

E 01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4100

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) 542-2129 [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80472

Date: 7/20/2009

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

Complaint By: First: Walter Last: Tubilewicz

Account Name: Walter Tubilewicz

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Scottsdale

CBR: [REDACTED]

State: AZ Zip: 85259

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E 01345A-09-0172

Against rate increase  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.  
\*End of Comments\*

Date Completed: 7/20/2009

Opinion No. 2009 - 80472

Arizona Corporation Commission  
DOCKETED

JUL 21 2009

DOCKETED BY [Signature]

RECEIVED  
2009 JUL 21 A 10:05  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80468

Date: 7/20/2009

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

Complaint By: First: Lorraine F. Last: Casella

Account Name: Lorraine F. Casella

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Chino Valley

CBR:

State: AZ Zip: 86323

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-01345A-08-0172

LORRAINE F. CASELLA

[REDACTED]  
CHINO VALLEY, ARIZONA 86323

[REDACTED]  
July 15, 2009

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington  
Phoenix, Az. 85007  
RE: Docket #E-01345A-08-0172

Here we are again facing yet another rate increase by Arizona Public Service Company.

My electric bill has neatly doubled over the past few years.

Has anyone bothered to ask APS just how much money in bonuses has been paid to the top executives? If they are in such need of money why are the executives receiving bonuses. How can you reward bad management? Just how is the average American suppose to pay for all the rate increases passed on by big business, when the executives all get their big bonuses?

The American people are being pushed to the breaking point and before long this country will see another revolution so we can regain control of OUR country. APS just got a rate increase in Jan. 2009, so why another increase?

Let the big wigs give up their bonuses and learn to live like the average American and see how they feel.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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I, [REDACTED] like all other APS customers vehemently oppose further rate increases. Stop the mismanagement of money and deny APS another rate increase. [REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Called consumer to acknowledge receipt of opinion.  
\*End of Comments\*

**Date Completed:** 7/20/2009

**Complaint No.:** 2009 - 80468

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

E 01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80506

Date: 7/20/2009

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

First:

Last:

Complaint By: Edwin V.

Nyberg

Account Name: Edwin V. Nyberg

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: 85308

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E 01345A-08-0172

7/15/2009

Edwin V. Nyberg  
[REDACTED]  
[REDACTED]

Docket you wish to comment on: E-01345A-08-0172

Docket Number: E-01345A-08-0172

Case or Utility Name: Arizona Public Service Co.

Position on Docket: Con

I wish to state my opposition to the current rate increase request from APS. My position is based on their unfair rate/billing practices. In May APS installed a automated meter on my residence, this new meter allows the reading date to be collected remotely. My objection to the current rate increase is based on their continuing a "meter reading fee" each month. They are billing \$1.87 per month or \$22.44 annually. If they are no longer "reading" my meter why are they allowed to continue this fee? I have contacted them about this fee and am told that they do not have the ability to remove it from billing where they have converted to automated meters. This is not a huge fee, but when multiplied by thousands of customers would result in a large amount of revenue. I believe that this fee should now be removed. As a result I am opposed to any rate increase until this billing is stopped.

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
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In [REDACTED] Comments and D [REDACTED]

Called consumer and left voicemail acknowledging receipt of his opinion.

\*End of Comments\*

Date Completed: 7/20/2009

Opinion No. 2009 - 80506

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80507

Date: 7/20/2009

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

Complaint By: First: **Doglas** Last: **Manchester**

Account Name: Doglas Manchester

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: 86301

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E 01345A-08-0172

7/12/2009

Doglas Manchester

[REDACTED]  
Prescott, AZ 86301

[REDACTED]  
Docket you wish to comment on: APS's application for permanent base rate increase  
Docket Number: E-01345A-08-0172  
Case or Utility Name: Arizona Public Service Company  
Position on Docket: Con

Under these hard economic times it seems outrageous that utility companies can't share the burden along with everyone else. There must be another solution monetarily within the organization to resolve there short comings.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and left voicemail acknowledging receipt of his opinion.  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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[REDACTED]

[REDACTED]

Date Completed: 7/20/2009

Opinion No. 2009 - 80507

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]  
[REDACTED]