

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: (520) 628-6555

Fax: (520) 628-6559

Priority: Respond Within Five Days

Complaint No. 2008 - 74092

Date: 12/19/2008

Complaint Description: 10A Construction - Costs
N/A Not Applicable

Complaint By: First: Bill Last: Byron

Account Name: Bill Byron

Home: (000) 000-0000

Street: 000000

Work:

City: 00000000

CBR: subbyron721@aol.com

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith

Contact Phone: (602) 250-2162

Nature of Complaint:

*****CHAIRMAN GLEASON and COMMISSIONER MAYES
REFERRAL*****

Referred by Betty Camargo & Sheila Stoeller to CEWalczak:

Arizona Corporation Commission
DOCKETED

JUN 18 2009

DOCKETED BY [Signature]

RECEIVED
2009 JUN - 31 P 3: 44
AZ CORP COMMISSION
DOCKET CONTROL

-----Original Message-----

From: su byron [mailto:subyron721@aol.com]
Sent: Wednesday, December 17, 2008 6:48 PM
To: Mayes-WebEmail
Cc: Gleason-WebEmail
Subject: APS hook-up fees

I am writing to express my outrage about Arizona Public Service's electrical hook-up policy that was enacted by the company in early 2008. Like many other Arizonans, we have been caught by this policy.

In fall of 2007 construction began on our home in Wittman. At that time the APS policy was a free hook-up within a 1,000 foot distance (We are 160 feet). The new APS policy means that we may have to pay up to \$18,000 for the hook-up and trenching. This adds \$18,000 to the cost of the home that we weren't expecting, and decreases the value of our home of \$18,000.

Had we known APS was contemplating this, we would not have invested at this site - not in a million years.

APS, of course, could care less. They get to charge us now for \$18,000 plus we get to pay them every month for their service and electricity.

Oh, and as they well know, we aren't going to go to another service provider - one doesn't exist.

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I believe that's called that a monopoly, and you'd certainly conclude that APS is taking advantage of people who are in our position.

You have the responsibility to regulate utilities. I'm assuming you consider this to be unfair. Are you going to do anything about this?

Sincerely, Bill Byron
End of Complaint

Utilities' Response:

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]
Sent: Wednesday, December 31, 2008 1:18 PM
To: subyron721@aol.com
Cc: Reg Lopez
Subject: FW: ACC Complaints: Byron, Bill - Complaint No. 74092 (Advocate Ref # 16474)

December 31, 2008

Mr. Byron:

Reg Lopez with the Arizona Corporation Commission (ACC) referred your recent letter to Chairman Gleason to my attention and I appreciate the opportunity to respond.

At APS, we realize building electric facilities is costly and we work hard to bring new service to our customers in the most cost effective way. New electric facilities are constructed from APS' nearest source of power subject to the availability of adequate capacity and voltage in accordance with Schedule 3 (Conditions Governing Extensions of Electric Distribution Lines and Service) on file with the Arizona Corporation Commission.

On June 28, 2007, in Decision No. 69663, the ACC approved APS' proposal to eliminate the free-footage-based allowance and move to a dollar-based allowance of \$5,000.00 per new residential customer. At that time, the ACC encouraged APS to file a revised version of Service Schedule 3 that eliminated dollar-based allowance and economic feasibility line extensions for all customers.

APS and the ACC worked jointly to revise Service Schedule 3 so that current APS customers would no longer pay the cost to extend electric service for future APS customers. Essentially, growth would pay for growth. The ACC approved this version of Service Schedule 3, on February 27, 2008. Customers are now required to pay a non-refundable charge for the installation of facilities required to provide service.

APS is required to ensure electric service lines are extended to all customers using the same standards, guidelines throughout APS' service territory, and that the rules are applied fairly and consistently.

Upon reviewing the charges APS invoiced for both properties in Wittmann, my investigation found APS' portion of the line extension for both properties is \$9,918.22 and not \$18,000.00 as your letter states. The additional cost to extend electric service may originate from trenching, boring or other earthwork needed to provide electric service to the home. These costs have always been the cost of the customer and did not change during the revision to Service Schedule 3.

I have attached a hyperlink to Service Schedule 3 for your review on [aps.com](http://www.aps.com/_files/rates/sched-03.pdf) for your convenience. http://www.aps.com/_files/rates/sched-03.pdf. I appreciate the opportunity to respond to the concerns mentioned in the letter. If you have any questions or if I may be of further assistance please call me directly at (602) 250-2280.

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Sincerely,

Melissa Smith
APS Consumer Advocate

Cc: Reg Lopez, Arizona Corporation Commission

Thanks,

Melissa Smith
Consumer Advocate
End of Response

Investigator's Comments and Disposition:

12-19 I contacted Melissa Smith. Advised of customer e-mail and if they had a record of this customer. She replied it would help if APS had the service address and to whom the customer has been working with. This would assist in locating records for the customer.

12-19 I e-mailed the customer the following:

Dear Mr. Byron:

On behalf of Chairman Gleason, I have the opportunity to be of assistance you in this matter. To investigate this matter, could you please provide me the service address in Wittman, Arizona and whom you have been working with at APS?

Sincerely,

Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division

(follow up for 12-23 for a reply).

12-23 No reply from customer. I called Melissa @ APS. Ok to send to her, she will see what she can do to find something for this customer. E-mailed to APS @ 10:00 am.

12-24 8:43am. She was able to locate records for this consumer. This customer requested service to two (2) sites. One of them is for \$9.918. She will reply once she had additional info.

12-31 Per APS reply, I e-mailed the customer the following along with APS' e-mailed reply:

Dear Mr. Byron,

Attached below is APS' reply to your concern regarding the construction costs to provide service to you at both of your Wittmann properties. The referenced Decision 69663 can be viewed by visiting the Arizona Corporation Commission's website and using the "eDocket" function. Please contact me by January 5, 2009 if I can be of further assistance in this matter.

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Sincerely,

Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

12-31 (Follow up for 1-7-09 to close if no reply).

1-7 No customer reply received.

1-8 No reply received from customer.

1-12 o reply from customer. Sent closed file to Sheila Stoeller and CEW (Copy to Betty Camargo N/A). File closed.

End of Comments

Date Completed: 1/12/2009

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