



0000101523

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80918

Date: 8/7/2009

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

Complaint By: First: Madylin Last: Mitchell

Account Name: Madylin Mitchell Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Prescott CBR: [REDACTED]

State: AZ Zip: 86301 is: [REDACTED]

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 -

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

RECEIVED
2009 AUG 10 A 9:48
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

AUG 10 2009

DOCKETED BY [Signature]

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 80919

Date: 8/7/2009

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

Complaint By: First: Phyllis Last: Darling

Account Name: Phyllis Darling

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: 86305

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 -

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

Opinion No. 2009 - 80919

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80917

Date: 8/7/2009

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

Complaint By: **First:** Debra A. **Last:** Freauf

Account Name: Debra A. Freauf

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott Valley

CBR:

State: AZ **Zip:** 86314

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 -

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

Opinion No. 2009 - 80917

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 80915

Date: 8/7/2009

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

Complaint By: First: David & Janie Last: Justice

Account Name: David & Janie Justice

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Camp Verde

CBR:

State: AZ Zip: 86322

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 -

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

Opinion No. 2009 - 80915

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 80914

Date: 8/7/2009

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

Complaint By: First: Lorrin Last: Nichols

Account Name: Lorrin Nichols

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

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 adviseid 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

Opinion No. 2009 - 80914

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 80943

Date: 8/7/2009

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

Complaint By: First: Lydia Last: Tsosie

Account Name: Lydia Tsosie

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

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

Opinion No. 2009 - 80943

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80951

Date: 8/7/2009

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

Complaint By: First: Russ & Geraldine Last: Todd

Account Name: Russ & Geraldine Todd

Home: (623) 000-0000

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

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

Opinion No. 2009 - 80951

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80952

Date: 8/7/2009

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

Complaint By: First: Larry & Judy Last: Johnson

Account Name: Larry & Judy Johnson

Home: (623) 000-0000

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

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

Opinion No. 2009 - 80952