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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

47
CO

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80339

Date: [REDACTED]

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

First:

Last:

Complaint By: Laurie

Michel

Account Name: Laurie Michel

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Arizona Corporation Commission

DOCKETED

JUL 13 2009

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E 01345A-08-0172

From: Laurie Michel [REDACTED]
Sent: Sunday, July 12, 2009 6:19 AM
To: Utilities Div - Mailbox
Subject: CON APS rate increase E-013451-08-0172

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

JUL 13 P 4: 18

RECEIVED

I oppose the APS rate increase. Not only is the worldwide economy hurting, but AZ has serious economic problems. This is a horrendous time for an increase. I believe I read that APS is guaranteed a 13% profit margin. I think that should be reconsidered--if it were 10% would they be after yet another increase? Not many companies get that high of a profit margin and I think they could look at that as well as other potential economies--I have no idea where they spend all of their funds, but it's unlikely they couldn't make some additional cuts if the reduced profit margin didn't cover the issue.

Part of my irritation with APS is I know they are NOT doing all they could to help consumers be more energy efficient. I've approached them twice about the fact that my 2002 build home PROBABLY doesn't have the necessary attic ventilation and they couldn't be bothered to help me locate a building code or find any help to determine if that is true. I can't get up into my attic, I'm disabled, but there has to be some mechanism to check out code violations and they just blow me off. I think I use more electricity than I have to as a result of what I am sure is incorrect construction, but they do NOT care. I also suspect it's true about my entire subdivision--that has to add up, but they just send the same old nonsense about caulking around windows, etc. instead of addressing what is probably a substantial issue. (Of course all the other places I've contacted also ignore my question, but APS is jacking up rates and they claim they want to save energy, so their hypocrisy is on the line right now.)

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

[REDACTED] [REDACTED]
Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Monday, July 13, 2009 11:52 AM
To: [REDACTED]
Subject: FW: CON APS rate increase E-013451-08-0172

Dear Ms Michel,

Your opinion has been received by the Arizona Corporation Commission and will be docketed so all Commissioners will be made aware of your concerns.

Regards,

Brad Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 7/13/2009

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[REDACTED]

[REDACTED]