

E-01345A-08-0172



0000101916

**ORIGINAL**

**ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM**

**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2009 - 81274

**Date:** 8/19/2009

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

**Complaint By:** **First:** Mary **Last:** Berg

**Account Name:** Mary Berg

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

**Street:**

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

**City:** Prescott

**CBR:**

**State:** AZ **Zip:** 86301

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

Docket No. E-01345A-08-0172

AZ Corp. Commission  
Consumer Services  
1200 W. Washington  
Phoenix, AZ 85007

An increase! NO! NO! NO!

I gulp at what I already pay!

Marlvn Bera

Prescott, AZ 86301  
\*End of Complaint\*

**Utilities' Response:**

Arizona Corporation Commission

**DOCKETED**

AUG 24 2009

DOCKETED BY

AZ CORP COMMISSION  
DOCKET CONTROL

2009 AUG 24 P 4: 28

RECEIVED

**Investigator's Comments and Disposition:**

Contacted customer and acknowledge opinion.  
\*End of Comments\*

**Date Completed:** 8/19/2009

**Opinion No.** 2009 - 81274

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:** (

**Priority:** Respond Within Five Days

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**Opinion No.** 2009 - 81270

**Date:** 8/19/2009

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

**Complaint By:** **First:** William D **Last:** Van Meter

**Account Name:** William D Van Meter

**Home:**

**Street:**

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

**City:** Sun City

**CBR:**

**State:** AZ **Zip:** 85351

**is:**

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**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

William D. VanMeter

Phone:

Email:

Docket you wish to comment on: E 01345A 08 0172

Case or Utility Name: APS

Position on Docket: Con

APS MUST NOT RAISE CONSUMER RATES AT THIS TIME, WHEN WE HAVE A RECESSION. CUT EXECUTIVE SALARIES, OR SAVE IN OTHER WAYS. USE MORE WIND POWER.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/19/09 Customer was contacted and advised of the Docket Control filing

\*End of Comments\*

**Date Completed:** 8/19/2009

**Opinion No.** 2009 - 81270

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**ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM**

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No.** 2009 - 81170

**Date:** 8/13/2009

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

**First:**

**Last:**

**Complaint By:** Walter

**Booth**

**Account Name:** Walter Booth

**Home:**

**Street:**

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

**City:** Peoria

**CBR:**

**State:** AZ **Zip:** 85345

**is:**

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**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

8/13/09 Per Mr. Walter Booth, he wanted to voice his opinion about the proposed rate case filed by APS. Deny the increase, at what point are the customer going to keep paying the increases.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/13/09 I advised Mr. Booth that his comments 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. CLOSED

\*End of Comments\*

**Date Completed:** 8/18/2009

**Opinion No.** 2009 - 81170

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

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**Investigator:** Al Amezcua

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion No. 2009 - 81256**

**Date:** 8/19/2009

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

**Complaint By:** **First:** Arnold G **Last:** Rudoff

**Account Name:** Arnold G Rudoff

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

**Street:**

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

**City:** Paradise Valley

**CBR:**

**State:** AZ **Zip:** 85253

**is:** E-Mail

---

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:**

**Nature of Complaint:**

8/19/09

Arnold G Rudolf

Paradise Valley, AZ 85253

August 11, 2009

Utilities Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007-2927

I am writing to ask that you deny any rate increase to APS. In these difficult economic times, it is important for APS, as a public utility to tighten its belt also. APS has a history of raising rates and of approvals. It's time to stop increases for at least a year.

Thank you for your consideration of a citizens input.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

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8/19/09 Emailed Mr. Rudoff

August 19, 2009

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Rudoff:

Your letter regarding the Arizona Public Service ("APS") 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.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/19/2009**

**Opinion No. 2009 - 81256**

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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 81383**

**Date:** 8/24/2009

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

**Complaint By:** **First:** Thomas R. **Last:** McGinnis

**Account Name:** Thomas R. McGinnis

**Home:** [REDACTED]

**Street:** n/a

**Work:**

**City:** n/a

**CBR:**

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

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

\*\*\* REFERRED FROM HEARING DIVISION \*\*\*

Customer sent the following e-mail -

From: [REDACTED]  
Sent: Saturday, August 22, 2009 10:06 AM  
To: Mayes-WebEmail; Newman-Web; Pierce-Web; Kennedy-Web; Stump-Web  
Cc: Utilities Div - Mailbox; Hearings Division; alan.bunnell@pinnaclewest.com; jwaring@azleg.gov; rbarnes@azleg.gov; nbarto@azleg.gov  
Subject: Funding for New Power Lines

I read an article titled "APS Extension Lines Stir Fee Quarrel" in the Arizona Republic dated Friday August 21, 2009. The gist of the article is that APS and some real estate developers are requesting reinstatement of a policy whereby the cost of power lines for new development is passed on to existing APS customers.

I am a resident of Phoenix and an APS customer. I unknowingly benefited from this policy when I purchased my home in 1984. I believed the costs of new developments were passed on to the people who purchased those new developments; apparently I was wrong. If I would have been asked at that time, I would have said that these costs should be borne by the people purchasing the new homes, including myself. These costs should not be passed on to the existing APS customers. However, I was not asked or informed about this policy.

Businesses in the United States proudly proclaim that we are a "free market" society where the business either

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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succeeds or fails on the viability of the venture. In my opinion, the measure of "viability" should include all costs associated with the venture, including the costs of supplying utilities, roads and other infrastructure to the new development. If the venture cannot support these costs, then the venture should not be initiated. The existing APS customers should not be required to subsidize these businesses to make them profitable, or to increase the income retained by the owners of the business.

Arizona politicians have argued against any tax increase under the theory that such increases will hamper any economic recovery. One basis for this theory is that these increases will reduce the consumer's disposable income, negatively impacting the consumer's willingness to make purchases. These same politicians endorse the proposal to reduce the consumer's disposable income by passing on the new development costs to existing APS consumers. In my opinion, these recommendations should be totally ignored because of the gross contradiction in values they represent.

As a constituent, I request that you vote against this request by APS and the real estate developers. If the new development venture cannot succeed without being subsidized, then the venture should not be initiated.

Thanks you for your consideration in this matter.

Sincerely,

Thomas R. McGinnis

\*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: 8/24/2009

Opinion No. 2009 - 81383

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E-01345A-08-0172

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Expedite

Opinion No. 2009 81343

Date: 8/20/2009

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

Complaint By: First: Elaine Last: Osborne

Account Name: Elaine Osborne

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 85365

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*RECEIVED FROM CHAIRMAN MAYES OFFICE\*\*\*\*\*

From: Elaine Osborne [mailto:[REDACTED]]  
Sent: Tuesday, August 18, 2009 2:18 PM  
To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web  
Subject: rate hike

Arizona Corporation Commission:

Our home is 399 square feet and a small shed.

In an effort to save energy, we had a metal foam (1 3/4") roof installed on the house and the shed on June 6, 2009. Our kWh usage dropped .54 per day from May and \$1.20 per day from the previous June. The roof cost was \$3516.21 which we felt was a good investment. In July our daily usage went to \$14.41 from the \$6.10 of June '09. June of 2009 was \$8.43.

On August 7 2009 Jordan APS suggested (1) have our AC serviced ( it was declared in excellent order and wasn't dirty), (2) throw all breakers and turn one on at a time to see where the problem was. We did...no clear offender. She said that the meter had been replaced on June 4 th 2009.

ON August 10 2009 Michael at APS was given the above report. He said that the meter HAD NOT been replaced. However, The meter WOULD be replaced the NEXT DAY so we could begin using the 9AM to 9PM rate service plan. As of today, August 18 2009 the meter HAS NOT BEEN REPLACED.

In light of the above, we DO NOT support a rate increase...especially since the president said when he was a senator that Cap and Trade would send our rates through the roof.

Respectfully,

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

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Bruce & Elaine Osborne RETIRED

[REDACTED]  
Yuma AZ 85365

[REDACTED]  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

August 20, 2009

Bruce & Elaine Osborne

[REDACTED]  
Yuma AZ [REDACTED]

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

Dear Mr and Mrs. Osborne;

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: 8/20/2009**

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 81341**

**Date:** 8/20/2009

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

**Complaint By:** **First:** Stanley **Last:** Gourley

**Account Name:** Stanley Gourley

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

**Street:** n/a

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

**City:** n/a

**CBR:** [REDACTED]

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

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

From: Stanley Gourley [mailto:[REDACTED]]  
Sent: Monday, August 17, 2009 7:23 AM  
To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web  
Subject: Docket No.E-01345A-08-0172

I am opposed to this rate increase. There are no cost increases that justify this request.

As a retiree on a fixed (shrinking) income, with all my savings decreasing and my house value decreasing an increase of over 27% in 3 years is NOT justified.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

August 20, 2009

Stanley Gourley

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

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

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Dear Mr and Mrs. Gourley;

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: 8/20/2009**

**Opinion No. 2009 - 81341**

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81340

Date: 8/20/2009

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

Complaint By: First: Jean E. Last: Wilson

Account Name: Jean E. Wilson

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Yuma

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*RECEIVED FROM CHAIRMAN MAYES OFFICE\*\*\*\*\*

From: Jean E Wilson [mailto:[REDACTED]]  
Sent: Monday, August 17, 2009 8:30 AM  
To: Mayes-WebEmail  
Subject: Rate increase for Arizona Public Service

Dear Commissioner Kristin Mayes, It has been brought to my attention that a rate increase for APS will be considered at the AZCC meeting Aug. 19. Please be absolutely sure this increase being asked for is absolutely necessary - my family and I are having a hard time keeping up with rates as they are now and it would really create a hardship if they are increased even more.

Sincerely,  
Jean E. Wilson,  
[REDACTED],  
Yuma, AZ. [REDACTED]  
[REDACTED]

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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8/20/09 I contacted consumer and informed her that the opinion had been received and will become part of the permanent file. I informed her that the Commissioners will be receiving a copy of her opinion. She appreciated the information. Closed

Filed in Docket No. E-01345A-08-0172

\*End of Comments\*

Date Completed: 8/20/2009

Opinion No. 2009 - 81340

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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 81362**

**Date:** 8/21/2009

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

**Complaint By:** **First:** Katrina **Last:** Pelleran

**Account Name:** Katrina Pelleran

**Home:** (6 [REDACTED])

**Street:** [REDACTED]

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

**City:** Glendale

**CBR:** [REDACTED]

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

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** (6 [REDACTED])

### **Nature of Complaint:**

Dear Arizona Corporation Chairman and Commissioners,

As a native Arizonan - born at St. Joseph's Hospital in 1958 - you can imagine I've seen tremendous growth and change in this valley, yet nothing compares to the growth I've experienced with Arizona Public Service's rate increases over the years!

I'm sorry I have to direct my response to you via email, but I couldn't attend the meeting scheduled on the 29th @ 10:00 a.m. because I had to work so I could afford to pay my August \$463 APS bill. Even though, technically, I'm using less electricity every year due to walking around the house in the dark during the day because all the blinds are closed, unplugging every appliance while not in use, upgrading our A/C units to a higher seer for more efficiency, using the evaporative coolers longer into the summer months - though more miserable, purchasing a new high efficiency front-load washing machine, and running the dishwasher, taking showers, and doing laundry only between 9:00 p.m. and 9:00 a.m. or on weekends... nevertheless, my electricity bill continues to climb every year no matter what is done to curb our energy use. And that's just at home. I don't want to begin to tell you what is continually being done to cut use at the non-profit organization I work for.

Speaking of which, the non-profit I work for (finance director), which operates on donations, has had to cut their income budget 23.2% since 2005. I haven't had a raise in income in over three years. My husband is a state employee - high school teacher - and his total salary increase since 2005 has only been 9%, or an average of 2.25% per year. As an accountant, I've been keeping APS rate audit spreadsheets for the last 4 years. Here are some interesting comparisons:

	Aug. 2005	Aug. 2009	Difference	Average
Increase/Decrease per Year				
APS cost per kWh (Home)	.0905	.1161	+ 28.3%	+ 7.075%
APS cost per kWh (Work)	.0954	.1340	+ 40.46%	+ 10.12%

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

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Gasoline (both July 31 receipts)	\$2.38/gal.	\$2.38/gal.	-0-	-0-
Milk (per gallon)	\$1.59	\$1.54	- 3.1%	- .775%

...yet, Pinnacle West's dividends per share has increased from .475 to .525 since 2005. Also, I would really like to know what their average salary increase per executive and employee has been since 2005.

You know, when I have a garage sale and want \$2.00 for an item, I'll place a price tag on it for \$4.00. Better yet...when I want to sale my house for \$200,000, I'll put it on the market for a starting price of \$250,000 - makes the buyer think they're getting a great deal when they can get me to lower my asking price. Ergo, when APS asks for a rate increase each year of 12% to 15% and only gets 7% to 9% (not including other regulatory fees that continually increase!), they're actually getting what they really wanted. The general public has never been ignorant, but we are getting tired, angry, and broke while living in this valley. Let APS do what every other company has had to do to stay alive in this economy - cut their expenses to match their current income.

Oh...speaking of competition...one of my fellow employees posed an interesting question. Since whatever area of town you live in is either served by APS or SRP, and there REALLY isn't any viable competition to choose from, why must APS and SRP spend thousands (possibly millions) on billboard, television, and stadium advertising? Is it a regulatory requirement placed upon them?

In summation, I ask that the Arizona State Corporation Commission deny APS their current rate increase request. I also suggest that any future increases be kept to the annual cost of living rates that most federal/state employees and the general public have to accept and abide by each year.

Thank you for your consideration,

Katrina Pelleran  
4539 W. Behrend Drive  
Glendale, AZ 85308  
(623) 582-4529

"Keep looking up, for He is always looking down"  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

August 21, 2009

Katrina Pelleran  
[REDACTED]  
Glendale, AZ [REDACTED]

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

Dear Ms. Pelleran;

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.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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: 8/21/2009**

**Opinion No. 2009 - 81362**

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion No.** 2009 - 81312

**Date:** 8/20/2009

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

**Complaint By:** **First:** Robert **Last:** Gooch

**Account Name:** Robert Gooch

**Home:** (928) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Flagstaff

**CBR:**

**State:** AZ **Zip:** 86004

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

Docket No E 01345A-08-0172

8/13/2009

Robert Gooch  
[REDACTED]

Docket you wish to comment on: E-01345A-08-0172  
Case or Utility Name: APS  
Docket Number: E-01345A-08-0172  
Position on Docket: con

APS should be held accountable for cutting costs, like all other Public Service Agencies, especially during times of economic blight.

The Corporation Commission should be representing the People of Arizona first, and foremost, and holding APS accountable for saving their consumers money.

It insane to think that the Commission approves rate increases which allow APS to spend, and waste, what must amount close to a million dollars (or more) on television advertising. It is also insane for the Corporation Commission to think that the majority of APS Customers can spend the kind of money required to install solar technologies in order to quality for "40% in rebates! Yet that's all we seem to hear about on local television advertising;

"Buy a new home, and save enough electricity to light the town of Payson"..  
\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response: [REDACTED]

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 8/20/2009

Opinion No. 2009 - 81312

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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 - 81367

Date: 8/21/2009

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

Complaint By: First: David Last: Kennedy

Account Name: David Kennedy

Home: (602) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85015

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

OPINION THROUGH CHAIRMAN MAYES

Docket No. E 01345A-08-0172

From: David Kennedy [REDACTED]

Sent: Tuesday, August 18, 2009 11:34 PM

To: Mayes-WebEmail; Newman-Web; Kennedy-Web; Stump-Web; Pierce-Web

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

Dear Commissioners:

I am writing to you 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. We should maximize efficiency measures and require the utilities to offer programs to assist customers to increase their energy efficiency. Energy efficiency is the cleanest and cheapest energy source we have.

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. 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 to 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 necessary for

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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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 to 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,  
David Kennedy

[REDACTED]  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion docketed

\*End of Complaint\*

[REDACTED]  
Date Completed: 8/21/2009

Opinion No. 2009 - 81367

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[REDACTED]

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 81370

Date: 8/21/2009

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

Complaint By: First: Dortha Last: Klaashen

Account Name: Harlan Klaashen

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/21

Customer is opposed to any rate increase for APS. Every month, every year she sees an increase on her bill.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Advise her comment would be docketed.

\*End of Comments\*

Date Completed: 8/21/2009

Opinion No. 2009 - 81370

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

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**Investigator:** Trish Meeter

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

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**Opinion No.** 2009 81370

**Date:** 8/21/2009

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

**Complaint By:** **First:** Dortha **Last:** Klaashen

**Account Name:** Harlan Klaashen

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Sun City

**CBR:**

**State:** AZ **Zip:** 85351

**is:**

---

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

8/21

Customer is opposed to any rate increase for APS. Every month, every year she sees an increase on her bill.  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Advise her comment would be docketed.  
\*End of Comments\*

**Date Completed:** 8/21/2009

**Opinion No.** 2009 - 81370

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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 81361

Date: 8/21/2009

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

Complaint By: First: Laura

Last: Gotchie

Account Name: [REDACTED]

Home: (000) 000-0000

Street: N/A

Work:

City: N/A

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:

8/21 REFERRED FROM CHAIRMAN MAYES' OFFICE

From: Laura Gotchie [REDACTED]  
Sent: Tuesday, August 18, 2009 9:37 AM  
To: Newman-Web; Pierce-Web; Kennedy-Web; Stump-Web; Mayes-WebEmail  
Subject: RE: Against APS Increase

APS has been able to get increases almost annually; I along with many others would like to know how come this is legal and why APS continues to get their increases passed through the ACC. They have monopolized power for the Yuma area and continue to get their increases.

I don't understand why Salt River Project (SRP) is able to furnish the same power/services to a larger number of consumers and their rates are very low and consumer friendly; so I ask myself could it be that the ACC members live in SRP areas of the greater Phoenix area? Therefore not really hearing and learning of the huge financial ramifications constantly (monthly) placed on the APS consumers that have no other choice except to pay their prices knowing that we must have electricity.

My husband and I have put a great deal of money into our home such as re-insulating both the attic and walls, re-roofed, put new energy efficient windows in and put a new energy efficient heating and cooling system in on our home and yet instead of our electric bills going down they continue to increase.

So please do not allow APS another increase at Yuma citizens expense, I am sure that if SRP were here in Yuma Arizona Public Service prices would be a little easier to handle.

I will close with, Please bring SRP to Yuma.

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 81358

Date: 8/21/2009

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

Complaint By: First: Rebecca Last: Vallejo

Account Name: Rebecca

Home: (000) 000-0000

Street: n/a

Work:

City: Vail

CBR: [REDACTED]

State: AZ Zip: 85641

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/21 REFERRED FROM CHAIRMAN MAYES' OFFICE

From: [REDACTED]

Sent: Tuesday, August 18, 2009 8:23 PM

To: Newman-Web; Pierce-Web; Kennedy-Web; Stump-Web; Mayes-WebEmail

Subject: Docket number: E-01345A-08-0172 Against APS Increase

Docket number: E-01345A-08-0172

Please Bring SRP to Yuma!!!!

I am a single mother of three children and have been trying to make ends meet while continuing my education to become a registered nurse here at AWC in Yuma, AZ. I have learned to be very frugal in the last four years of being a single bread winner for my family and it seems every summer we just get slapped in the face by the monopoly that APS holds here in Yuma. My children and I live in a 1400 sq foot home and my electric bill for July 2009 was 410.00 (rounded) and I really don't know where that money is going to come from; June's bill was 249.00 and I just paid that August 12. I used to be on the equalizer plan which was 285.00 monthly, which was my power bill "averaged".

I had to get off that plan in December because my bill at that time was 98.00 and I didn't have the money to pay the 285.00 and have Christmas for my family too; so I took myself off that plan and was told I wouldn't be eligible for that plan for one year with having no delinquent payments for six months.

Why can't SRP come to Yuma and with that being said, why isn't there any other power available to us here? I have been talking to many citizens here and we all are on the same page.... We're FED UP WITH APS and their increases.

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

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Thank you for your time,

Rebecca M. Vallejo  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

8/21

8/21

August 21, 2009

Dear Rebecca,

Your email regarding the Arizona Public Service Co. ("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 and emails 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.

Our website at [www.azcc.gov](http://www.azcc.gov) can provide you with more information related to the Restructuring of Arizona's Electric Utility Industry. Once on the website, click on "Key Issues" and then "Retail Electric Competition".

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,

Trish Meeter  
Public Utility Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed: 8/21/2009**

**Opinion No. 2009 - 81358**

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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 81345

Date: 8/20/2009

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

Complaint By: First: Barbara Last: Kirkpatrick

Account Name: Barbara Kirkpatrick

Home: [REDACTED]

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

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

\*\*\* REFERRED FROM CHAIRMAN MAYES' OFFICE \*\*\*

From: Barbara Kirkpatrick [mailto:[REDACTED]]  
Sent: Monday, August 17, 2009 9:31 AM  
To: Newman-Web  
Cc: Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web  
Subject: APS increase

Please understand that during these trying times that the citizens of Arizona cannot afford another increase!

APS - needs to evaluate there staffing and like the rest of the public needs to trim cost and live within there means.

I am sure with an audit of there spending - you commissioners will agree that an increase from the public is not the answer!

Barbara Kirkpatrick  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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

Sent the following e-mail response to customer -

Ms. Kirkpatrick,

Thank you for your recent e-mail to Chairman Mayes at the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be filed in the docket for this case and will be available for all the Commissioners to review before making a decision in this matter.

If you are in Yuma, the Commissioners have scheduled a Public Comment Meeting in Yuma on September 29 at 6 pm at the Yuma City Council Chambers. If you are able to attend this meeting, you will be able to speak to the Commissioners and make them aware of the financial impact of their decision on you personally.

Thank you again for taking the time to let this Commission know your thoughts on this case.

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 8/21/2009**

**Opinion No. 2009 - 81345**

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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 81346**

**Date:** 8/20/2009

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

**Complaint By:** **First:** Julia and Jerry **Last:** Barron

**Account Name:** Julia and Jerry Barron

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Yuma

**CBR:**

**State:** AZ **Zip:** 85365

**is:**

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For Assignment

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

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

\*\*\* REFERRED FROM CHAIRMAN MAYES' OFFICE \*\*\*

From: Jerry D Barron [mailto:[REDACTED]]  
Sent: Tuesday, August 18, 2009 7:28 AM  
To: Newman-Web  
Cc: Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web  
Subject: No rate increase in electrical costs

My husband and I have been permanent residents of Yuma for the past 20 years. Our electric bill has gone "out-of sight". We lived in a 4B /3 bath home for 16 years. Moved to a smaller 2B/2B when the kids moved away. Our bill is much higher now in the smaller home! With the "hot" summers here (and in Phoenix) the Commission knows we have to use our AC, but this is really getting BAD. Those of us who live here year-round fill you are charging us for the ones who only come in the winter time (snow birds). Don't force us to look for a more economical place to live. NO RATE INCREASE. Julie and Jerry Barron, [REDACTED] Thanks  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

Sent the following e-mail response to customer -

Dear Mr. and Mrs. Barron,

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

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Thank you for your recent e-mail to Chairman Mayes at the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be filed in the docket for this case and will be available for all the Commissioners to review before making a decision in this matter.

The Commissioners have scheduled a Public Comment Meeting in Yuma on September 29 at 6 pm at the Yuma City Council Chambers. If you are able to attend this meeting, you will be able to speak to the Commissioners and make them aware of the financial impact of their decision on you personally.

Thank you again for taking the time to let this Commission know your thoughts on this case.

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 8/21/2009**

**Opinion No. 2009 - 81346**

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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 81344

Date: 8/20/2009

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

Complaint By: First: Alice Last: Moravec

Account Name: Alice Moravec

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

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

\*\*\* REFERRED FROM CHAIRMAN MAYES' OFFICE \*\*\*

From: Alice Moravec [mailto:[REDACTED]]  
Sent: Monday, August 17, 2009 10:19 AM  
To: Mayes-WebEmail  
Cc: Kennedy-Web  
Subject: Docket #E-01345A-08-0172

Request you do not grant approval of subj docket number for APS. As you know, the economy is bad, people are out of work and homes are being foreclosed. APS charges are exorbitant now. Thank you. Alice Moravec, [REDACTED] Yuma, AZ 85367

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

Sent the following e-mail response to customer -

Ms. Moravec,

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

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Thank you for your recent e-mail to Chairman Mayes at the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be filed in the docket for this case and will be available for all the Commissioners to review before making a decision in this matter.

The Commissioners have scheduled a Public Comment Meeting in Yuma on September 29 at 6 pm at the Yuma City Council Chambers. If you are able to attend this meeting, you will be able to speak to the Commissioners and make them aware of the financial impact of their decision on you personally.

Thank you again for taking the time to let this Commission know your feelings about this case.

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 8/21/2009**

**Opinion No. 2009 - 81344**

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