

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2009

81217

Date: 8/17/2009

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

K.

Riley

Account Name:

K. Riley

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Sun City West

CBR:

State:

AZ Zip: 85375

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

[REDACTED]

Arizona Corporation Commission

Contact Phone:

[REDACTED]

Nature of Complaint:

DOCKETED

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

AUG 19 2009

August 11, 2009

DOCKETED BY [Signature]

Re: Docket # E-01345-08-0172

Please do not allow the requested utility rate increase. With the current economic downturn we are all suffering and trying to keep our heads above water and finding it very difficult.

Thank you,

Kathleen T. Riley
(fixed income resident)
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

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

End of Comments

RECEIVED
2009 AUG 19 P 4: 01
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Date Completed: 8/17/2009

2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81215

Date: 8/17/2009

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

Complaint By: **First:** Tom **Last:** McCowan

Account Name: Tom McCowan

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Forest Lakes

CBR:

State: AZ **Zip:** 85931

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

It is hoped that the Corporation Commission will take in consideration as the rest of the Country has during this financial crisis by telling the Utilities Companies whom are seeking rate increases to also cut their unnecessary expenses. Such as advertising to get their tax write of. This has been going on TV and other media for some time . Most of us don't have a choice of whom we purchase our electricity in remote areas.

Thank You !!!

End of Complaint

Utilities' Response:

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 Trish Meeter

End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81215

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81214

Date: 8/17/2009

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

Complaint By: **First:** Arlie **Last:** Dalke

Account Name: Arlie Dalke

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ **Zip:** 86303

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)

August 10, 2009

Please be advised that we cannot afford a large rate increase to APS.

We are on a limited income as are many of our friends and neighbors and would be hurt if utilities prices continue to climb.

Thank you for considering our plea as you sit in session and make a decision on this matter.

Respectfully submitted

Arlie Dalke

[REDACTED]
Prescott, AZ 86303

[REDACTED]
End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I emailed this OPINION to Trish Meeter @ 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 - 81214

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81194

Date: 8/17/2009

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

Complaint By: First: Joyce Last: Stoffers

Account Name: Joyce Stoffers Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Sun City CBR: [REDACTED]

State: AZ Zip: 85351 is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

*****DOCKET NO. E-0134A-08-0172*****

From: jf forests [REDACTED]
Sent: Friday, August 14, 2009 10:55 AM
To: Utilities Div - Mailbox
Subject: Re: proposed rate increases for APS, docket E-0134A-08-0172

On Wed, Aug 12, 2009 at 6:22 PM, jf forests [REDACTED]

Dear Arizona Corporation Commission,

I am writing to you regarding the rate increase request by APS. docket E-01345A-08-0172. As Sun City Taxpayers Association has made known in the past, APS should be implementing other cuts before increasing the rates for us fixed income people. It may seem redundant for me to reiterate what they have said in the past, but I thought you should know there are individuals backing the SCTA's position. It seems APS is another top-heavy corporation unwilling to trim the upper levels of management while stepping harder and harder on the backs of those who must bear the financial burden even with out declining retirement investments.

I have taken all the energy conservation measures I can, adjusting our cooking and laundering schedules to fit the off-peak times, increasing the attic's insulation, but the rates are already so high that I have to keep my house in the mid-80's despite the discomfort and dangers to my 80 year-old-mother and myself. Like most of us unable to leave Arizona during the summer, we don't have the luxury of raising our thermostats during the work day since we are home all day.

In considering rates that are more fair, perhaps you can consider:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

a year-round AZ resident discount,
a home-all-day discount
a fixed income discount (similar to the energy assistance program but not requiring one to be at poverty level)
or other similar discounts or adjustments so that those of us who are the most vulnerable to the rate increases
won't carry a disproportionate amount of the burden.
Most of all, no rate increases at all should be allowed until the APS management structure is reexamined and
made as lean as possible.

Thank you for your consideration.

Yours truly,
Joyce Stoffers
Stoffers
Sun City, AZ 85351-2331


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****DOCKET NO. E-0134A-08-0172*****

8/17/2009 Pending

Opinion noted and filed in the APS rate case in Docket No. E-01345A-08-0172 by Trish Meeter
End of Comments

Date Completed: 8/17/2009

Opinion No. 2009 - 81194

E. 01345A. 08. 0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2009 81250

Date: 8/19/2009

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

Complaint By: **Michelle Neal**

Account Name: Michelle Neal

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith

Contact Phone: (602) 250-2162

Nature of Complaint:

8/19 DOCKET NO. E-01345A-08-0172

From: Michelle Neal [mailto:michelleneal@cox.net]
Sent: Tuesday, August 18, 2009 1:22 PM
To: Utilities Div - Mailbox
Subject: APS RATE HIKE

I am an APS customer and I am rather peeved by what I found out when I called APS regarding my bill, they are charging us \$7.98 a month in the hopes that your body will approve a rate hike. At this point I am stopping to take a deep breath because I am so outraged! This smacks of corruption. I am not accusing your Commission of corruption I am stating that allowing them to charge us in advance of approval only allows them to continue thinking that they have the right to make up for their lack of profits by killing the little guy. I would like to give you some further information about me and my bill so that you may have a fair and accurate picture of APS when they come before you to ask yet again for more of my money.

My husband and I built our house in 2004, so it is relatively new. We have 2300 square feet on two levels, basically is a large rectangle box, with an open floor plan. We have the heat pumps serviced yearly through an APS approved contractor. We change our filters monthly. We set our air conditioning at 80 degrees, have sun screens and keep our curtains drawn during the day, when we first moved in our APS bill ran approximately 220 in the summer months, that was a lot but switched to the equalizer plan and our monthly rate dropped to 138 a month year round. We were so happy. Since then we have had two daughters and an energy audit. The audit suggested that we upgrade our air conditions since it appeared that Pulte used a cheap brand that was not as efficient as what is now on the market. Other than that he was impressed, we had a higher rated insulation in

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the attic than is required by law, we washed our clothes on off peak time in cold water, only ran the dishwasher when full; also during off peak hours and same with the pool. We now keep our house set at 81 degrees and our monthly bill is now \$270.00. Raising a family today is hard enough with wage freezes and lay offs but come on, can't we stop the insanity?

Looking at the APS website has it ever occurred to them that part of the reason they are not making a profit is that they are very top heavy with management layers upon layers? Maybe this should be considered in your allowing them to raise residential rates again or worse continue to charge us for rate hikes that haven't occurred yet.

In answer to the question as to why I have never attended any of the public meetings if I am so bothered by this, the answer is simple I don't have the money for a baby sitter because the cost of every thing is going up but not my husband's salary. I was laid off last October and we have run through our savings. I am not whining I am only concerned that I will not be able to afford electric service from the only company we are allowed to have service provided by. I actually miss the days before deregulation. I worked in the phone industry but not here in the electric service providers, oh that is right, we have no choice but to have service provided to us by APS.

Please do not bow down to their request this time. Tell them to make cuts from the top down first, look for other ways to save money.

Thank you very much for your attention.

A very tired APS customer,

Michelle D Neal
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 8/19/2009

Opinion No. 2009 - 81250

E. 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2009 81245

Date: 8/19/2009

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

Complaint By: First: Jordon Last: Rose

Account Name: Jordon Rose

Home: (000) 000-0000

Street: 6613 N. Scottsdale Road, Suite 200

Work:

City: Scottsdale

CBR: 480-240-5649

State: AZ Zip: 85250

is: Business

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith

Contact Phone: (602) 250-2162

Nature of Complaint:

8/19 DOCKET NO. E 01345A 08 0172

From: William R. Knowlton [mailto:WKnowlton@roselawgroup.com]
Sent: Tuesday, August 18, 2009 4:03 PM
To: Utilities Div - Mailbox
Cc: Ryan Hurley
Subject: Consumer Letter of Support - Docket Number E-01345A-08-0172

To Whom It May Concern:

Please find attached our client's letter of support regarding the APS rate case settlement (Docket Number E-01345A-08-0172).

Should you have any questions or comments, please contact me directly.

Thanks,

William R. Knowlton

6613 N. Scottsdale Road, Suite 200

Scottsdale, Arizona 85250

Direct: 480.240.5649

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mobile: 480.212.6553

Fax: 480.505.3925

www.roselawgroup.com

August 18, 2009
SENT VIA E-MAIL
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007

re: Docket Number E-01345A-O8-0172

This firm represents Mainspring Capital Group ("Mainspring"), a large Arizona land owner and developer. Mainspring is currently in the process of exploring the potential development of a utility-scale solar photovoltaic ("PV") project on a portion of their property located in Casa Grande, AZ. Mainspring hereby submits this letter in support of the proposed settlement agreement in the APS rate ease identified by the above-referenced docket number.

Specifically, Mainspring is in support of the provisions regarding renewable energy projects and additional renewable energy capacity which is to include planning for the procurement of at least one (1) utility-scale solar PV project. Mainspring believes that the development of utility-scale solar PV projects is necessary and beneficial to help the State meet or exceed its renewable energy goals and to compliment the already planned Concentrated Solar Thermal projects and distributed generation (i.e. rooftop solar). For Arizona to truly adopt renewable energy on a meaningful scale, additional utility-scale projects are needed; and for those projects to be built and financed, there must be a demand from APS to purchase the energy generated at these sites. The renewable energy provisions of the proposed settlement agreement will provide project lenders and developers with some assurance that the demand from APS for this type of project does exist and that ultimately the selected project is financially viable. Without this type of commitment from APS and guidance from the Commission the projects will simply not be built.

Mainspring appreciates APS's foresight on this issue and applauds their efforts to increase the adoption and proliferation of renewable energy. Furthermore Mainspring notes the commendable leadership that the Commission has demonstrated regarding renewable energy. Approval of the renewable energy provisions in the proposed settlement agreement for this ease would be further evidence of substantial progress towards an important goal. For these reasons, Mainspring hereby respectfully requests that the Commission approve APS's proposed settlement agreement in this rate ease, specifically the renewable energy provisions contained therein.

Sincerely,
JordanR. Rose
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/19
DOCKETED
End of Comments

Date Completed: 8/19/2009

Opinion No. 2009 - 81245

E-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (520) 628-6550

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2009 81230 Date: 8/18/2009

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

Complaint By: **First:** Lloyd **Last:** Lewis

Account Name: Lloyd Lewis **Home:** (000) 000-0000

Street: 10872 Manzanita Trl. **Work:**

City: Dewey **CBR:**

State: AZ **Zip:** 86327 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith **Contact Phone:** (602) 250-2162

Nature of Complaint:

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

Commissioner's

Please do not grant a rate increase on Docket Number E-01345A-08-0172. We, my wife Bertha and I are on a fixed income and have no other way to meet these increases taking place everywhere.

We don't think this is the right time to keep raising prices on items that retired folks persons must have. I have a medical condition which becomes extremely worse when I can not maintain a lower temperature in our home. We are able to make our A.P.S. payments to present, but there is a limit to what we can pay!

Thank you for giving us a voice,

Respectfully,
Lloyd Lewis
10872 Manzanita Trl.
Dewey, AZ 86327
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 Trish Meeter
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/18/2009

Opinion No. 2009 - 81230

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2009 81238

Date: 8/18/2009

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

Complaint By: **First:** Priscilla **Last:** Wolfe

Account Name: Priscilla Wolfe

Home: (602) 799-3113

Street: 11502 E. Manana Rd.

Work:

City: n/a

CBR:

State: AZ **Zip:** n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith

Contact Phone: (602) 250-2162

Nature of Complaint:

8/18 DOCKET NO. E-01345A-08-0172

ACC please say no more to APS (and SRP for that matter). This rate increase is not a justifiable rate increase and our economy is in no condition to sustain this increase. Allow competition to take its course. If you continue to allow APS (and SRP) to govern by monopolizing and gaining monetary power from their consumer, you will ultimately be doing an injustice to the very consumer (state citizen), to whom you do, by virtue of the Arizona Constitution, have the power to protect. We the people of the State of Arizona, grateful to Almighty God for our liberties, do request a limit to corporate greed
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 8/18/2009

Opinion No. 2009 - 81238
