

E-01345A-08-0172



ARIZONA CORPORATION COMMISSION 0000099541

UTILITY COMPLAINT FORM

410

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

2009 JUN 18 P 1:29

Opinion No. 2009 - 79741

DOCKET Date: 6/16/2009

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

Complaint By: First: Gary Last: Hickman

Account Name: Gary Hickman Home: (000) 000-0000

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

City: n/a CBR:

State: AZ Zip: 00000 is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment Contact Phone:

Nature of Complaint:

From: GARY HICKMAN
Sent: Saturday, June 13, 2009 1:18 PM
To: Utilities Div - Mailbox
Subject: APS rate increase

I just received notice in my APS bill that they are implementing another rate increase effective July 1, 2009. This utility is out of control and displays nothing but poor management and planning.

With the economy in its current state there is no reason for a rate increase to be granted. If APS management can not control cost and adjust to the current situation it may be time to apply some pressure. The consumer has little or no choice as to where they get their electric power so it is on the Commissions back to keep APS in the real world.

Therefore I strongly suggest that the Commission deny this rate increase.

Gary Hickman
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/16/09 Emailed the following response to Mr. Hickman

Good morning Mr. Hickman,

Your email regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the

Arizona Corporation Commission
DOCKETED

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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
Public Utilities Consumer Analyst II
Utilities Division

End of Comments

Date Completed: 6/16/2009

Opinion No. 2009 - 79741
