

E-01345A-08-0172



0000101979

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

47

Investigator: Trish Meeter

Phone: (602) 972-6022

Fax: (602) 972-2125

Priority: Respond Within Five Days

Opinion No. 2009 81361

Date: 8/21/2009

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

Arizona Corporation Commission
DOCKETED

AUG 26 2009

Complaint By: First: Laura

Last: Gotchie

DOCKETED BY [Signature]

Account Name: Laura Gotchie

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

RECEIVED
2009 AUG 26 A 11: 10
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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 accept 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.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Laura Gotchie
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/21

August 21, 2009

Dear Laura,

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 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 - 81361

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 81422

Date: 8/25/2009

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

Complaint By: First: Jim Last: Worthington

Account Name: Jim Worthington Home: (000) 000-0000

Street: [REDACTED] Work:

City: Camp Verde CBR:

State: AZ Zip: 86322 is:

Utility Company: Arizona Public Service Company

Division: Electric

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

Nature of Complaint:

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

The Worthingtons
[REDACTED]
Camp Verde, AZ 86322

8/17/09

Arizona Corp. Comm.

Docket# E-01345A-08-0172

I suggest the commission should not only refuse the A.P.S. rate increase of 13.07% but at the same time recind the interim increase of 1/1/09.

At the same time the last 2008 rate increase should be recinded.

A.P.S. should be told to learn how to run their business as a business. Their customers don't have the option of going to a third party such as the commission for help to pay for these endless rate increases. There is no incentive for them to operate efficiently--They need money, they request an increase from you and they get it.

The commission has to learn to say no! A.P.S. can't run a nuclear power plant safely or efficiently, they recently had an employee killed etc etc... Their culture is one of inefficiencies and waste.

Tell them no! And don't come back for any rate increases until they become efficient and can show they know how to run a power co. properly. Rates are coming down across the U.S. except in AZ. One to wonder why?

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Look to the people running the Co.

In the past 4 years we have taken several steps to conserve on our electricity use. These steps for an example have had our summertime thermostat setting from 74-75 degrees to 78 degrees. The result? A.P.S. bills have increased from just even \$100.00 a month to \$208.00 a month which was our last bill. Say no to A.P.S. for a change.

Jim Worthington [REDACTED]
Camp Verde, AZ 86322
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

Opinion noted and filed in Docket No. E-01345A-08-0172 by Trish Meeter.

File Closed.
End of Comments

Date Completed: 8/25/2009

Opinion No. 2009 - 81422

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81423

Date: 8/25/2009

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

Complaint By: **First:** Margaret **Last:** Blair

Account Name: Margaret Blair

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ **Zip:** 85015

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

8/24

Customer is opposed to any increases in rates to APS. She feels the ACC needs to keep costs down as it is difficult to expect a single person to pay these increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised call I would docket he comments.

End of Comments

Date Completed: 8/25/2009

Opinion No. 2009 - 81423

**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 81402 Date: 8/24/2009

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

Complaint By: **First:** Karen **Last:** Nigh

Account Name: Karen Nigh **Home:** (000) 000-0000

Street: 5402 W. County 10th St. **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:

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

You are elected officials and feel you should look to our needs an wants. To increase our electrical rates now is totally insane. We already pay way to much an especially this time when everyone is struggling to pay their bills anyway. How can you even think of it, we need to help each other an this is a start in the right direction. Please dont increase our electricity now!!!!!!!!!!!!!!

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.

File Closed

End of Comments

Date Completed: 8/24/2009

Opinion No. 2009 - 81402