

E-01345A-08-0172

ORIGINAL



ARIZONA CORPORATION COMM 0000101251

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80772

Date: 8/3/2009

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

Complaint By: First: Darlene Last: Mack

Account Name: Darlene Mack

Home: (000) 000-0000

Street: n/a

Work:

City: Phoenix

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

***** REFERRED FROM COMMISSIONER NEWMAN'S OFFICE ***

*** E-01345A-08-0172 ***

Customer sent the following e-mail -

From: DMINAZ1@aol.com [mailto:[REDACTED]]
Sent: Monday, July 27, 2009 2:57 PM
To: Newman-Web
Subject: Renewable energy

Dear Mr. Newman:

It has been brought to my attention that APS is or will be charging for renewable energy. I do not agree to pay for this and wish that you vote against this charge. I am on a fixed income and am tired of the utility companies looking for new ways to charge their customers.

Thank you for your time,

Darlene Mack
Phoenix, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission
DOCKETED
AUG - 4 2009
DOCKETED BY [Signature]

RECEIVED
2009 AUG - 4 P 3:57
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Responded to customer with the following e-mail -

Dear Ms. Mack,

Your recent e-mail to Commissioner Newman has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be filed with the current APS rate case and will be available for all five Commissioners.

Thank you for taking the time to let the Commissioners know your thoughts in this matter.

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
AZ Corporation Commission
End of Comments

Date Completed: 8/3/2009

Opinion No. 2009 - 80772

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 - 80818

Date: 8/4/2009

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

Complaint By: First: Wanda Last: Brown

Account Name: Wanda Brown

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E-01345A-08-0172

Consumer against rate increase, has thermostat set at 84 and can hardly pay the bill now. Husband in a wheelchair.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/4/2009

Opinion No. 2009 - 80818

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80645

Date: 7/27/2009

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

Complaint By: First: James Last: Chapman

Account Name: James Chapman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Cottonwood

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

While I understand the serious nature of the current economic climate, I implore the commission not to rubber-stamp yet another rate increase for Arizona Public Service. It is a frightening state of affairs when a company that provides a critical service (we cannot live without electric power in our homes. It is truly a matter of life and death, in the desert.), has no competition and seems to get whatever it wants for it's service. The public is at the mercy of this very large and powerful company. I applaud APS for it's low-income program and for the community programs it provides to various cities and towns. My question is why, in these financially challenging times, APS cannot put the money spent on these community consulting programs into paying for fuel costs and give us customers a break? Is there no way to end the dilemma of having to choose between paying the electric bill and the gas bill? The electric bill and the prescription medicine? When fuel prices dipped below \$2.00 a gallon, there was no notice to decrease rates. We need a break. I have not heard of any utility companies accepting government bail-out money, so I think it's safe to assume that APS is not hurting.

We are. Please do the right thing and stop this rate-increase.

Sincerely,

James Chapman.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

7/30/2009 Opinion noted and filed in DOCKET NO. E-01345A-08-0172 BY CARMEN MADRID.

7/30/2009 THE FOLLOWING E-MAILED WAS SENT TO CUSTOMER :

Dear James Chapman,

Your opinion will be entered into our database for the record and your opinion will be docketed so that the Commissioners will have an opportunity to read your concerns prior to rendering their decisions.

The Commissioners and Staff are very sensitive to the burden that high utility rates can place on customers. They are doing everything within their authority to protect the consumers of Arizona. However, they are constitutionally required to permit the utility companies to earn a fair return on the fair value of the property devoted to public use.

We appreciate you sharing your concerns with us. If I can be of further assistance or answer additional questions, please contact me at 520-628-6556 or our toll free number 1-800-535-0148

Sincerely,
Jenny Gomez
Public Utilities Consumer Analyst 1

FILE CLOSED
End of Comments

Date Completed: 7/30/2009

Opinion No. 2009 - 80645

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80776

Date: 8/3/2009

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

Complaint By: First: Thomas Last: Cisco

Account Name: Thomas Cisco

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Glendale

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

APS - Docket No. E-01345A-08-0172

I am strongly against allowing APS ANOTHER rate increase. I have not received a raise in two years and yet every time APS needs to keep their rating for investment (or should I say so the stock holders can keep making a profit and still be willing to invest), APS says they need a rate increase. I have one of the plans that is supposed to be the most cost efficient that APS offers, yet my rate has been increased twice in the last year. I believe with the circumstances of the economy and as many people loosing their jobs, APS should shoulder the burden and NOT get a rate increase.

As further evidence of why I am taking the time to write this comment, yesterday July 28, 2009, the Arizona Republic ran an article that stated since APS and SRP have raised their rates in 2008, the number of home disconnects, (meaning people unable to pay the bill) have almost doubled. DOES THIS MEAN ANYTHING TO ANYONE? We the public are hurting and we ALSO need relief!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/3/09 I tried to contact consumer and left a voicemail explaining that his opinion had been received and will be filed in the docket for the APS rate application. I left my name and telephone number to call if he had any questions. closed

filed in. APS - Docket No. E-01345A-08-0172

End of Comments

Date Completed: 8/3/2009