

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

47
CO

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81291

Date: 8/20/2009

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

Complaint By: First: Margaret Last: O'Hair

Account Name: Margaret O'Hair 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:

***** E-01345A-08-0172 *****

Customer sent the following -

August 17, 2009
Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

AUG 21 2009

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 AUG 21 P 2:27

RECEIVED

Reference: DOCKET NO. E-01345A-08-0172

DOCKETED BY [Signature]

Dear Commissioners:

Thank you for holding the open meeting here in Prescott on August 6th. I was in attendance, however a prior obligation prevented me from staying long enough to be able to voice my own comments. Herein are those thoughts and questions.

We all have federal deregulation and financial speculators to thank for the constant increase in our utility rates. However, I have cause to wonder about UNS Gas request at this time when the cost of natural gas is declining at wholesale level.

Are either UNS Gas or APS making any attempts to hold their own bottom lines? Did their CEOs/CFOs get salary increases this year? And how much? What percentage of salary increases are their employees getting? If I'm going to do whatever I can to hold down my own expenses I would expect them to do likewise. I have not used my air conditioner at all this summer. I plan meals that do not require the use of the stove/oven. I've had my fireplace converted from gas to wood burning and wear long undies all winter. And the list goes on.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

With reference to APS - what percentage of total load is renewable; i.e. wind, solar, thermal? It should be in the 10-15% range - and should be 25% within ten years. Are you asking these questions of the people who come before you?

What is their percentage of profit? Twelve percent has been acceptable until the recession, but certainly not at this time.

And how about the cost of doing business??? Both utilities are passing along absolutely everything to their customers. I was not the least impressed with the gentleman from APS who took the podium to tell you how much APS donates annually for school based clinics. Supplementing clinics is not the responsibility of a utility company. And by the way, he failed to mention they are actually making those donations with the excess funds they collect from their consumers - and they get the tax write-off!

It's a relief to know you commissioners are elected and consequently can be replaced at election time should you fail to use some logic in your decision making process this time.

Sincerely,

Margaret O'Hair

████████████████████
Prescott, AZ 86303

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/20/2009

Opinion No. 2009 - 81291

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 81322

Date: 8/20/2009

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

Complaint By: First: Steve & Patricia Last: Sivak

Account Name: Steve & Patricia Sivak

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85254

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 -

We are in total opposition to this request for a permanent rate increase of 7.87 percent on average.

We monitor our electrical usage and upon review are finding that the more we conserve the more we are charged. We believe that APS needs to stop this increase at a time that so many in our nation are truly suffering. Amounts that they would consider trivial can mean the difference of survival to a great number of customers. Let APS CONSERVE at this time.

Thank you.

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: 8/20/2009

Opinion No. 2009 - 81322

E 01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81348

Date: 8/21/2009

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

Complaint By: First: Kayla Last: E

Account Name: Kayla E Home: (623) 000-0000

Street: [REDACTED] Work:

City: Surprise CBR:

State: AZ Zip: 85374 is:

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

OPINION THROUGH COMMISSIONER NEWMAN

Docket No E -01345A-08-0172

From: Sierra Club Membership Services [REDACTED]
Sent: Wednesday, August 19, 2009 5:07 PM
To: Newman-Web
Subject: Promote a Clean Energy Future for Arizona

Aug 19, 2009

Commissioner Paul Newman
1200 W. Washington St.
Phoenix, AZ 85007

Dear Commissioner Newman,

Re: Docket Numbers E-00000J-08-0314, G-00000C-08-0314, and
E-01345A-08-0172

I am writing in support of increased energy efficiency requirements as part of the APS rate case settlement agreement and as part of the Commission workshops on energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency.

I realize that the APS rate case will result in higher electricity rates, but, coupled with the significant increases in energy efficiency, it will help consumers lower overall electric bills.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Weatherization, new energy efficient lighting and appliances, and

mitigating the heat island effect can all reduce energy consumption. I

am willing to pay higher rates to fund programs that will help me lower my energy use and my electric bills. I am supportive of the program to invest in efficiency and renewable energy for K-12 schools. Eliminating the upfront costs for schools will remove a significant barrier for schools investing in renewable energy, and the energy efficiency investments will help schools lower their electric bills.

Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program

should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Mr. Kayla E

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/21/2009

Opinion No. 2009 - 81348

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 - 81310**Date:** 8/20/2009**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Otis **Last:** Dehart**Account Name:** Otis Dehart**Home:** (602) 000-0000**Street:** [REDACTED]**Work:****City:** Phoenix**CBR:****State:** AZ **Zip:** 85021**is:****Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No E 01345A-08-0172

TO: Arizona Corporation Commission 9 Aug 09
Customer Service Section
1200 West Washington
Phoenix, AZ 85007
Reference: Docket No. 13-01345A-08-0172
FROM: Otis DeHart

I am writing to comment on APS request for a permanent base rate increase. Over the last several years APS has continually request increases that have been approved by the ACC which I don't think are justified. I strongly oppose any new permanent base increases. They were granted (what they call) an interim increase for fuel and power purchase costs that took effect 1 Jan 09 while fuel costs are less than half now compared to when that increase was requested. But rather than stopping that increase, now they are requesting more.

1 would also like to express my dissatisfaction over the transmission rate increase through Schedule TCA- I that APS wanted for retail customiers.

APS just seems to try to increase anything they can get by with. I think they need to do a better job of explain they charges to us(their customers). Why do they continue to charge for metering, meter reading and billing when my metering is a part of doing business, meter reading is done by computer where ever they have it set up, and billing is a part of doing business. Also why is metering and billing not a set fee if they are itemizing cost on the monthly bill? 1 would also like a layman explanation of all the costs of the electric that I use to include the regulatory assessment and franchise fee(is APS subcontracting?).

In closing, I don't think APS should be granted any more increase (base rate or transmission system). Prices for

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

goods and services have not been going up according to the government and neither should APS rates. I would like to see APS do a better job of informing its customer before request rate increases (no I do not have Internet access and should not need it).

OTIS W. DEI-FART

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed 8/20/2009

Opinion No. 2009 - 81310

[REDACTED]

[REDACTED]

[REDACTED]

8 01345 A - 08 - 0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81350

Date: 8/21/2009

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

Complaint By: First: Caleb Last: La

Account Name: Caleb La

Home: (602) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85024

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

OPINION THROUGH COMMISSIONER NEWMAN

Docket No: E 01345A-08-0172

From: Sierra Club Membership Services [REDACTED]
Sent: Wednesday, August 19, 2009 5:07 PM
To: Newman-Web
Subject: Promote a Clean Energy Future for Arizona

Aug 19, 2009

Commissioner Paul Newman
1200 W. Washington St.
Phoenix, AZ 85007

Dear Commissioner Newman,

Re: Docket Numbers E-00000J-08-0314, G-00000C-08-0314, and
E-01345A-08-0172

I am writing in support of increased energy efficiency requirements as part of the APS rate case settlement agreement and as part of the Commission workshops on energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency.

I realize that the APS rate case will result in higher electricity rates, but, coupled with the significant increases in energy efficiency, it will help consumers lower overall electric bills.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Weatherization, new energy efficient lighting and appliances, and

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Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program

should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Sincerely,

Mr. Caleb La
[Redacted]
[Redacted]

End of Complaint

Utilities' Response:
[Redacted]

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/21/2009

Opinion No. 2009 - 81350

2-01345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81336

Date: 8/20/2009

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

Complaint By: First: Patrick Last: Conovaloff

Account Name: Patrick Conovaloff

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ Zip: 85719

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

OPINION THROUGH COMMISSIONER NEWMAN

Docket No. E 01345A-08-0172

Aug 17, 2009

Commissioner Paul Newman
1200 W. Washington St.
Phoenix, AZ 85007

Dear Commissioner Newman,

Re: Docket Numbers E-00000J-08-0314, G-00000C-08-0314, and
E-01345A-08-0172

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I am supportive of the program to invest in efficiency and renewable energy for K-12 schools. Eliminating the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

upfront costs for schools will remove a significant barrier for schools investing in renewable energy, and the energy efficiency investments will help schools lower their electric bills.

Programs that provide rebates and technical assistance to electric utility customers who purchase energy efficient lighting, air conditioners, and other equipment or invest in measures in their home, office, or other buildings that result in reductions in energy use are all good investments for the future and are necessary for reducing our energy load in Arizona. I also would like to see programs to help reduce the urban heat island effect through shading, cool roofs, and cool pavements. As an APS customer, these are programs that will benefit me by helping lower my electric bills.

I also support measures to provide technical assistance and financial incentives for businesses and schools that increase their energy efficiency, as well as design assistance and incentives for builders who construct efficient homes and buildings. Any efficiency program

should include grants for weatherizing low-income housing -- rental and owner-occupied.

Thank you for considering my comments as you make your decisions about increasing energy efficiency in Arizona.

Sincerely,

Mr. patrick conovaloff
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/20/2009

Opinion No. 2009 - 81336
