

E 01345A-08-0172



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

47  
ED

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2009 - 80995

**Date:** 8/10/2009

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

RECEIVED  
2009 AUG 10 2:23  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**Complaint By:** **First:** Kathy

**Last:** Keblish

**Account Name:** Kathy Keblish

**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

1. Here is a copy of my bill. As you can see on peak was \$48.50, off peak was \$7.69. Look at all the service fee's. I am on disability. I have a limited income with no increase of cost of living for 2010. If you are still feeding the executives free breakfast, free lunch at 411 N. Central stop the free food. If APS is still giving out free medication, charge for it. If items in the ladies lounge are still free charge for them at all locations.

Stop the delivery charge of \$19.35. You can read the meter every other month. Stop the power supply adjustment of \$4.17 each month.

Again send a bill every other month like the state of Washington. Stop all the fee's this is crazy to charge \$4.95 for metering. Find a way to get the meter reading without going to each home. You can send me a check for all my ideas. Find out if APS executives still have a plane. Stop all the fee's APS, look at the executives pay. It is 110 in July, again off peak \$48.50, off peak \$7.69.

\*End of Complaint\*

Arizona Corporation Commission  
**DOCKETED**

AUG 10 2009

**Utilities' Response:**

**Investigator's Comments and Disposition:**

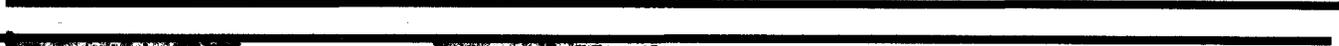
Opinion docketed  
\*End of Comments\*

DOCKETED BY [Signature]

**Date Completed:** 8/10/2009

**Opinion No.** 2009 - 80995

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM



*[Faint, illegible text, possibly a signature or stamp]*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80982

Date: 8/10/2009

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

Complaint By: First: David Last: Dobbs

Account Name: David Dobbs Home: (602) 000-0000

Street: [REDACTED] Work:

City: n/a CBR:

State: AZ Zip: 00000 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E01345A-08-0172

In this deep and extended recession APS continues their incessant requests for rate increases. This deplorable and selfish action is beyond comprehension when they are already charging rates that are way beyond other power providers. The amount of waste throughout the organization is extraordinary.

The Company needs a thorough overall and cost reduction through every department. Most people are not receiving raises, if they are fortunate enough to be employed.

Please deny this and any future increase request for this organization until they are truly held accountable and forced to face significant cost reductions like all the rest of us (whether corporate organizations or individuals)

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 8/10/2009

Opinion No. 2009 - 80982

F 01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80983

Date: 8/10/2009

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

Complaint By: First: R. Last: Sanchez

Account Name: R Sanchez

Home: (602) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85139

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. E01345A-08-0172

I'm a resident of Maricopa, Az and I say No to any rate hikes from APS. My income has gone down 30% because of this recession. Fuel has gone down not up APS hike all big utilities companies. Want to take from the people of Az, to even more line their pockets and their stockholders pockets. There's got to be a stop to all these rate hikes. After all we are in a recession doesn't anyone get it. We all have to cut back, so can APS.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

\*End of Comments\*

Date Completed: 8/10/2009

Opinion No. 2009 - 80983

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: [REDACTED]      Phone: [REDACTED]      Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80938      Date: 8/7/2009

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

Complaint By:      First: Patricia      Last: Keloy

Account Name: Patricia Keloy      Home: [REDACTED]

Street: [REDACTED]      Work:

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:

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

Customer is opposed to any additional increases in APS rates. Customer states that her APS bill amount has excessively increased over the past two years. Customer is disabled and does not have the ability to seek employment to increase her income and feels that it is extremely unfair for the Commission to continue to allow these increases when many people, such as herself are already struggling to get by.

Customer is finding it extremely difficult to pay her APS bills due to the continued increases in rates and states that she has done everything she can do to conserve energy, in an attempt to prevent high bills. Customer explained that when she purchased the house she paid an extra cost for the Low Energy package and has installed the 90% Stock Sunscreens on her windows to save energy. Customer keeps her A/C unit set at 85 degrees and has not changed her daily routine, although still her bill amount has increased from \$80.00 last month to \$250.00 this month.

Customer begs the Commission to take into consideration customer's like her, who do not have the ability nor are capable of increasing their income to support continued increases in electric rates.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I informed the customer that her opinion would be docketed and made part of the record. I thanked the customer for taking the time to express her comments and concerns on the proposed rate increase. Customer appreciated the assistance staff has provided. CLOSED

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/7/2009

Opinion No. 2009 - 80938

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