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**ORIGINAL**

**ARIZONA CORPORATION COMMISS**

**UTILITY COMPLAINT FORM RECEIVED**

418

**Investigator:** Richard Martinez      **Phone:** [REDACTED]      **UG 20 P**      **Fax:** [REDACTED]

**Priority:** Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

**Opinion**      **No.** 2009      **81284**      **Date:** 8/19/2009

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

**Complaint By:**      **First:** Mary      **Last:** Ruiz

**Account Name:** Mary Ruiz      **Home:** (000) 000-0000

**Street:** [REDACTED]      **Work:**

**City:** Sun City West      **CBR:**

**State:** AZ      **Zip:** [REDACTED]      **is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Vote No on Docket # E-01345A-08-0172

Arizona Corporation Commission..

☐ Please reconsider your price increase on elect. This is way too much for average retired person.  
☐ With groceries, Ins, and all the other utilities we can not keep up with all the increases. I suggest you decrease salaries of top management. Our summer bill is so much that we are considering not staying in Az for summer and shutting off our elect for 4 months.

Sincerely,

Mary Ruiz  
[REDACTED]  
Sun City West, AZ [REDACTED]  
\*End of Complaint\*

Arizona Corporation Commission  
**DOCKETED**

Aug 20 2009

DOCKETED BY [Signature]

**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:** 8/19/2009

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 81282**

**Date:** 8/19/2009

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

**Complaint By:** **First:** U.M. **Last:** Lamberti

**Account Name:** U.M. Lamberti

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Cave Creek

**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.

[REDACTED]  
Sun City, Az. [REDACTED]  
August 11, 2009

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, Az. 85007

Dear Sir:

What is APS thinking, in this economic depression we are in ?

Our money is going for big bonuses, chairities, environmental grants, grants for teachers, Phoenix Suns, field trips, light parades, etc. in the name of APS. They should be returning money to the customers instead of asking for more.

Don't they know, or even care, that there is not going to be a raise in Social Security benefits in 2010? We are already being over-charged. Our money is gone before we receive it.

I had to go without air conditioning in my house and care for two years until the Sun City Community Fund paid for my air conditioner and hot water heater.

The house needs painted. The roof needs repaired, and I have leaks from every faucet and pipe inside and out at my house. All of the linoleum tile has come up, and flooding of pipes has ruined my carpet and walls with mold.

I have a "new" 1998 vehicle. My other car was 22 years old.

I also have a disabled daughter living with me.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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If I were physically able I would come to the meetings.  
 The name of the game is greed. Take from the poor and give to the rich. Please stop these "madmen".

Sincerely,

U. M. Lamberti  
\*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: 8/19/2009**

**Opinion No. 2009 - 81282**

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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 81292**

**Date:** 8/20/2009

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

**Complaint By:** **First:** Dick **Last:** Zambrano

**Account Name:** Dick Zambrano

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City

**CBR:**

**State:** AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

AZ CORP COMMISSION  
CONSUMER SERVICES SECTION: 1200 W. WASHINGTON , PHOENIX, AZ 85007  
arizonacorporationcommissionatmaster@azcc.gov

ATT: ATT: ACC MEMBERS AND BOARD  
APS RAISE INCREASED  
DOCKET E 01345A 0172

I am a customer of APS and would like to VOICE MY CONCERNS and comments on this so called rate hike which is outrageous from my point of view they seem to think that the public has a money tree in their back yard, I am on a fixed income and have a low income account which helps quite bit and living here in a retirement such as Sun City, I'm also sure there are plenty of other seniors on a fix income and can barely make ends meet and for you is not very practical, and yours truly will be asking everyone who is concerned to either cal their office or write to them personally, your firm is just like the Oil companies who will do anything to make a few bucks, or should I say millions, and if you had just increase by a few percent, it might have been more acceptable but anything over this amount is just to much to soon, i am writing on behalf of all the seniors here in sun city and in the state of az who has Unhappy customer in Sun City.

Richard Zambrano  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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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: 8/20/2009**

**Opinion No. 2009 - 81292**

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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 81303

**Date:** 8/20/2009

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

**Complaint By:** **First:** Frank **Last:** Siciliano

**Account Name:** Frank Siciliano

**Home:** [REDACTED]

**Street:** n/a

**Work:** (000) 000-0000

**City:** n/a

**CBR:**

**State:** AZ **Zip:** 00000

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Consumer states that in the Wall Street Journal he read that major utility companies are reducing rates because of the economic recession. He wanted to know when will APS lower their rates? Not an increase. He wanted to know if notification was provided regarding the hearings for APS. He wanted to know where he could see the transcripts of the hearing. He wanted to know if Commissioners were present at the hearing.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I explained that the outcome of the hearing will not be for several months. I explained that there are transcripts of each hearing and he could get those from the Court Reporting company that is taking the minutes. I also told him that notification was provided through the media and publication. I also informed him that some of the Commissioners have been present during the hearings. Closed

Docketed in E-01345A-08-0172

\*End of Comments\*

**Date Completed:** 8/20/2009

**Opinion No.** 2009 - 81303