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ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

Arizona Corporation Commission

**DOCKETED**

**Opinion No. 2009 82440**

**Date:** 10/16/2009  
OCT 27 2009

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

DOCKETED BY [REDACTED]

**First:**

**Last:**

**Complaint By:** Cheryl

Lambert

**Account Name:** Cheryl Lambert

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

**Street:** [REDACTED]

**Work:**

**City:** [REDACTED]

**CBR:**

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

**is:**

RECEIVED  
2009 OCT 27 A.M. 59  
AZ CORPORATION  
DIRECTOR GENERAL

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

OPINION OPPOSED - RE: DOCKET NO. E-01345A-08-0172:

REFERRED FROM CHAIRMAN MAYES OFFICE (ALSO SENT TO COMMISSIONER NEWMAN, PIERCE, KENNEDY & STUMP):

From: Cheryl Lambert [mailto:[REDACTED]]  
Sent: Tuesday, October 13, 2009 7:03 PM  
To: Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web; Stump-Web  
Subject: APS issue concerning connection fees

Ladies and Gentlemen,

I am writing this letter to you out of great concern. I am a property owner in Coconino County. I have held construction of my retirement home over in hopes of a resolution to the current issue of APS connection cost. When my husband and I bought our land, APS offered the first 1000 feet to connect at no charge.

This was a deciding factor in the purchase of our property. The current APS estimate we have received is \$47,104.00 to connect. If changes are not brought about, we will have no choice but to sell. We have investigated other power options, but the cost is also extremely high and therefore not a solution by any means.

I must express my exasperation with the exorbitant amount of the estimate to connect with APS. To add insult, APS expects me to pay for all materials and labor and yet I will own nothing. No rights to future pay back from other APS customers connecting to electric line I pay for.

I have read the Arizona Constitution. It seems clear to me that the committee for which you have been elected, has a duty to the citizens of Arizona to guard and protect them from unfair utility costs. I have also read a number of studies claiming that the cost to each individual APS customer to continue the 1000 foot free policy is less than \$1.00 per month. How much revenue is being lost due to the policy change? How many jobs have

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been sacrificed?. How many industries are being effected either directly or indirectly? I have also read a number of articles advising that the Indian reservations of Arizona are still receiving APS no charge extensions? This is in direct violation of the Constitution and I won't stand for that.

I would like to understand how any of you could vote to retain the APS policy the way it stands. The current economy could use a push in a better direction.

The APS extension policy was in effect since 1957. Why was it changed when it was? Not to mention that a rate hike accompanied the change.

Do not tell me that Arizona wishes to retain the integrity of its land. We are not talking about state owned land here. This is my land, my neighbors land. There are already regulations by county regarding what and how much can be built. That issue is not governed by the Corporation Committee.

I have been told on more than one occasion that the Committee spent 15 minutes ruling to change the original policy that had been in effect since 1957. It is beyond my comprehension that this has not gone to vote and been rescinded prior to this time. I feel that each day that passes is costing the State of Arizona money, not to mention myself personally.

Sincerely,

Cheryl Lambert  
Ash Fork Arizona property owner  
clambert.usmm@yahoo.com  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

Email to Customer:

Dear Cheryl Lambert,

Your email dated, October 13, 2009 in regard to the rate application filed by Arizona Public Service Company ("APS") sent to Chairman Mayes and all Commissioners of the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. Additionally, a complaint will be sent to the Executive office of APS for further investigation. Once I receive a response from APS, I will provide you with a copy.

Commission staff appreciates the time you have taken to express your comments and concerns in regard to the proposed rate case. Should you have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in-state toll free telephone number, (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

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CLOSED  
\*End of Comments\*

Date Completed: 10/19/2009

Opinion No. 2009 - 82440

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