

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:



Fax:



Priority: Respond Within Five Days

Opinion

No. 2009

80918

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Madylin

Mitchell

Account Name:

Madylin Mitchell

Street:

Home: Work:

City:

Prescott

CBR:

State:

ΑZ

Zip: 86301

is:

Utility Company.

Arizona Public Service Company

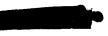
Division:

Electric

Contact Name:

For Assignment

Contact Phone:



Nature of Complaint:

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

Customer sent the following -

Cannot afford a rate hike. I'm on a fixed income & am 75 yrs old.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control. *End of Comments*

Date Completed: 8/7/2009

Opinion No. 2009 - 80918

Arizona Corporation Commission DOCKETED

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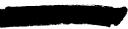


UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:





Priority: Respond Within Five Days

Opinion

No. 2009

80919

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Phyllis

Darling

Account Name:

Phyllis Darling

Street:

Home: Work:

City:

Prescott

CBR:

State:

ΑZ

Zip: 86305

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone:



Nature of Complaint:

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

Customer sent the following -

This is outrageous! I would like an increase in my pay but not in this town. There are no jobs and they don't pay well enough to afford all these utility rate increases or property taxes and all the other tax increases. How do you expect people to live! Off the state I guess, I'm almost there! *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 8/7/2009

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax: 1

Priority: Respond Within Five Days

Opinion

No. 2009

80917

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Debra A.

Freauf

Account Name:

Debra A. Freauf

Street:

Home: Work:

City:

Prescott Valley

CBR:

State:

ΑZ

Zip: 86314

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone:



Nature of Complaint:

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

Customer sent the following -

Enough is enough - no more rate increases!! *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

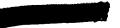
Date Completed: 8/7/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:



Fax:



Priority: Respond Within Five Days

Opinion

No. 2009

80915

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

David & Janie

Justice

Account Name:

David & Janie Justice

Street:

Home: Work:

City:

Camp Verde

CBR:

State:

ΑZ

Zip: 86322

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone:



Nature of Complaint:

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

Customer sent the following -

The level of service is less than stellar. I have made so many calls to APS when my service has been out (which is way too often) that I have my account number memorized. In my opinion, they do not deserve any increase especially with the increases that have been PUSHED through in recent years. This just makes life worse for fixed-income families and for all APS customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 8/7/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2009

80914

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Lorrin

Nichols

Account Name:

Lorrin Nichols

MICHOIS

Street:

Work:

Home:

City:

Surprise

CBR:

State:

ΑZ

Zip: 85374

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone:



Nature of Complaint:

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

Customer called to express his opposition to any rate increase. He said his current summer bills are \$260 and he has other bills to pay on his limited income - like prescriptions and food.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advise d customer that I would file his comments with Docket Control. I also advised him of the Public Comment Meeting next week on August 12. He wanted to know if there was going to be a similar meeting in Surprise. I told him there were none scheduled at this time. He stated he would most likely be at the meeting next week and thanked me for the information.

End of Comments

Date Completed: 8/7/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:



Fax:



Priority: Respond Within Five Days

Opinion

No. 2009

80920

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Kevin

Classen

Account Name:

Kevin Classen

Home:

Street:

Work:

City:

Phoenix

CBR:

State:

ΑZ

Zip: 85050

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone:



Nature of Complaint:

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

Customer sent the following -

APS is asking for yet another increase to our utility rates in Phoenix, and they will undoubtedly get it. Is there any way to change service providers? Do we as residents and utility payers have any choice as to who we purchase electricity and gas from? It seems like APS has the luxury of monopolizing their product. If they decide to generate more money to offset costs or advance their investment ideas, they just increase rates.

I request that the Arizona Corporation Commission guarantee to APS utility payers that the increase in APS costs are directly related to services provided or general administrative costs associated with providing power and gas to utility payers. I have heard rumors about costly failed real estate investments and speculative development projects through their related entities (Pinnacle?).

Please assure me that APS, our required service provider, is not a participant in or in the business of speculating on the very volatile Arizona real estate market. Thank you. *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control. *End of Comments*

Date Completed: 8/7/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:



Fax:



Priority: Respond Within Five Days

Opinion

No. 2009

80943

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Lydia

Tsosie

Account Name:

Lydia Tsosie

I SOSIE

Street:

Home: (Work:

City:

Buckeye

CBR:

State:

ΑZ

Zip: 85396

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone:



Nature of Complaint:

***** E-01345A-080-0172 *****

Customer says she is unable to attend the meeting on 8/12 and wants the Commissioners to know she is opposed to any rate increase for APS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer I would file her comments with Docket Control.

End of Comments

Date Completed: 8/7/2009

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (

Fax: \

Priority: Respond Within Five Days

Opinion

No. 2009 - 80951

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Russ & Geraldine

Todd

Account Name:

Russ & Geraldine Todd

Home: (623) 000-0000

Street:

Work:

City:

Sun City

CBR:

State:

ΑZ

Zip: 85373

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

Contact Phone: (

Nature of Complaint:

Docket No. E 01345A-08-0172

We are both against any rate increase for APS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed *End of Comments*

Date Completed: 8/7/2009

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax: 1

Priority: Respond Within Five Days

Opinion

No. 2009 - 80952

Date: 8/7/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Larry & Judy

Johnson

Account Name:

Larry & Judy Johnson

Home: (623) 000-0000

Work:

Street: City:

Sun City West

CBR:

State:

ΑZ

Zip: 85375

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. E 01345A-08-0172

Do not allow APS to raise our electric rates again.

Most people are having a hard time, in this economy, and it would just add to the problem. *End of Complaint*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed *End of Comments*

Date Completed: 8/7/2009