



0000101674

ORIGINAL

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81181

Date: 8/14/2009

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

Complaint By: First: Ellen

Last: Keenan

Account Name: Ellen Keenan

Home: (480) 000-0000

Street: [REDACTED]

Work:

City: Scottsdale

CBR: [REDACTED]

State: AZ Zip: 85254

is: Cellular

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.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 8/14/2009

Opinion No. 2009 - 81181

Arizona Corporation Commission

DOCKETED

AUG 18 2009

DOCKETED BY

RECEIVED
2009 AUG 18 P 3:38
AZ CORP COMMISSION
DOCKET CONTROL

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 81193

Date: 8/17/2009

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: First: Michelle Last: Dionisio

Account Name: Michelle Dionisio Home: (000) 000-0000

Street: [REDACTED] re Work: [REDACTED]

City: Surprise 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:

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

From: Michelle Dionisio [mailto:[REDACTED]]
Sent: Friday, August 14, 2009 11:03 AM
To: Utilities Div - Mailbox

Subject: special open meeting regarding APS 8/12/2009
Importance: High

Dear Commissioners;

I attended the open meeting on Wednesday night however due to the large number of people scheduled to speak I could not stay into the evening because of other commitments. I want to make a comment about APS.

As a Human Service organization in the west valley I would like the Corporation Commission to know the great support and education APS provides to the elders in our community. Over the years APS has offered free classes/workshops on ways to save energy and other related topics. In addition we have worked with their staff in providing utility assistance to low income seniors and families. APS truly makes an impact in our community through their support and education!

Thank you for giving me this opportunity to share this information with you!

Sincerely,
Michelle Dionisio

Michelle Dionisio, President & CEO

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Interfaith Community Care
[REDACTED]
[REDACTED]

Surprise, AZ [REDACTED]
Office: [REDACTED]
[REDACTED]

www.arizona.gov
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.
End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81193

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 81185

Date: 8/17/2009

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

Complaint By: First: Bruce Last: Hoffman

Account Name: Bruce Hoffman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Florence

CBR: [REDACTED]

State: AZ Zip: 85232

is: Cellular

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 e-mail -

From: bruce hoffman [mailto:[REDACTED]]
Sent: Thursday, August 13, 2009 11:48 AM
To: Utilities Div - Mailbox
Subject: aps rate increase Docket nO.E-01345A-08-0172

The proposed rate increase is outrageous in this economic turndown. Electric use is down everywhere and citizens and businesses are struggling to stay afloat. Many citizens are on the verge of losing their homes and this increase could push them over the edge. A vacant home uses NO electricity. If APS is worried about building more capacity for the future then they should increase the incentives for solar and wind as these sources and incentives are much cheaper than building new power plants. Each house that sells surplus electricity to APS at below the rate APS charges is win win for APS. There is no rational reason that APS can use as support for a rate increase. It should be denied!!!!!!!

Bruce Hoffman
[REDACTED]

Florence AZ 85232 [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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

Date Completed: 8/17/2009

Opinion No. 2009 - 81185

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81213

Date: 8/17/2009

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

Complaint By: **First:** Mary

Last: Mitchell

Account Name: Mary Mitchell

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Dewey

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. E-01345A-08-0172)

Please note No to request for base rate increases. APS could save millions by stopping its advertising campaign. It's not like anyone really has a choice who provided their service for the most part. These utilities companies are charging for every thing including the bill. Stop the insanity! Consumers are doing all they can to pay their operating costs. NOT FAIR! Please use common sense and help us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81213

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 80974

Date: 8/10/2009

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

Complaint By: First: Eley Last: Cumbess

Account Name: Eley Cumbess

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott Valley

CBR: [REDACTED]

State: AZ Zip: 86315

is: Cellular

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

From: Adrienne Tabar [REDACTED]
Sent: Sunday, August 09, 2009 12:40 PM
To: Utilities Div - Mailbox
Subject: Docket # E-01345A-08-0172

Greetings,

I was unable to attend the Commissions' hearing recently due to long work hours. So, I am writing to you in opposition of the reinstatement of the 1000 feet "free" connection to APS services that was repealed in 2007. I do not want to pay for the power extensions of people who chose to build outside the existing grid. The cost of such outside building may not end with the power extension, but could also include building additional infrastructure such as roads, fire stations etc. This may also cause unnecessary dust generated by drivers on dirt roads. I want to help insure that Arizona remains in compliance with the clean air act and this initiative may jeopardize compliance.

Respectfully,

Adrienne J. Tabar

--
Adrienne Tabar & Eley Cumbess
Pronghorne Ranch

[REDACTED]
Prescott Valley, AZ 86315

A
E

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 10, 2009 (e-mailed following letter to consumer)

Adrienne Tabar & Eley Cumbess
Pronghorne Ranch
████████████████████
Prescott Valley, AZ 86315

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

Dear Ms. Taber & Mr. Cumbess;

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: 8/11/2009

Opinion No. 2009 - 80974

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80712

Date: 7/29/2009

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

Complaint By: First: Ronald Last: Schulz

Account Name: Ronald Schulz

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Buckeye

CBR:

State: AZ Zip: 85326

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

Members of the Corp. Commission:

¶Ref: Docket No. E-01345A-08-0172. I am against you granting APS a 13% rate increase. When you live on soc. security with no other retirement income, a person can not sustain such rate increases, everyone wants to increase rates on many things. The Town of Buckeye does the same thing without having hearings. Our belt is being tightened to the extent that there is no room for more holes to tighten the belt. These companies have to tighten their belt, but they just keep on spending where cuts could be made.

Thanks for reading this

Ronald Schulz
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/11/2009 *****DOCKET NO. E-01345A-08-0172*****

Opinion noted and filed in DOCKET NO. E-01345A-08-0172 BY Trish Meeter**

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

7/29/09

Called consumer and acknowledged receiving his correspondence. I advised him that it will be placed on file with the Docket Control Center of the ACC and will be made part of the record. Consumer thanked me.

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 80712

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81049

Date: 8/11/2009

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

Complaint By: First: Shirley Last: Lose

Account Name: Shirley Lose

Home: (000) 000-0000

Street: n/a

Work:

City: Payson

CBR: [REDACTED]

State: AZ Zip: n/a

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/10 REFERRED FROM CHAIRMAN MAYES' OFFICE DOCKET NO. E-01345A-08-0172

From: Shirley Lose [REDACTED]
Sent: Friday, August 07, 2009 12:47 PM
To: Mayes-WebEmail
Subject: APS rate hike

Ms. Mayes,
As an American citizen & tax payer I am already supporting the auto (mfg. & sales), banking, education, housing and insurance industries plus state governments, illegals and foreign countries.
Now A.P.S. wants me to support part of their customer base.
I need someone to "bail" me out.
Please help stop this insanity, tell A.P.S. to find another way.
Respectfully,
Shirley Lose
Payson, AZ.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/11/09

Dear Ms. Lose:

Your comments regarding the Arizona Public Service Company application for an increase in rates has been received through the office of Chairman Mayes.

Your opinion has been docketed and made a part of the case, allowing it to be viewed by the Commissioners before a decision is rendered.

Staff appreciates your interest. If I can be of further assistance, please feel free to contact me

Trish Meeter
Arizona Corporation Commission
Consumer Analyst
Utilities Division
tmeeter@azcc.gov
[REDACTED]

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 81049

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81059

Date: 8/11/2009

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

Complaint By: **First:** Lolitta **Last:** Causey

Account Name: Lolitta Causey

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ **Zip:** 85364

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

7/29/2009 DOCKET NO. E-1345A-08-0172

Lolitta Causey

[REDACTED]
Yuma, AZ 85364

Phone: (928) 376-6802

Email: [REDACTED]

Docket you wish to comment on: Permanent Base Rate
Docket Number: E-01345A-08-0172
Case or Utility Name: Arizona Public Service Company
Position on Docket: Con

If they get a permanent base rate will that mean they will not increase our summer rates by double? On May 1st they increase our rates by double. My income does not double. It is time they make some adjustments instead of coming to the people especially in hard times. This is my most expensive payment I have. It costs more than my yearly insurance, both car and house put together. It has got to stop. I do everything in my power to decrease my bill and it still goes up. New windows. Insulation blinds, drapes and non-filtering outside shades. Turn off water heater. Run fans room we are in. Have thermostat on 80. I have called them to see what else I can do and it is nothing because they keep getting rate increase. Please help the little people.

Thank you

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Docketed.
End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 81059

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81081

Date: 8/12/2009

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

Complaint By: **First:** Andrienne **Last:** Tabar

Account Name: Andrienne Tabar

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:

DOCKET NO. E-01345A-08-0172

From: Adrienne Tabar [REDACTED]
Sent: Wednesday, August 05, 2009 7:19 PM
To: Utilities Div - Mailbox
Subject: No Increase in Electricity Costs

August 5, 2009

Greetings,

I want to express my strong opposition to an increase of my electric bill by over 13%. During these difficult economic times and when the rate of unemployment is at an all time high, it is difficult to imagine an increase in a basic need such as electricity. Many of us are on a fixed income living in the Prescott area and any increase of this nature will pose an extreme hardship. Many consumers have had to cut back on purchases, make difficult choices about commodities to buy and reprioritize over all spending. Like consumers, companies have to adjust to leaner times as well. I am curious how Utilities can just keep on spending and then ask their customers to foot the bill. This form of business practice is irresponsible and unacceptable particularly in these depressed times. Is it possible for Utilities to cut back by decreasing their advertising expenses for TV since customers don't have another choice anyway? Possibly, there could also be some savings in reducing salaries by furloughing officers of the company. Many organizations and companies are implementing these cost saving measures and more.

Please reconsider any increase at this time. Increasing costs at this time is the wrong act to take and sends a message inconsistent with the difficult economic times everyone is facing.

Respectfully,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Adrienne Tabar

--
Adrienne Tabar & Eley Cumbess

[REDACTED]
Prescott Valley, AZ 86315

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed comments for the record.
End of Comments

Date Completed: 8/12/2009

Opinion No. 2009 - 81081

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 81221

Date: 8/17/2009

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

Complaint By: First: Dorthy M. Last: Carrico

Account Name: Dorthy M. Carrico

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

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*****

Docket # E-01345A-08-0172

August 8, 2009

To the Arizona Corporation Commission Consumer Services:

I am writing to ask you to not allow APS another rate increase. I am on a fixed income (Social Security) which we will not get an increase in Jan. 2010. Since I am on a fixed income I cannot afford these constant increases APS asks for & gets.

The officials of APS have no clue as to what it is like to live on a fixed income, since they all have big salaries & retirement packages. If we have another increase that means we have to cut something else (food, medicine etc.) to take care of the increase.

I know my letter probably won't make a difference, so the only other thing I can do is vote.

Thank you
Dorothy M. Carrico
[REDACTED]
Sun City, AZ [REDACTED]
[REDACTED]

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/17/2009 Pending *****DOCKET NO. E-01345A-08-0172*****

Opinion noted and filed in Docket No. E-01345A-08-0172 by Carmen Madrid
End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81221

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 81071

Date: 8/11/2009

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

Complaint By: First: Don Last: Killian

Account Name: Don Killian Home: [REDACTED]

Street: [REDACTED] Work:

City: Sun City West 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
Consumers Service Div.
1200 W. Washington
Phoenix, AZ 85007

RE: DOCKET # E-01345A-08-0172

August 7, 2009

Arizona Corporation Commission
Consumers Service Div.
1200 W. Washington
Phoenix, AZ 85007

RE: DOCKET # E-01345A-08-0172

Just a little ammunition for your decision making process on the referenced APS proposed rate hike.

On 4-16-07 we installed two (2) new high efficiency heat pumps (carrier brand) with the anticipation of a reasonable reduction of our electricity usage with a corresponding reduction in car dollar expenditure.

Below is a recap of 3 yrs. Covering a seven (7) month period -- (1) 12-20-06 thru 7-15-07, (2) 12-19-07 thru 7-22-08 and (3) 12-22-08 thru 7-24-09.

Our #1 period reflects a total "KWH" usage of 6329 with a-cost of \$686.28 for a "KWH" cost of .1084 cents.

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

#2 Totals 5637 "KWH" with a cost of \$674.01 and a "KWH" cost of .1196 cents.

And, #3 Totals 4650 "KWH" with a cost of \$600.17 and a "KWH" cost of .1291 cents.

Comparing these 3 (7 month) periods, our "KWH" (6329 v/s 4650) or 26.53% while our cost has only decreased \$86.11 (686.28 v/s 600.17) or 12.55%.

If our period #3 usage (4650 "KWN") was multiplied by our #1 "KHW" cost (.1084 cents) our period #3 cost would be \$504.60 (v/s actual of \$600.17) or a reaction of \$95.57 for this period #3 Representing a 15.92% (\$504.60/\$600.17) cost reduction. Comparing this \$505.60 assumed cost to our period #1 cost of \$686.28 we would reflect a % reduction of 26.47% v/s 12.55% actual

It's about time we ask our utilities to become fiscally responsible. Your help in defeating this proposed rate increase will be appreciated.

Any questions regarding the above statistics can be verified with me at 623-214-8908. I welcome your call.

Don Kilian

[REDACTED]
Sun City West, Az [REDACTED]

End of Complaint
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 Carmen Madrid

I called consumer and acknowledged receiving his correspondence. I advised him that it will be placed on file with the Docket Control Center of the Arizona Corporation Commission and will be made part of the record. The Commission will consider his comments before a decision is rendered in the APS application.

End of Comments

Date Completed: 8/13/2009

Opinion No. 2009 - 81071

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81216

Date: 8/17/2009

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

Complaint By: First: M. Last: Cancel

Account Name: M. Cancel

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Surprise

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, 10, 09

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

Please don't allow requested utility rate increase. It's not the timing for any increase; as we all are suffering the current economic down turn.

Thank you for al you can do.

M. Cancel
Fixed Income Resident
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81216

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80799

Date: 8/4/2009

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

Complaint By: **First:** Walter **Last:** Cholewa

Account Name: Walter Cholewa

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ **Zip:** 85000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

(Docket No. E-01345A-08-0172)

I am a utilities customer of APS and Unisource here in Arizona.

I am also an accountant and a commodities trader. I trade hundreds of thousands of contracts on various commodities, including natural gas and crude oil a day.

Both of these utilities increased their rates several times over the past few years with the excuse of covering their natural gas costs. At this point they supposedly paid a market price of \$13.25 MMBtu.

Well, now that natural gas is now at the lowest price in recent years, I am trying to understand why the commission has not required both of these utilities to reduce their current rates and also give a rebate/refund to all customers to offset the major decline in natural gas prices.

Look at the below link. I use this firm hundreds of times during the day to track prices.

http://futures.tradingcharts.com/hist_QG.html

Current spot prices are \$3.30 to \$3.51 per MMBtu.

Looking at this rate, Unisource currently owes a refund of close to 50% of their base natural gas charge to all customers since August/September, 2008 plus a reduction in their current rate they charge of 40%.

A.P.S. is harder to calculate due to calculate due to their mixed generation, but conservatively their refund to current customers would be 14% to 16%.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

Replied to customer with the following email:

Dear Walter Cholewa:

Your email dated July 3, 2009 regarding the Arizona Public Service Company ("APS") rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the APS rate case.

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.

Commission 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 or directly at 520-268-6555.

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division

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

End of Comments

Date Completed: 8/4/2009

Opinion No. 2009 - 80799

E.01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80640

Date: 7/27/2009

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

Complaint By: First: Jonathan Last: Travaglianti

Account Name: Jonathan Travaglianti

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85053

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone: ()

Nature of Complaint:

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

From: Giovanni [mailto:]
Sent: Friday, July 24, 2009 9:02 AM
To: Utilities Div - Mailbox
Subject: APS Billing complain

Amongst most other customers Im very sure you have heard all this before, but this is getting past ridiculous. The fees that they charge are a monstosity and make me curious of how they can get away with it? They are charging us charges for things we should be paying for! First, and competition charges or stuff like that should not be charged to us when we DO NOT have a choice on what provider of electricity we use! And the service charges that basically cover the cost of THEM doing business! Why am I being charged for them to install transformers, power lines or anything they need to run THEIR company? That is the cost of doing business, and should not be the consumers responsibility!, they already charge us for the electricity why charge even more so they have a larger profit? and the fees for me to pay for low-income families? then why do they ask me if i want to add a "charity" type of fee to help with that if they automatically take it anyways?

Please look at this site and tell me why every customer on this site does not say ONE positive thing about APS?
<http://www.davidwallace.com/2008/07/aps-you-suck/>

This is wrong, I feel that APS takes every possible route to take my money and not only that they constantly ask for rate increases which seems to me about every other month!

Please respond to me in a timely manner, I hope to hear why this monopoly of a company gets away with these things!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please respond to customer's concerns on charges and fees on this (OPINION).

End of Complaint

Utilities' Response:

August 03, 2009

Jenny,

I have attached the letter mailed to Mr. Travaglianti today regarding APS's unbundled charges. Please let me know if you have any questions.

Thanks,

Melissa Smith
Consumer Advocate

(Consumer Advocate Ref #: 17466) On 7/29/2009 Jonathan Travaglianti wrote:

August 03, 2009

Jonathan Travaglianti

Phoenix, AZ 85053

Re:APS Account #:
ACC Complaint #: 2009-80640

Dear Mr. Travaglianti:

Your recent letter to the Arizona Corporation Commission regarding charges on your electric bill was referred to me and I appreciate the opportunity to respond. At APS we are committed to providing excellent customer service and when any issues arise we work hard to resolve it.

I would like to start by providing you with an explanation of why APS bills appear in the format that they do. As the result of an agreement reached with the Arizona Corporation Commission, APS began itemizing customer bills on April 1, 2005. This itemized format provides customers the ability to view a detailed breakdown of their bill. These charges have always been a part of customer's bill but prior to April 1, 2005 were "bundled" in the price per kWh.

Following is a brief explanation for each item you see on your bill:

The first item listed on your bill is the "Basic Service Charge". This is a daily charge to pay costs for services such as accounting and administration. This charge is a minimum amount for providing service, even if you use little or no energy during the month.

The "Delivery Service Charge" is a charge, based on your kWh usage and kW demand, to build and operate the equipment for delivering electricity to your business, including lines, poles, transformers and substations.

The "Environmental Benefits Surcharge" is a fee to cover the costs of energy efficiency and renewable energy projects. Some of the current programs provide incentives to customers who choose to install customer owned solar panels or windmills. The charge is calculated by the monthly kWh usage and currently cannot exceed \$3.17 per month for residential customers.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The "Federal Environmental Improvement Surcharge" is to recover a portion of the cost of investments for environmental improvements at APS' generation facilities designed to comply with environmental standards mandated by federal laws or regulations. This charge allows APS to fund the installation of additional pollution control equipment at power plants and to comply with upcoming environmental standards required by federal, state, tribal, or local laws or regulations. This charge is calculated using a customer's total kWh each month.

The "Competition Rules Compliance Charge" is a fee, based on your kWh usage, to cover costs associated with compliance and implementation of the Electric Competition Rules. This charge will expire on April 01, 2010.

The "System Benefits Charge" is a fee to cover the costs of programs approved by the Arizona Corporation Commission such as low-income assistance, demand side management, customer education and nuclear fuel disposal and nuclear power plant decommissioning.

The "Power Supply Adjustor" (PSA): In an effort to deal with the rapid changes in fuel and purchased power costs, APS was allowed to charge its customers fuel and purchased power costs beyond those covered in the base rates using a mechanism called the PSA. This Adjustment enables APS to pass on to its customers, through a cents per kWh charge, the cost of fuel and purchased power necessary to provide quality service to its customers. Through this charge, APS is allowed to recover expenses that have already been incurred. This charge is recalculated annually which means that if these costs were to decline below the base level, the adjustor rate would be revised downward and would result in a credit on customer bills.

The "Metering" charge is a fixed daily fee for providing and servicing the meter. In contrast, the "Meter Reading" charge is a daily fee to recover costs associated with obtaining monthly meter reads.

The itemized charge listed as "Billing" is a daily charge and recovers the cost of calculating and providing your monthly statement.

The next item on your bill is the "on-peak generation" and "off-peak generation" charges. This is the cost to produce the electricity used during the month.

Transmission and Ancillary Services is a cost per kWh that recovers the expense of moving high voltage electricity from generating facilities and other sources to the APS distribution lines.

In July 2008, the Arizona Corporation Commission approved the Transmission Cost Adjustment. This charge is calculated based on your kWh usage, to adjust for annual changes in transmission-related costs procured to serve retail customers.

Recently the Arizona Corporation Commission approved APS's request for an "Interim Rate Increase". This charge is calculated using the total kWh usage each month. This charge is subject to refund with interest pending the outcome of the Company's general rate case, which we anticipate to end in the fall of 2009.

The "Franchise Fee" listed at the bottom of each bill is a charge APS pays to each city in which we provide service to compensate the city for APS's use of the public rights-of-way for our facilities.

APS is different from many other businesses, as an electric utility; APS has an obligation to serve customers within its service territory. The costs involved in building and maintaining the required infrastructure required to provide safe and reliable electric service is passed on through the various unbundled charges listed on your monthly bill, such as the delivery service charge, generation of electricity, transmission and ancillary services and metering.

I hope this letter has clarified some of your concerns with the charges on your electric bill. If you have any questions that I have not addressed in this letter, please feel free to contact me directly at (602) 250-2280.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

APS Consumer Advocate
End of Response

Investigator's Comments and Disposition:

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

Opinion noted and filed in DOCKET NO. E-01345A-08-0172 by Trish Meeter

THE FOLLOWING E-MAIL WAS SENT TO CONSUMER ON 7/29/2009 :

Dear Jonathan Travaglianti,

I have been assigned your email regarding APS. You questioned how APS is able to charge the rates they charge. 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.

You mentioned in your email that APS seems to request a rate increase about every other month, APS currently has a pending rate case before the Commission which was filed on March 24, 2008, Docket No. E-01345A-08-0172. The concerns raised in the letters and emails received from the customers will assist the Commission's review and investigation.

I have requested APS to respond to your questions regarding their billing charges and fees. We appreciate you sharing your concerns with us. If I can be of further assistance or answer additional questions, please contact me at : our toll free number 1-800-535-0148.

Sincerely,
JENNY GOMEZ
ARIZONA CORPORATION COMMISSION
CONSUMER SERVICES DIVISION
TUCSON, ARIZONA 85701

7/29/2009 RECEIVED THE FOLLOWING FROM APS :

-----Original Message-----

From:
Sent: Wednesday, July 29, 2009 3:50 PM
To: Jennv Gomez
Cc:
Subject: Giovanni N/A

Jenny,

We received this opinion in the Consumer Advocate email that we receive ACC Complaints through. Did this customer file a complaint in addition to the opinion?

Thanks -

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

7/29/2009 E-MAILED TO APS :

We filed it as an (OPINION) and are asking APS to answer his questions, as you can see we have answered the questions addressed to ACC. Thanks Jenny

7/29/2009 RECEIVED THE FOLLOWING E-MAIL FROM APS :

We will respond appropriately.

Thank you,

8/3/09 RECEIVED THIS E-MAIL FROM APS :

Any luck finding contact information for this customer?

Thank you,

Melissa Smith
APS Consumer Advocate

8/3/09 RECEIVED THE FOLLOWING E-MAIL FROM CONSUMER :

if you need anything else please Let me know

Jonathan Travagiant

8/3/09 RECEIVED A CALL FROM MELISSA OF APS :

She will be E-mailing consumer her response and copy me.

8/3/2009

Please see Utility's response for details, File Closed

End of Comments

Date Completed: 8/3/2009

Opinion No. 2009 - 80640

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 80839

Date: 8/4/2009

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

Complaint By: First: Gary Last: Reay

Account Name: Gary Reay

Home: (000) 000-0000

Street: -----

Work:

City: Paulden

CBR:

State: AZ Zip: 86334

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

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

Arizona Corporation Commission
Re: APS rate hike

I find it appalling that every time we consumers turn around, APS wants a rate hike. The businesses in the state and country are struggling to survive as well as the people, but APS greed knows no limit. No business is guaranteed a profit, but APS is. Their guaranteed profit does not satisfy them. They won't excessive profit. Since their guaranteed profit is based upon their cost, the more more they spend the more we pay. APS is not in financial trouble. They don't need higher rates, they just want them at the expense of the people of Arizona. They all have brand new vehicles, fat salaries and long vacations. Those of you at the Corp Commission would do well to concede the people for a change and deny the greedy increase or else come election time you will be looking for a job and actually have to work for a living instead of sitting on your ass and collecting easy paychecks as you now do.

Docket E-01345A-08-0172

Gary Reay
July 27, 09
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/5/2009 *****DOCKET NO. E-01345A-08-0172*****

Opinion noted and filed in DOCKET NO. E-01345A-08-0172 by Trish Meeter.

August 5, 2009

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Mr. Gary Reay:

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
Utilities Division
End of Comments

Date Completed: 8/5/2009

Opinion No. 2009 - 80839

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez **Phone:** **Fax:**

Priority: Respond Within Five Days

Opinion No. 2009 80817 **Date:** 8/4/2009

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

Complaint By: **First:** Raymond L. **Last:** Strom

Account Name: Raymond L. Strom **Home:** (000) 000-0000

Street: **Work:**

City: Cottonwood **CBR:**

State: AZ **Zip:** 86326 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: **Contact Phone:**

Nature of Complaint:

*****DOCKET NO. E-01345A-08-0148*****

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

Letter Referencing Docket No. E-01345A-08-0172. This Letter registers my request that the Arizona Corporation Commission deny Arizona Public Service the total base rate increase of \$344.7 million (13.07 Percent on Average). I also request that the Arizona Corporation Commission roll back the prior approval of base rate interim rate increase of \$65.2 million that became effective January 1, 2009 and require Arizona Public Service to refund those interim increases to customers.

During these times of economic difficulties residential customers, in particular, should not be burdened with covering shortfalls generated by management in efficiencies nor should any increase in charges ever exceed the cola increase for social security beneficiaries with declining coal and natural gas prices, Arizona Public Service should be proposing rate decreases and refund schedules to residential, commercial and government customers to reflect on-going windfall-like excessive profits and artificially constructed costs.

Thank you for your considerations,

Raymond L. Strom

Cottonwood, AZ 86326
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

8/4/2009 Pending *****DOCKET NO. E-01345A-08-0172*****

Opinion noted and filed in DOCKET NO. E-01345A-08-0172 by Trish Meeter.

8/5/2009 The following letter was sent to consumer :

August 5, 2009

RE: ARIZONA PUBLIC SERVICE COMPANY

Dear Mr. Raymond L. Strom:

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 - 80817
