We can't believe APS would be so greedy as to ask for a rate increase from their customers at a time when the economy is in such a dire condition- especially here in Arizona with people losing their jobs and losing their homes. We're a retired couple living on a fixed income. We will not be getting an increase in OUR income in 2010 from what I understand. Our electric bill this month was almost \$200. We have a hard time paying our electric bill now. I can just imagine all the hardship ALL people will have if rates are increased. We think it would be the humane thing to do if APS would lower electric rates instead of gouging people even more.

Sincerely,
Clara Borgaes

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81126

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 81125

Date: 8/12/2009

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

Complaint By: First: David Last: Adeel

Account Name: David Adeel

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Peoria

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

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

7/8/2009

David Adeel

Peoria, AZ [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

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

Over the past two years, I have attempted to make my home more energy efficient thru installation of new energy efficient appliances including water heater, refrigerator and dish washer. I have also replaced my windows and re-insulated my attic. With this in mind, why do I continue to be bombarded with cost increases while attempting to reduce my energy costs? Its not enough that individuals today are experiencing extreme hardships from job loss, falling home values and personal retirement plans that are currently a fraction of their previous values. Its not enough that these same individuals try to be conscience of their own costs and honestly attempt to reduce their energy dependence. Yet its always seems to be the consumers responsibility to shoulder a company's waste and wants thru cost increases. Should a company not be responsible for containing its' own costs as individuals must do so?

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81125

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 81124

Date: 8/12/2009

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

Complaint By: First: Ted & Mari Last: Mahaffey

Account Name: Ted & Mari Mahaffey

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

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

8/5/2009

Ted & Mari Mahaffey

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Electrical Rate Increase
Case or Utility Name: AZ Pub Service Co's. app. For Perm Base Rate Increase
Docket Number: E-01345A-08-0172

We wish you to know we do NOT want to see a rate increase approved at this time. Our economy is in such a state this will not help our citizens/voters to rise above this time of lack we are all experiencing. By approving this you are increasing the already financial burden place on 90% of the people due to price increases and unemployment. We cannot afford these increases and this must be a major factor in this consideration for higher fees due on this public necessity. The status of our country is of utmost importance and does not warrant this action.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81124

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 81093

Date: 8/12/2009

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

Complaint By: First: Lila Last: Harnett

Account Name: Lila Harnett

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Paradise Valley

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

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

Lila Harnett

August 9, 2009

Utilities Division
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Dear Sirs:

Please do not grant Arizona Public Service yet another rate increase.

I was abroad for a good part of July. I pulled out the plug of every appliance, my computer, and printer, every light my washing machine, my television sets, microwave ovens, etc. I left no lights inside or outside the house to be automatically turned on after dark. My water heater is gas operated. My air conditioners were timed to 82 degrees.

Despite being away and all the adaptations I had provided, my electric bill was \$498.83 -- that was \$158 more than the previous bill, which I had considered high as well. What does a person have to do to save money today???

When I look over the bill and read the special fees I must pay, I marvel that such an intricate, labyrinthine, tangle of charges could be condoned. Environmental benefits surcharge, Federal environmental improvement

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

surcharge, competition rules compliance charge, systems benefits charge, power supply adjustment, metering, meter reading, billing, transmission and ancillary services, transmission cost adjustment, interim rate surcharge. –If the Corporate Commission grants still another rate increase and charge, what in heaven's name will it be called????

Yes, we live in Arizona with record temperatures. Yes, a power company has to survive – but a charge for metering plus a charge for reading the meter? - a charge for billing? Aren't these the normal charges of any business? I don't think that supermarkets charge for their cash registers or for reading them or for printing out my bill. And, how about the other charges?

What is a systems benefits charge, an environmental benefits surcharge, environmental improvement surcharge? I could rant on but surely some Commission members must understand that this poor public is being trampled with charges upon charges. And by a monopoly company from whom we have no redress. It is APS or nothing. No choice.

After a long conversation with a representative from the company, I realize that not only will nothing be done about my complaint but that I might expect even higher charges next month.

Again, I ask you to do your job and protect the public. Do not provide any more subsidy approvals. If this company wants to survive, as we customers do, let them figure out how to hold the line on their costs.

Sincerely Yours,

Lila Harnett

[REDACTED]
Paradise Valley, AZ [REDACTED]
Telephone - [REDACTED]
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

8/12/2009 @10:18AM- Left Message - Called customer, confirmed receipt of her letter in regard to the APS rate case matter. Advised the customer that an opinion has been filed on her behalf and docketed to the rate application to be made part of the record. Further advised 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. Lastly, welcomed the customer to attend the Public Comment Meeting the Commission will be holding this evening for this matter. Provided customer details related to time and location of PCM. CLOSED

End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81093

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 81116

Date: 8/12/2009

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

Complaint By: First: A Concerned Last: Citizen

Account Name: A Concerned Citizen

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

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

August 07, 2009

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

Subject: PUBLIC NOTICE OF HEARING ON ARIZONA PUBLIC SERVICE COMPANV1S APPLICATION FOR A PERMANENT BASE RATE INCREASE - DOCKET NUMBER: E-01345A-08-0172

This letter is in regards to the recent notice that the Arizona Public Service (APS) has distributed in our power bill, regarding a proposed base rate increase. Arizona has been one of the hardest hit states due to the housing and economic crisis. If this proposed rate increase is passed, it's certainly NOT going to help the many struggling families, who have lost their jobs, and can barely put food on the table. As a concerned citizen I oppose this net base increase. If there must be an increase, it needs to be cut way down, not 7.87 percent, and definitely not 13.07 percent APS has already increased its power rates approx. 6 times in 5 years. This seems more than sufficient in order for them to meet their costs, and to make a profit. Granted, APS must meet their costs and make a profit to stay in business, but people's needs should come first. Instead of an additional 7.87 percent increase, how about a smaller percent of 1 or 2 percent. This will be hard enough for people to absorb.

In my opinion, if APS gets the increase they are asking for, they will find that people will struggle to pay their power bills, if they are even able to do so. Our state and the entire country is already in an economic downturn, which will probably turn into a 'Depression' by the end of this year. The economy is bleak, people are losing their

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

jobs by the millions, and Arizona is near the top of the list, following California and Nevada. The base rate should NOT be approved. APS' timing is very poor, considering the current economy.

This information coupled with the fact that the government is proposing a new tax or C02 tax, with the Cap and Trade bill. This is going to affect people greatly. The Cap & Trade tax is certainly going to drive prices even higher. People simply cannot afford this.

If you're concerned about Arizona and the citizens of Arizona, and this country, please vote this Base Rate increase down. Thank you for your time and consideration of this matter.

A Concerned Citizen of AZ

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Opinion docketed to be made part of the record. CLOSED

End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81116

E 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81157

Date: 8/13/2009

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

Complaint By: First: Renee

Last: Guillory

Account Name: Renee Guillory

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85007

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12 August 2009
Docket Control
Arizona Corporation Commission
1200 W Washington
Phoenix AZ 85007
E-01345A-08-0172, APS Rate Case

Dear Commissioners:

I am pleased to support the energy efficiency and renewable energy provisions in the Arizona Public Service (APS) Company rate case settlement. As an APS customer, I believe that these programs do help both me and my neighbors to lower our electric bills and reduce pollution.

Some specifics of note: proposed energy efficiency programs will result in energy efficiency savings that represent 3.75% of the APS retail load by the end of 2012. This could reduce CO2 emissions (and other pollutants) while lowering electric bills, even as rates increase.

I support rebates and technical assistance to utility customers who purchase energy efficient lighting, air conditioners, and other equipment, or invest in measures in their home, office or other buildings. Lowering energy use should be recognized as an investment!

I join others like the Sierra Club in supporting action by APS to invest in programs to reduce the urban heat island effect through shading, cool roofs, and cool pavements. Also, more clean, renewable energy is a must for Arizona!

The settlement requires the company to exceed the current Renewable Energy Standard requirements and meet 10% of its retail electric load with clean renewable energy by 2015. It also requires a significant investment in renewable energy projects in schools and government buildings. These are excellent measures as well.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Finally, I also support the "hold harmless" measure for low income APS customers. All of these measures are critical for our environment, our economy, and our communities, and I request that you support these provisions. Thanks for your consideration.

Sincerely,
Former citizen member
Arizona Corporation Commission Line Siting Committee
Home address:

[REDACTED]
Phoenix AZ 85007
[REDACTED]
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer to acknowledge receipt of opinion.
End of Comments

Date Completed: 8/13/2009

Opinion No: 2009 - 81157

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81156

Date: 8/13/2009

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

Complaint By: First: Joyce Last: Stoffers

Account Name: Joyce Stoffers

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: jf forests [REDACTED]
Sent: Wednesday, August 12, 2009 4:22 PM
To: Utilities Div - Mailbox
Subject: proposed rate increases for APS, docket E-0134A-08-0172

Dear Arizona Corporation Commission,

I am writing to you regarding the rate increase request by APS. docket E-01345A-08-0172. As Sun City Taxpayers Association has made known in the past, APS should be implementing other cuts before increasing the rates for us fixed income people. It may seem redundant for me to reiterate what they have said in the past, but I thought you should know there are individuals backing the SCTA's position. It seems APS is another top-heavy corporation unwilling to trim the upper levels of management while stepping harder and harder on the backs of those who must bear the financial burden even with out declining retirement investments.

I have taken all the energy conservation measures I can, adjusting our cooking and laundering schedules to fit the off-peak times, increasing the attic's insulation, but the rates are already so high that I have to keep my house in the mid-80's despite the discomfort and dangers to my 80 year-old-mother and myself. Like most of us unable to leave Arizona during the summer, we don't have the luxury of raising our thermostats during the work day since we are home all day.

In considering rates that are more fair, perhaps you can consider: a year-round AZ resident discount, a home-all-day discount a fixed income discount (similar to the energy assistance program but not requiring one to be at poverty level) or other similar discounts or adjustments so that those of us who are the most vulnerable to the rate increases won't carry a disproportionate amount of the burden.

Most of all, no rate increases at all should be allowed until the APS management structure is reexamined and made as lean as possible.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you for your consideration.

Yours truly,
Joyce Stoffers

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called customer to acknowledge receipt of opinion.

End of Comments

[REDACTED]
Date Completed: 8/13/2009

Opinion No. 2009 - 81156

[REDACTED]

[REDACTED]

[REDACTED]

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80780

Date: 8/3/2009

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

Complaint By: First: Robert Last: Cappel

Account Name: Robert Cappel President, HOA

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

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*****

I am the President of the Board of Directors of the Winfield Home Owners Associati (HOA). Winfield is a gated community of 511 homes in north Scottsdale. The Arizon, Public Service Corporation (APS) has applied to the Arizona Corporation Commission (ACC) for a permanent base rate increase of 13.07 %. This large increase in today's economy would put a large burden on all our homeowners as well as the HOA. With current economy and the reduction in oil prices, any base rate increases at all would ridiculous. Our 511 homeowners are asking the ACC to demand that APS become more efficient at cost reduction and not to approve any base rate increases at all for AF'S.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/3/09 Opinion note and filed in DOCKET NO. E-01345A-08-0172 by Carmen Madrid

8/3/2009 2:45 p.m.

I called consumer and acknowledged receiving his correspondence and advised that it has been entered into our database and filed for the record. He thanked me.

End of Comments

Date Completed: 8/13/2009

Opinion No. 2009 - 80780

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81090

Date: 8/12/2009

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

Complaint By: First: Miquelle Last: Scheier

Account Name: Miquelle Scheier

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

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*****

Ms. Mayes:

My name is Miquelle Scheier. I am a Senior Manager for Coconino County Community Services Department Community Resource Division, a position I have held for more than 10 years. I am a 37 year resident of Coconino County, and have: worked more than. 30 years with the low-income families in our county. I currently serve as a member of Arizona Community Action Association Board and have been on the Executive Committed for that board for the last four years serving as Vice-President. I recently provided comment in the special open meeting of the Arizona. Corporation Commission held in Flagstaff on Monday, August 10, 2009 to address my concerns over the pending requests for rate increases by Arizona Public Service Company and UNS Gas, Inc.

I want to heartily thank the Commission for coming to Flagstaff and providing the opportunity for input in the pending UNS GAS and Arizona Public Service rate cases. I want to especially thank Chairman Mayes for her interest and responsiveness to the impact these proposed rate increases will have on the low-income consumers during these challenging economic times.

Throughout Coconino Country we are seeing consistent increases in the requests for utility assistance. Coconino County Community Services Department (CCCSD) is turning away record numbers of individuals and families as the downturn in our economy continues its downward spiral and local residents are being notified of pending job furloughs, cut back in hours, and lay-offs. In the first six months of 2009 CCCSD saw an increase of 35% in the number of people being turned away for rental, eviction and mortgage foreclosure assistance. We turned away 150 households in the month of March alone.

We know things are not getting better. The unemployment rate in Coconino County continues to rise, from 4.1% a little more than a year and a half ago, to over 6.7% currently. The national unemployment rate is expected to

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

hit more than 10% in 2010 and typically we are significantly higher throughout Coconino County. Case Workers Throughout the County are reporting serving people that have never before requested assistance, and many of the families who have been 'making it' for the last few years are once again at our doors. The number of families that are finding themselves in need of assistance is growing daily and substantially, and the face of poverty is changing in Arizona.

While we were able to assist more Families seeking energy assistance in 2009 with the increased LIHEAP funding we received in 2009, we have not received an increase in LIHEAP for 2010. It is rumored that there will be another allocation to the State of Arizona, however, there is no guarantee as to how or when this money will be allocated. Our total allocation of LIHEAP for 2009 was \$428,570. This year, 2010, Coconino County received \$172,000. We have never, even in good times, been able to keep up with the demand for energy assistance by our program participants. The requests for assistance rose in 2009 and we expect, given the continued state of our current economy, we will continue to see a rise in requests. Flagstaff, Page and Williams saw a doubling of requests by families who were on the verge of having their heat turned off this winter. Comparisons with 2008 expenditure indicate a 43% increase in a little over a year's time:

Month	07/08 Households Assisted	08/09 Households Assisted
NOV	47	109
DEC	65	146
JAN	90	231
FEB	110	310

Last year the average gas bill was running about \$150 - \$200 and this year we are seeing \$250 - \$400; the average electric bill was running \$125, and this year it is up to \$175 - \$250. And, propane prices are off the charts, with no regulation. The northland experienced record cold temperatures the last few winters and it is predicted that we will continue to see these extremes temperatures again this winter (Arizona Weather.com). This means increasing utility bills. And with UNS Gas and APS, major providers of energy in Coconino County, asking for additional rate increases this year our low-income families remain in jeopardy. The outlook for financial assistance is bleak. The safety net that we have been providing has been torn and people are falling through in increasing numbers. With reductions to human services at the national and state levels in 2009 and anticipated cuts to funding for 2010, we anticipate that over a 1000 families in 2010 in Coconino County will not be served. What we know is that increased energy burdens have a direct correlation to homelessness.

Low-income families cannot pay their bills today, add an additional increase to the current energy burdens and more of our families are at increased risk for becoming homeless. This is especially true for one of our most vulnerable populations - our seniors living on fixed incomes.

CCCSD provides more than 90% of the utility assistance in our County. We're now working harder than ever to partner with the other providers in each community and what we are learning is that, for all of us, the demand for services is far greater than it ever has been while funding and staffing are down at all agencies. We're seeing families who have never before had to ask for services and they are more stressed and need more help navigating the system. With resources diminishing, Coconino county is prioritizing the allocation of available funds - - families with children, the elderly living on fixed incomes, and those with medical needs. This prioritization leaves many unserved. The poverty rate for Coconino County is 16.1% compared to 14.2 % in Arizona, and 13.3% nationally. The low-income population includes those that live at or below 200% of the federal poverty level, which includes 44,307 residents - that is 35% of the County's population.

Arizona, especially Coconino County, experiences an extremely high housing affordability gap as well. The Department of Health and Human Services has determined that in order to maintain sustainability, a household should not spend more than 28% of their income toward housing. Sadly, 12% of all households statewide must pay over 28% of their income toward shelter in order to avoid living in substandard and/or overcrowded conditions. But in Coconino County 21.3%, or nearly a quarter of all residents, excluding those on the reservations, spend more than 23% of their income on housing which gives Coconino County the 2nd largest

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

affordability gap in Arizona (Arizona Department of Housing, 2008) Many of our low-income residents report paying up to 52% of their, income for housing.

Given these challenging circumstances increases in utility costs have the potential to devastate our low-income and most vulnerable residents. It is for these reasons that Coconino County Community Services supports the requests made by the Arizona Community Action Association in the UNS Gas, Inc, rate increase hearing: 1) to request that the Commission hold low-income customers harmless in this rate case, both in the CARES program and within the purchased gas adjustor; 2) to modify the CARES, Warm Spirits and weatherization program language to track the federal LIHEAP and weatherization eligibility language; 3) to increase the Company's outreach and enrollment efforts in the low income discount program, which would include the requirement that the Company automatically enroll LIHEAP and weatherization eligible customers in the CARES discount program; 4) exempt CARES customers from Rule/Regulation, Section No. 3, Establishment of Service, B. Deposits, 5. 5) to increase the Company's support, of the Warm Spirits and Low-Income Weatherization programs.

I thank you for your time and consideration of this request. Please feel free to contact me with any questions that you might have.

Sincerely,
Miquelle Scheier, Senior Manager
Coconino County Community Services [REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Opinion noted and filed in Docket No. E-01345A-08-0172 by Carmen Madrid

8/12/2009

I called consumer and advised her that her letter will be placed on file with the Docket Control Center of the ACC to be made part of the record. The Commission will consider your comments before a decision is rendered in the ("APS") application. Consumer thanked me.

File Closed
End of Comments

Date Completed: 8/13/2009

Opinion No. 2009 - 81090

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 81140

Date: 8/13/2009

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

Complaint By: First: Marie Last: Jones

Account Name: Marie Jones

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:

*****REFERRED FROM COMMISSIONER NEWMAN'S OFFICE*****

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

Sent: Wednesday, August 12, 2009 6:26 PM

To: Newman-Web

Subject: Promote a Clean Energy Future for Arizona

Aug 12, 2009

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

Dear Commissioner Newman,

Re: Docket Numbers [REDACTED] 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 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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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. Marie Jones

Phoenix, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/13/09 Opinion filed in Docket No. E-01345A-08-0172 closed

End of Comments

Date Completed: 8/13/2009

Opinion No. 2009 - 81140

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 81166 Date: 8/13/2009

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

Complaint By: First: John Last: Cassidy

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

Street: [REDACTED] Work: (000) 000-0000

City: Phoenix CBR:

State: AZ Zip: 85015 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment Contact Phone: [REDACTED]

Nature of Complaint:

*****REFERRED FROM COMMISSIONER NEWMAN'S OFFICE*****

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

Sent: Thursday, August 13, 2009 9:28 AM
To: Newman-Web
Subject: Promote a Clean Energy Future for Arizona

Aug 13, 2009

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

Dear Commissioner Newman,

Re: Docket Numbers [REDACTED]
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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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,

John Cassidy

Phoenix, AZ 85001

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/13/09 Opinion docketed in Docket No. E-01345A-08-0172. closed

End of Comments

Date Completed: 8/13/2009

Opinion No. 2009 - 81166
