

E-01345A-08-0172



0000101451

ARIZONA CORPORATION COMMI  
UTILITY COMPLAINT FORM

470

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80842 Date: 8/4/2009

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

Complaint By: First: Patricia Last: Maki

Account Name: Patricia Maki

Home: [REDACTED]

Street: [REDACTED]

Work: Arizona Corporation Commission

City: Phoenix

CBR: DOCKETED

State: AZ Zip: 85086

is: AUG - 6 2009

Utility Company: Arizona Public Service Company

DOCKETED BY [Signature]

Division: Electric

Contact Name: For Assignment

Contact Phone: (602) 250-2922

Nature of Complaint:

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

Customer sent the following e-mail -

63% of my utility bill currently goes to special fees, taxes, assessments and other ludicrous taxes such as a "delivery fee" for my electricity. 63 PERCENT!!!! My actual usage is 37% of my bill. How does this seem reasonable to you? How can the commission consider a nearly 8% increase?

The commission should be looking into the discrepancies between APS and SRP rates. SRP customers pay more than half of what APS customers currently pay. WHY?

Please, these are hard enough times as it is.....we don't need more taxes, fees and surcharges in these desperate times. Soon, we will not be able to afford our homes and will be forced to leave Arizona. Is that what this commission is striving for?

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

RECEIVED  
2009 AUG -6 P 3:11  
AZ CORP COMMISSION  
DOCKET CONTROL

Date Completed: 8/4/2009

Opinion No. 2009 - 80842

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

---

---

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80859 Date: 8/5/2009

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

Complaint By: First: Ellen Last: Robertson

Account Name: Ellen Robertson Home: [REDACTED]

Street: [REDACTED] Work:

City: Avondale CBR:

State: AZ Zip: 85323 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment Contact Phone: [REDACTED]

Nature of Complaint:  
\*\*\*\*\* E-01345A-08-0172 \*\*\*\*\*

Customer sent the following -

As I read the docket request for a rate increase for APS, I am astonished that with the state of the economy and individuals barely able to pay their mortgages or not able to pay their mortgages that a utility company would request a rate increase. They shouldn't be losing any revenue, because individual's are continuing needing APS product "electricity" whether they live in their home or an apartment. Is this utility trying to have these individuals, that are just "barely" hanging on, to lose their homes faster?

Pinnacle West - APS's parent company, a Phoenix-based company with consolidated assets of about \$114 billion. According to their own records, Arizona is still growing. With today's growth and an eventual economic rebound, APS expects to add another 600,000 customers by 2025 - a 55 percent increase over current levels. Shouldn't this company need to wait until Arizonan can get back onto their feet?  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:  
Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

Date Completed: 8/5/2009

Opinion No. 2009 - 80859

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

---

---

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80874      Date: 8/5/2009

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

Complaint By:      First: Theresa      Last: Egizi

Account Name: Theresa Egizi      Home: (000) 000-0000

Street: [REDACTED]      Work: [REDACTED]

City: [REDACTED]      CBR: [REDACTED]

State: AZ      Zip: [REDACTED]      is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:

8/5/2009 - Email Received - Opinion Opposed:

Re: Docket No. E-01345A-08-0172

From: Theresa Egizi [mailto:[REDACTED]]  
Sent: Wednesday, August 05, 2009 12:02 PM  
To: Utilities Div - Mailbox  
Subject: APS rate increase

I am shocked to discover that APS once again wants to raise our rates and to the tune of over 13% I want to know how we are to pay these already ridiculous bills let alone increasing our bills. There is a high level of unemployment in Arizona and in Prescott we are off the map. I have not had work for almost two years and am now living in a 30 yr old trailer in a \$250 a month rental space and my bill is over \$120 a month and I am uncomfortably hot or cold a majority of the day. I don't care what they say, the big honchos are making a killing in wages compared to the rest of us and the profits are there. As far as I am concerned utility companies should make zero profits and CEO;s and upper management should not make more than an average worker, these are services the public cannot live without and therefore we must pay for. This in turn means that the company is a public service and should be paid as such. If the big bosses want to leave this is the perfect time to let them go as for there are millions upon millions of people looking for work and I am sure one or many would be qualified and jump on a \$50-60 K a year job, Cut benefits we the people don't have them cut wages we the people are seeing it, the public service should not have any more than an average middle class worker. If you pass this you are forcing millions to due with out the basics including food. I personally with my bills already run out within 3 weeks.

Don't do it. Don't give this monster more as a matter of fact why don't we have competition here? Isn't that the whole point of Capitilism?  
\*End of Complaint\*

Utilities' Response:

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

---

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

8/5/2009 - Email to Customer:

Dear Theresa Egizi,

Your email dated, August 5, 2009 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS"), requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

CLOSED

\*End of Comments\*

**Date Completed: 8/5/2009**

**Opinion No. 2009 - 80874**

---

E.01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80872

Date: 8/5/2009

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

Complaint By: First: Allen & Vicki Last: Petrowski

Account Name: Allen & Vicki Petrowski

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott Valley

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/5/2009 - Email Received - Opinion Opposed:

RE: Docket No E-01345A-08-0172

From: [REDACTED]  
Sent: Wednesday, August 05, 2009 11:30 AM  
To: Utilities Div - Mailbox  
Subject: APS and E-01345A-08-0172

I strongly oppose an increase of my electric bill by over 13% when the economy is still down and many people don't have a job (including myself). Also for those of us on fixed income, it creates quite a hardship.

Other companies have to adjust to the leaner times or go out of business if they can't make it. The Utilities just keep on spending and then ask their customers to foot the bill, just because they have a monopoly. As an example, they could cut down on their advertising expenses for TV since customers don't have another choice anyway. Possibly, there could be some savings in reducing inflated salaries/boni to senior officers.

PLEASE vote NO, do not let this pass.

Allen & Vicki Petrowski

Prescott Valley, [REDACTED]

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

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

---

**Investigator's Comments and Disposition:**

8/5/2009 - Email to Customer:

Dear Allen & Vicki Petrowski,

Your email dated, August 5, 2009 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS"), requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

CLOSED  
\*End of Comments\*

**Date Completed: 8/5/2009**

**Opinion No. 2009 - 80872**

---

E.01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80871

Date: 8/5/2009

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

Complaint By: First: Dr. Helga Last: Krantz

Account Name: Dr. Helga Krantz

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott Valley

CBR:

State: AZ Zip: 86315

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/5/2009 - Email Received - Opinion Opposed:

RE: Docket No. E-01345A-08-0172

From: Dieter Krantz [mailto:[REDACTED]]  
Sent: Wednesday, August 05, 2009 10:49 AM  
To: Utilities Div - Mailbox  
Subject: APS- E-01345A-08-0172

I strongly oppose an increase of my electric bill by over 13% when the economy is still down and many people don't have a job. Also for those of us on fixed income, it creates quite a hardship. Other companies have to adjust to the leaner times or go out of business if they can't make it. The Utilities just keep on spending and then ask their customers to foot the bill, just because they have a monopoly. As an example, they could cut down on their advertising expenses for TV since customers don't have another choice anyway. Possibly, there could be some savings in reducing inflated salaries/boni to senior officers.

Dr. Helga Krantz  
[REDACTED]  
Prescott Valley AZ 86315

\*End of Complaint\*

Utilities' Response:

n/a

\*End of Response\*

Investigator's Comments and Disposition:

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

---

8/5/2009 - Email to Customer:

Dear Dr. Helga Krantz,

Your email dated, August 5, 2009 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS"), requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

CLOSED

\*End of Comments\*

**Date Completed: 8/5/2009**

**Opinion No. 2009 - 80871**

---

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80869      Date: 8/5/2009

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

Complaint By:      First: Rebecca      Last: Thornley

Account Name: Rebecca Thornley      Home: (000) 000-0000

Street: [REDACTED]      Work: [REDACTED]

City: Sun City      CBR: [REDACTED]

State: AZ      Zip: 00000      is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]      Contact Phone: [REDACTED]

Nature of Complaint:

8/5/2009 - EMAIL RECEIVED - OPINION OPPOSED:

RE: Docket No. E-01345A-08-0172

-----  
From: rebecca thornley [mailto:[REDACTED]]  
Sent: Wednesday, August 05, 2009 8:48 AM  
To: Utilities Div - Mailbox  
Subject: Docket No. E-01345A-08-0172

RE: Docket No. E-01345A-08-0172

I disagree with the proposal for APS rate increase. Im on a very limited budget and cant keep absorbing these increases. I have seen more rate increases from APS in the last few years than I have in the entire 12 years I have lived here. I dont know what I will do if these rates continue, and I also wonder what will happen to others that are in worse finacial shape than I am, or those on fixed incomes and have no more room for more expense? APS sports they are, or endeavoring to become the worlds leader in renewable energy:

APS website article:

"APS, Starwood Energy To Collaborate On Major Concentrating Solar Plant APS to Provide More Solar Electricity per Customer than any other U.S. Utility and "...Along with Lockheed Martin, we look forward to completing this project and providing cost-effective solar power for many decades"

With all the acquisition of solar power projects and other renewable energy projects by APS, acquiring more and more free energy from renewable sources, that (we) the customers should be seeing rates at least stabilize if not go down to a previous level.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

I fear that the customer will never see a 'relief' in rates, no matter how much free energy the Utility projects generate. The only one I see benefiting from all this 'renewable energy' is APS.

I guess some of us will just have to die of heat exhaustion when the rates get to a point we can no longer afford.

Rebecca Thornley  
Sun City, AZ  
\*End of Complaint\*

### Utilities' Response:

N/A  
\*End of Response\*

### Investigator's Comments and Disposition:

8/5/2009 - Email to Customer:

Dear Rebecca Thornley,

Your email dated, August 5, 2009 sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Arizona Public Service Company ("APS"), requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the APS rate case.

Concerns raised by customers assist the Commission within 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 both, 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.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

CLOSED  
\*End of Comments\*

Date Completed: 8/5/2009

Opinion No. 2009 - 80869

---

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80845

Date: 8/4/2009

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

Complaint By: M. Rose

Last: Reuben

Account Name: M. Rose Reuben

Home: (000) 000-0000

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone:

Nature of Complaint:

Sun City West, AZ  
July 30, 2009

Docket-NO. E-01345A-08-0172

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington Phoenix, AZ 85007

Gentlemen:

I am 90 years old and cannot attend the hearing on August 12, 2009 am writing instead.  
Our social security payments have gone up a very small amount, and our medicare returns have gone down.  
I am protesting this settlement very strongly

Yours truly,

Rose Reuben  
\*End of Complaint\*

Utilities' Response:

na  
\*End of Response\*

Investigator's Comments and Disposition:

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

---

I called customer to acknowledge receipt of her correspondence. I told customer that her Opinion would be entered into our database for the record and that it would be docketed so that the Commissioners would have an opportunity to read the customers 's concern. FILE CLOSED.

\*\*\*\*\*

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

\*End of Comments\*

**Date Completed: 8/4/2009**

**Opinion No. 2009 - 80845**

---

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 80810**

**Date:** 8/4/2009

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

**Complaint By:** **First:** Margaret **Last:** Valdez

**Account Name:** Margaret Valdez

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

**Street:** [REDACTED]

**Work:**

**City:** Florence

**CBR:**

**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\*\*\*\*\*

Arizona Corporation Commission, Consumer Serv.  
1200 West Washington  
Phoenix, AZ. 85007

Re: Docket #E01345-A-08-0172

To Whom It May Concern:

I disapprove the rate increase APS, has applied. We are retired people living a life of tax increases. We are in a recession and the prices on utilities are going up, instead of going down, and so is everything else; groceries, insurance, everything you turn its always more money to run the business. Take the pork fat from the top and see how much money you can save, we are getting by on pennies, and you want to increase more how much money can you people take from the little man? We pay \$192.00 month APS on the equalizer. Stop supplying utilities for other State and take care of our needs. I wish we were making in the six digits annual salary, it would be great. We are poor hardworking people with little income and cannot afford more increases.

I know this will pass, but I spoke my peace.

I hope for once you people deny their increase.

Thank you

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

---

Margaret Valdez  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

Opinion noted and filed in DOCKET NO. E-01345A-08-0172 by Carmen Madrid.

---

8/4/2009

The following letter was mailed to customer :

August 5, 2009

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Ms Margaret Valdez:

Your letter 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. 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  
\*End of Comments\*

**Date Completed: 8/5/2009**

**Opinion No. 2009 - 80810**

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80846

Date: 8/4/2009

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

Complaint By: First: Suzanne Last: Barkley

Account Name: Suzanne Barkley

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: (602) 250-2922

Nature of Complaint:

8/19/09

Re: APS INCREASE

1. APS needs to tighten their belts like everybody else NO INCREASE.
2. We were assured that we would not be required to make up for APS's problems with Palo Verde.
3. The three new Corporation Commissioners were elected on the basis that they would control APS's & others ongoing exorbitant demands.
4. They (APS) Do not need a marketing Dept or to advertise they are a utility , citizens have no choice.

To even consider an increase is OUTRAGEOUS.

Suzanne Barkley

[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

August 4, 2009 (sent the following letter to consumer)

Suzanne Barkley

[REDACTED]

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

---

RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-08-0172

Dear Ms. Barkley;

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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/4/2009**

**Opinion No. 2009 - 80846**

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80850

Date: 8/5/2009

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

Complaint By: First: J. Last: Granieri

Account Name: J. Granieri

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: (602) 250-2922

Nature of Complaint:

8/2/09

Dear Sirs,

Please do not let these people do this to us anymore. Do we pay this, eat, or buy pills?  
Enough is enough!

Facts:

1. [ ] Good insulated home - 1700 sq ft
2. [ ] New high Seer Carrier Unit (split)
3. [ ] Thermostat set at 78
4. [ ] Change filters every 30 days
5. [ ] New double glass Low E windows
6. [ ] Puron, environmental safe gas
7. [ ] Tree shaded windows west & east
8. [ ] Three people - 1 dog
9. [ ] Special curly light bulbs
10. [ ] 6' - 8" added attic insulation (Baker)

What else can we do but appeal to you?

J. Granieri

[REDACTED]  
Phx, AZ [REDACTED]

\*End of Complaint\*

Utilities' Response:

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

---

**Investigator's Comments and Disposition:**

8/5/09 I contacted consumer and informed him that his opinion had been received and that it will become part of the permanent docket. I also informed him that his opinion would get distributed to Commissioners and staff member involved in this matter. He appreciated the call and information. Closed

Docketed in E-01345A-08-0172

\*End of Comments\*

**Date Completed: 8/6/2009**

**Opinion No. 2009 - 80850**

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80852

Date: 8/5/2009

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

Complaint By: First: Jeannine Last: Long

Account Name: Jeannine Long

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

Aug 3. 2009

AZ Corporation Commission  
Docket No. E-01345A-08-0172  
Re: APS Rate Increase

I am asking that you do not approve the rate increase application from Arizona Public Service. This is not appropriate at a time when we are all tightening our belts. Being a senior citizen myself and existing on social security, I have continually had to cut back on expenses and do not receive cost of living adjustments not only will the APS customer bill go up, other services and goods cost will increase in order to offset overhead and profit margin for customer related businesses. A small example: Medical office electric bill increases so this is passed on to the patients in higher office appointment fee. I could go on and on - use your imagination. Thank you for considering my comments.

Jeannine Long  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

August 5, 2009 (mailed following letter to consumer)

Jeannine Long  
[REDACTED]

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

---

RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-08-0172

Dear Ms. Long;

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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Docketed in E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/6/2009**

**Opinion No. 2009 - 80852**

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 80853**

**Date:** 8/5/2009

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

**Complaint By:** **First:** Linda **Last:** Cappel

**Account Name:** Linda Cappel

**Home:** [REDACTED]

**Street:** [REDACTED]

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

**City:** Scottsdale

**CBR:**

**State:** AZ **Zip:** [REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

7/27/2009

Linda Cappel

[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: APS Application for Base Rate Increase  
Case or Utility Name: Arizona Public Service Corporation  
Docket Number: E-01345A-08-0172  
Position on Docket: Con

The Arizona Public Service Corporation (APS) has applied to the Arizona Corporation Commission (ACC) for a permanent base rate increase of 13.07%. With the current economy and the reduction in oil prices, any base rate increases at all would be ridiculous. I am asking the ACC to demand that APS become more efficient at cost reduction and not to approve any base rate increases at all for APS.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

---

8/5/09 I contacted Ms. Cappel and informed her that her opinion regarding APS had been received. I also informed her that distribution will be made to Commissioners and Staff members involved in this matter. I asked that she please inform Mr. Cappel that his opinion had also been received. Closed

Filed in Docket No. E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/6/2009**

**Opinion No. 2009 - 80853**

---

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80854

Date: 8/5/2009

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

Complaint By: First: Robert Last: Cappel

Account Name: Robert Cappel

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Scottsdale

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

7/27/2009

Robert Cappel

[REDACTED] 6

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: APS Application for Base Rate Increase  
Case or Utility Name: Arizona Public Service Corporation  
Docket Number: E-01345A-08-0172  
Position on Docket: Con

The Arizona Public Service Corporation (APS) has applied to the Arizona Corporation Commission (ACC) for a permanent base rate increase of 13.07%. With the current economy and the reduction in oil prices, any base rate increases at all would be ridiculous. I am asking the ACC to demand that APS become more efficient at cost reduction and not to approve any base rate increases at all for APS.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

---

8/5/09 I contacted Ms. Cappel and informed her that her opinion regarding APS had been received. I also informed her that distribution will be made to Commissioners and Staff members involved in this matter. I asked that she please inform Mr. Cappel that his opinion had also been received. Closed

Filed in Docket No. E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/6/2009**

**Opinion No. 2009 - 80854**

---

E-01345A-08-0172

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      80856

Date: 8/5/2009

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

First:

Last:

Complaint By:      **Linda**

**Phillips**

Account Name:      Linda Phillips

Home: [REDACTED]

Street:      [REDACTED]

Work: (000) 000-0000

City:      Glendale

CBR: [REDACTED]

State:      AZ      Zip: [REDACTED]

is: E-Mail

Utility Company.      **Arizona Public Service Company**

Division:      Electric

Contact Name:      For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

8-03-09

Linda Phillips  
[REDACTED]  
Glendale, [REDACTED]

Phone: [REDACTED]  
Email: [REDACTED]

Docket you wish to comment on: Permanent Base Rate Increase  
Case or Utility Name: APS  
Docket Number: E-01345A-08-0172  
Position on Docket: Con

I do not approve of another increase in any form or situation. Everyone is using the current economy as their "splendor in the grass" scenario to justify increasing everything. We, as consumers, are to use our energy in cost saving manners and I for one do. Including having a load controller on my very efficient home. However, for all the "additional" cost savings items I have put on my home, my rates climb and climb. Your answer is always, increase rates, so that we can offer better services and cost controls. Neither of these APS has done. Also, I know various employees with APS and I must say that cost control was never an issue considered prior to 6 months ago when per diems and employee abuse of time and pay were never questioned.

I am sick of it! We are constantly told to cut back on our energy, AS I HAVE DONE, and I have watched my bills go up and up and up! I appose any increase until APS CAN ACTUALLY SHOW HOW THEY HAVE PULLED IN THEIR BUDGET!!!!

\*End of Complaint\*

Utilities' Response:

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

---

**Investigator's Comments and Disposition:**

August 5, 2009 (e-mailed the following letter to consumer)

Linda Phillips  


RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-08-0172

Dear Ms. Philips;

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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Docketed in E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/6/2009**

**Opinion No. 2009 - 80856**

---

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80858

Date: 8/5/2009

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

Complaint By: First: Rhonda Last: Craig

Account Name: Rhonda Craig

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

7/31/2009

Rhonda Craig

[REDACTED]  
Phoenix, AZ [REDACTED]

Phone: [REDACTED]  
Email: [REDACTED]

Docket you wish to comment on: application for a permanent base increase  
Case or Utility Name: Arizona public service  
Docket Number: E01345A080172  
Position on Docket: Con

Please turn down APS's request to increase the base rate amount. They had a rate increase last November. In June of this year I paid \$306.00 for my electricity and in July my bill was \$426.00. That is a total of over \$700.00 just for two months of electricity. I can't afford for APS to have another rate increase. Please tell them "no".

Thank you.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

8/5/09 I contacted consumer and informed her that the comments had been received and would be filed in the permanent docket. I also informed her that distribution would be made of her opinion to Commissioners and Staff members assigned to the matter. She appreciated the follow up call. Closed

Filed in Docket No. E-01345A-08-0172  
\*End of Comments\*

Date Completed: 8/6/2009

Opinion No. 2009 - 80858

---

E-01345A-08-0172

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2009 80860

**Date:** 8/5/2009

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

**Complaint By:** **First:** Patricia F. **Last:** Williams

**Account Name:** Patricia F. Williams

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

**Street:** [REDACTED]

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

**City:** Clarkdale

**CBR:**

**State:** AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

PATRICIA F. WILLIAMS

[REDACTED]  
Clarkdale, Arizona [REDACTED]

July 30, 2009

Arizona Corporation  
Consumer Services Section  
1200 West Washington  
Phoenix, Arizona 85007

Dear Commissioners:

I am outraged that APS is filing for yet ANOTHER increase. They have been filing for, and received, increases from the Corporation since I moved here in 1999. It is just unbelievable that they keep asking for increases that the consumer has to pay for.

I have written or e-nailed the Commission many times. I am enclosing some information that I compiled over the years as well as two articles regarding the Palo Verde Nuclear Generating Station shutdowns in 2005. APS asked for an increase then and wanted to pass on to the consumers the cost of \$30 million they paid out to replace energy lost this year. Even Commissioner Kris Mayes stated in "The Arizona Republic" of September 28, 2005, that "That's a big chunk of change and I think it warrants an independent audit of those expenses before it is passed along to ratepayers."

While everyone appreciates the financial help the APS has given to communities over the years, perhaps those dollars would be better spent in paying their own bills!!

I am strongly asking the Commission to not grant any increase at this time. They have been bailed out many

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

---

times already.

Very truly yours,

Patricia F. Williams

Encl.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

August 5, 2009 (mailed following letter to consumer)

Patricia F. Williams

██████████  
Clarkdale, ██████████

RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-08-0172

Dear Ms. Williams;

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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Docketed in E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/6/2009**

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80862

Date: 8/5/2009

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

Complaint By: First: George Last: Bond

Account Name: George Bond

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

George Bond

[REDACTED]  
Phx.,AZ.

August 2, 2009

Docket No. E-01345A-08-0172

I don't know if you receive this, for I tried to do the email address and it was not user friendly at all, so I will try to express my concerns in regard to rate increase with APS. I am very concern, just recently my wife and myself were laid off from our jobs, so we been looking very carefully at our bills, we keep our air at 80 degrees, do not use the drier for our clothes, we make sure we turn all lights off in the house, but when I got my July bill I notice that it was for \$275.24. The actual electricity I used was \$149.32 than I am charge with all the other charges which brings it too \$246.91 and then will all the Taxes and Fees it brings it too \$275.24.

When I got my gas bill it was \$18.32 and then again I actual used 3.42 of gas and again with all the other charges it brought it too \$18.32 and again I try to limited my useage, try to conserve, But where does it get me, for you are charging me left and right for every little thing, so I know that if you don't get this rate hike, you will find another charge to put on to my bill. I strongly protest your charges!

George Bond

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

---

August 5, 2009 (mailed the following letter to consumer)

George Bond  
[REDACTED]

Phoenix, Az. [REDACTED]

RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-08-0172

Dear Mr. Bond;

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. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in docket no. E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/6/2009**

**Opinion No. 2009 - 80862**

---

E-01345A-08-0172

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No. 2009 80866**

**Date:** 8/5/2009

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

**Complaint By:** **First:** Richard **Last:** Lane

**Account Name:** Richard Lane

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

**Street:** [REDACTED]

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

**City:** Show Low

**CBR:**

**State:** AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Aug. 3, 2009

To apathetic Corporation Commission Board,

It is well known that you sleep in the same bed with the Utilities and you people are always snuggling up together.

The idea that you are here to regulate and control utility prices and services for the good of the public is a joke.

You merely sit there like ducks in a row, stamps in your hands and look important as you rubber stamp every approval. In reality, your function is useless – especially with your supposed authority over APS – they own you!

All they have to do is juggle their books a little, beef up their figures as extreme as they can get away with, distort

the facts, create false emergencies, look you in your loving faces - and lie. You give them everything they want whether they are worth it or not!

It's bad enough that their price rises are always going higher while we, the public you are supposed to protect, are

getting cheated with lousy and lousier services!

Constant Blackouts and Brownouts out here in the White Mountains is a part of the game. Suddenly losing electric

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

---

to the refrigerated foods, Air Conditioners, medical breathing systems and urgent needs of the elderly seen to have

little or no priority - but keeping the stock holders happy with ever increasing dividends is top priority - as it is to feed

the greed of the top CEO's.

I realize this letter is a waste of my time. But wouldn't it be nice to increase, for once, the quality of our services to

meet the quality if money they are demanding and raking in!

I PROTEST ANY RATE INCREASE FOR ASS MONEY HOGS!!!

Most sincerely,

RICHARD LANE

[REDACTED]  
SHOW LOW, AZ [REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

August 5, 2009 (mailed the following letter to consumer)

Richard Lane

[REDACTED]  
Show Low, AZ [REDACTED]

RE: ARIZONA PUBLIC SERVICE COMPANY  
DOCKET NO. E-01345A-08-0172

Dear Mr. Lane;

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. If you should have any

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

---

questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. E-01345A-08-0172  
\*End of Comments\*

**Date Completed: 8/6/2009**

**Opinion No. 2009 - 80866**

---