

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81625

Date: 9/2/2009

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:

City: Scottsdale

CBR:

State: AZ Zip: 85251

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 \*\*\*

Customer sent the following -

From: Frank Siciliano [REDACTED]  
Sent: Friday, August 21, 2009 3:44 PM  
To: Mayes-WebEmail  
Subject: A.P.S. -Rate Reduction

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL  
2009 SEP -3 P 2:55  
RECEIVED  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL  
DOCKETED BY [REDACTED]

My wife and I are both in our 70's living in Scottsdale AZ. As a country ,we find ourselves in a terrible mess. Every state capital, major industries, and individuals are experiencing budgetary constraints. As seniors our options are limited. Wages and salaries are not available. Investment assets and income have been shattered. So we are constantly searching for ways to reduce our expenses. A recent article in the Wall Street Journal covered three utility companies throughout the U.S. that substantially reduced their rates in line with the falling demand for electricity usage. I would like to know if APS has also experienced a drop in demand for both residential and commercial use. If so, when can we expect a reduction in our already elevated rates from the recent increases allowed by your commission during the las two years? Do you plan to hold hearings?

Frank Siciliano

\*End of Complaint\*

Utilities' Response:

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

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**Investigator's Comments and Disposition:**

Responded with the following -

Dear Mr. Siciliano,

Your recent e-mail to Chairman Mayes has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Hearings in the APS rate case began 2 weeks ago and will continue on September 10, 11, 14 and 18. If you have access to the Commission's website at [www.azcc.gov](http://www.azcc.gov) you can listen to these hearings on 'Live Streaming Audio' when they resume on September 10.

The Commissioners and staff appreciate you taking the time to comment on this matter.

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

**Date Completed: 9/2/2009**

**Opinion No. 2009 - 81625**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81517

Date: 8/28/2009

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

First:

Last:

Complaint By: Beatrice

Fitzpatrick

Account Name: Beatrice Fitzpatrick

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 \*\*\*

Customer sent the following e-mail -

From: Beatrice Fitzpatrick [REDACTED]  
Sent: Sunday, August 23, 2009 4:40 PM  
To: Mayes-WebEmail  
Subject: APS Rate increase

I just heard on the local NPR news summary < KJZZ, about APS request for ANOTHER RATE INCREASE - about the needs of APS (Pinnacle West Capital Corporation) vs. those of Arizona citizens in this incredibly strained economic environment - recession.

Frankly, the Corporation Commission seems to always approve APS's request for increases. I look forward to the Commission actually doing something about the practices of Pinnacle.

So much for a regulated monopoly.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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Responded with the following -

Dear Ms. Fitzpatrick,

Your recent e-mail to Chairman Mayes has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments regarding this case will be filed with Docket Control and will be available for all parties to review.

The Commissioners and staff appreciate you taking the time to comment on this matter.

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

**Date Completed: 9/2/2009**

**Opinion No. 2009 - 81517**

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