

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81972

Date: 9/22/2009

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

Complaint By: First: Donald L Last: Greenlee

Account Name: Donald L Greenlee

Home: [REDACTED]

Street: [REDACTED]

Work: Arizona Corporation Commission

City: Rio Verde

CBR: DOCKETED

State: AZ Zip: [REDACTED]

is: SEP 29 2009

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

9/22/09 - EMAIL RECEIVED - OPINION OPPOSED:

Docket No. E-01345A-08-0172

DOCKETED BY [Signature]

DOCKET CONTROL
1 SEP 29 P 3:38
RECEIVED

From: Valorie Nimmo On Behalf Of Utilities Div - Mailbox
Sent: Tuesday, September 22, 2009 10:01 AM
To: Guadalupe Ortiz
Subject: FW: APS exec defends overseas hiring. The Arizona Republic - Sept 20,2009

From: Donald Greenlee [mailto:[REDACTED]]
Sent: Monday, September 21, 2009 2:41 PM
To: Utilities Div - Mailbox
Cc: [REDACTED]
Subject: APS exec defends overseas hiring. The Arizona Republic - Sept 20,2009

Ms, Kris Mayes
Commission Chairwomen
Arizona Corporate Commission

I was outraged to read the above article and the rather nonchalant comments by James Hatfield, APS Chief Financial Officer. APS is the largest electric utility serving the PUBLIC in Arizona and chooses "supplemental work management" resources from, not just outside of Arizona, BUT outside of the United States!!

This is just not biting the hand that feeds you, it is completely ignoring a responsibility to be a participant in the betterment of the State that you have been "given" the right to do business in.

Ms. Mayes, I appreciate your directing this issue to the attention of APS. I would not think that it would be

ARIZONA CORPORATION COMMISSION
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necessary to have stipulation in the RATE CASE that requires APS to use Arizona people and contractors in providing services to the public they serve, but this evidence of behavior warrants consideration of such action.

Sincerely,

Donald J. Greenlee

Rio Verde, AZ

*End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

RE: Arizona Public Service Company ("APS") Docket No. E-01345A-08-0172

Dear Donald Greenlee,

Your email dated, September 21, 2009 sent to the Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS") has been received. An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 9/28/2009

Opinion No. 2009 - 81972
