

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

43

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80668

Date: 7/28/2009

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

Complaint By: First: Sylvia Last: Goldsmith

Account Name: Sylvia Goldsmith

Home: (000) 000-0000

Street:

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85251

is:

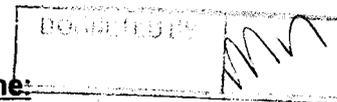
Arizona Corporation Commission  
DOCKETED

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:



Nature of Complaint:

\*\*\*\*\*DOCKET NO. E-01345A-08-0172\*\*\*\*\*

Dear Sir:

Please DO NOT PERMIT APS any kind of rate increase, especially not a permanent basic increase. They request more monthly expenses that sound like duplications. If properly run, their charges might become reasonable. My APS charges were about \$50.00 per month for many years. Now, charges have increase to alomost a hundred per month

I have a fairly good income but with recent stock market loss, I must now restrict my activities and deprive myself of enjoyment (and help) in my old age so that I can pay my APS bill. It is out of proportion. I turn off lights. I watch only one hour a day of T.V. I do not have a radio. I do not have cable T.v. I do not have a microwave oven. I do not have household help. I do not own a cell phone, Dr. bills, medicine, health care have all increased. Where to cut down?

Sincerely yours,  
Sylvia Goldsmith  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

\*\*\*\*\*DOCKET NO. E-01245A-08-0172\*\*\*\*\*

Opinion noted and filed in docket no. E-01245A-08-0172 BY Trish Meeter.

Received correspondence on 7/28/2009, never faxed to our office.

RECEIVED  
2009 JUL 31 P 4: 02  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Called customer but she is not able to hear me so I will mail her the following:

July 28, 2009

RE: ARIZONA PULICE SERVICE

Dear Sylvia Goldsmith:

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the 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. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148.

Sincerely,  
Jenny Gomez  
Consumer Analyst I  
Utilities Division

File Closed  
\*End of Comments\*

**Date Completed: 7/28/2009**

**Opinion No. 2009 - 80668**

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E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Trish Meeter

**Phone:** (602) 542-0622

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion No. 2009 80657 Date: 7/28/2009**

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

**Complaint By:** **First: Tony Last: Faillaci**

**Account Name:** Tony Faillaci **Home:** (623) 824-3401

**Street:** 20466 W Daniel Place **Work:**

**City:** Buckeye **CBR:**

**State:** AZ **Zip:** 85396 **is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** Melissa Smith **Contact Phone:** (602) 250-2162

**Nature of Complaint:**

7/28 DOCKET NO. E 01345A-08-0172

I am against any further rate increases and I feel the interim rate increase should be revoked. My household consists of only two people, my husband and myself. We are on the peak/off peak 9:00am - 9:00pm plan. We spend an average of a week a month out of the house. When we are gone the AC temp is set for 90 degrees, all plugs are pulled and shades drawn closed. When we are home the AC temp is set for 85 degrees. With all this cost savings I still have an electric bill of \$411.79.

My peak charge was \$129.34 and my off peak charge was \$59.42 for a total of \$188.76.

Then there is \$223.03 worth of "extras" added to the bill (i.e. delivery service charge of \$101.46, power supply adjustment of \$21.89, transmission and ancillary services of \$21.33). This is way too much in taxing the public. We need a break. Please vote down the increase and revoke the interim rate increase. Enough is enough. Thank you.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed

\*End of Comments\*

**Date Completed:** 7/28/2009

**Opinion No. 2009 - 80657**

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Jenny Gomez

**Phone:**

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion No. 2009 80686 Date: 7/28/2009**

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

**Complaint By:** **First:** Gwen **Last:** Wisner

**Account Name:** Gwen Wisner

**Home:** ( )

**Street:**

**Work:**

**City:** Surprise

**CBR:**

**State:** AZ **Zip:** 85687

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** Melissa Smith

**Contact Phone:** (602) 250-2162

**Nature of Complaint:**

\*\*\*\*\*DOCKET NO. E-01345A-08-0172\*\*\*\*\*

I hope this Commission will stop granting increases every time APS comes before you. My Husband and I live on fixed income and have already been informed that we will not receive an increase in our Social Security for 2010 and 2011. We have to tighten our belts and live within our means and I feel that APS should have to do the same thing. It's very discouraging to see them get more increases, when you see what types of salaries are being paid. PLEASE DO NOT ALLOW THIS INCREASE.

Thank you,

Gwenn M. Wisner  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/28/2009 \*\*\*\*\*DOCKET NO. E-01345A-08-0172\*\*\*\*\*

Called customer and acknowledged receiving her correspondence.

Opinion noted and filed in Docket No. E-01345A-08-0172 by Trish Meeter.

File Closed  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 7/29/2009

Opinion No. 2009 - 80686

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2009 80620

**Date:** 7/24/2009

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

**First:**

**Last:**

**Complaint By:** Richard

Garrison

**Account Name:** Richard Garrison

**Home:**

**Street:**

**Work:**

**City:** Peoria

**CBR:**

**State:** AZ **Zip:** 85345

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

(Docket No. E-01345A-08-0172)

To whom it may concern:

Dear Sirs & or Mams

It has come to my attention that APS is constantly increasing our rates.  
And adding on new charges & or bogus claims.

My rates have increase 4x's this year & I know have about 85% of my house in CFL bulbs. And I have caulked & I have bought Sun Screens for windows that face the sun and heat up the house.

With me doing all this and the expenses with this and APS still wants more and more increases, it is my feeling that I am fighting a loosing battle. As far as for savings.

How and when will this ever stop (?) - Does APS look at it's own infistructure and say "hey, we can help the consumer by doing this". (?)

I question APS's Actions. I truly think APS takes advantage of the basic consumer (s).

The only thing APS can come up with is raise the rates. A fifth grader can do this also.

This is in reference to Docket No. E-01345A-08-0172.

From: Richard Garrison

Peoria, AZ 85345

Phone:

Thank you very much.

\*End of Complaint\*

**Utilities' Response:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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na  
\*End of Response\*

**Investigator's Comments and Disposition:**

I thanked customer for calling and told customer that his opinion would be entered into our database for the record. Also, his opinion will be docketed so that the Commissioners will have an opportunity to read his Opinion prior to rendering their decision. Customer was thankful that ACC staff called him to confirm his correspondence. FILE CLOSED.

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I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Arizona Public Service Company - Docket No. E-01345A-08-0172

\*End of Comments\*

**Date Completed: 7/24/2009**

**Opinion No. 2009 - 80620**

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E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 80563**

**Date:** 7/23/2009

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

**Complaint By:** **First:** Lisa **Last:** Labarre

**Account Name:** Lisa Labarre

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:** Litchfield Park

**CBR:**

**State:** AZ **Zip:** 85340

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

7/23/09 E-01345A-08-0172

Per Lisa Labarre the problem with the outages in that area are the large lines above ground. The ACC should force a different way to get energy to that location. We are not getting the service we are paying. APS should look into a solar project in areas where land is condemn. They could buy the land and invest on this type of project. They look out for their share holders first. She opposes the rate increase currently before the Commission.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/23/09 Response provided to Ms. Labarre

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

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely,

Alfonso Amezcua  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed: 7/23/2009**

**Opinion No. 2009 - 80563**

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E-01345A-08-0172

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2009 - 80697**

**Date:** 7/29/2009

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

**Complaint By:** **First:** Barbara **Last:** Allison

**Account Name:** Barbara Allison

**Home:**

**Street:** n/a

**Work:** (000) 000-0000

**City:** n/a

**CBR:**

**State:** AZ **Zip:** 00000

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

7/29/09 Per Ms. Allison, she was against the proposed rate increase filed by APS. She believes that an additional \$14 dls would be outrageous. Please deny APS the rate increase.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

7/29/09 Voice mail message

Your comments regarding the Arizona Public Service Company "APS" rate case will be placed on file with the 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 your comments 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.

\*End of Comments\*

**Date Completed:** 7/29/2009

**Opinion No.** 2009 - 80697

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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