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From: Jody Clute [jody@thehamptongroupinc.com]
Sent: Friday, January 23, 2009 3:52 PM
To: elizabeth.weaver@aps.com
Cc: Mayes-WebEmail
Subject: Jo Clute APS/Corporation complaint

Beth,

I contacted Commissioner Maye's office this afternoon and they are going to have someone from the utilities division give me a call to discuss this matter.

I want to reiterate, for the record, that as a tax payer, a voter, and a consumer, I am very un nerved that APS has been granted the authority to charge me "any" amount of money for a program that was created unbeknown to me AFTER my construction loan and my permit was in place for my new house. Add to this, the fact that the costs and the profit that APS is allowed to charge are exorbitant in my own perception and APS refuses to disclose the itemization of this bill because of its "proprietary" nature-using your words. APS has a monopoly on my electric service. I cannot have a working home without the participation of APS and APS only. So how APS would be put at a competitive advantage because these costs would be disclosed to me is a complete mystery and counter intuitive.

It is this lack of corporate transparency that has made me feel very uneasy.

The workings and the goings on of the Corporation Commission and APS are complex and intricate. While I am living my daily life and trying to survive in this economic environment as a little and local contractor, it seems overly optimistic that I be expected to be apprised of any and all information coming to the public eye about what the Corporation Commission and APS are agreeing to do in their own bureaucracies. I couldn't even keep up with the sub contractors that were on my project filing bankruptcies much less whether I should have had my application in for electric service in February where I was nowhere even close to that stage of the building process with my house.

Somehow somewhere I feel that the grave consequences and the true financial hardship and turmoil that this has caused or is causing on the general public who is/was building was either miscalculated or completely ignored .

This is where my ultimate frustration is.

Thank you for taking the time today to talk with me. I hope to eventually have electric service to my home without having to pawn my jewelry, my car, my small dog or without feeling like I was completely betrayed by my elected officials and subsequently APS.

Arizona Corporation Commission
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JODY CLUTE
DEVELOPMENT ADMINISTRATOR

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