

E-01345A-08-0172

ORIGINAL



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ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM D

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Investigator: Deb Reagan

Phone: [REDACTED] **4: 08**

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 83859

Date: 12/18/2009

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

Complaint By: **First:** Bonnie L. **Last:** Walker

Account Name: Bonnie L. Walker

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Peoria

CBR: [REDACTED]

State: AZ **Zip:** 85383

is: Cellular

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 ***

Arizona Corporation Commission
DOCKETED

DEC 18 2009

Customer sent the following -

From: Bonnie Walker [mailto:[REDACTED]]
Sent: Wednesday, December 16, 2009 5:12 PM
To: Kennedy-Web; Mayes-WebEmail; Pierce-Web; Newman-Web; Stump-Web
Cc: [REDACTED]
Subject: APS Rate Hike

DOCKETED BY [Signature]

Dear Commissioners:

I just heard yesterday on the local Arizona News, that APS is asking for another rate hike that will become effective in January 2010. I vigorously want to protest another/any rate hike for APS. I just got my bill from APS and here is the long list of business expenses they are currently charging me for:

- BASIC SERVICE CHARGE
- DELIVERY SERVICE CHARGE
- DEMAND CHARGE -ON PEAK - DELIVERY
- ENVIRONMENTAL BENEFITS SURCHARGE
- FEDERAL ENVIRONMENTAL IMPROVEMENT SURCHARGE
- COMPETITION RULES COMPLIANCE CHARGE
- SYSTEM BENEFITS CHARGE
- POWER SUPPLY ADJUSTMENT *

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

METERING
METER READING
BILLING
GENERATION OF ELECTRICITY ON PEAK *
GENERATION OF ELECTRICITY OFF PEAK *
DEMAND CHARGE ON PEAK - GENERATION *
TRANSMISSION AND ANCILLARY SERVICES*
TRANSMISSION COST ADJUSTMENT *
INTERIM RATE SURCHARGE

I realize it takes money to run a business just as it does a home. We bought our home, we pay the bills for it, upkeep when it needs it, repair when it needs it, the taxes both Federal and State, and we expect to pay those bills since we own our home. We wonder why APS, who charges it's customers for every penny it outlays as evidenced above, has no obligation to it's business just as we do to our home. They constantly want Arizona tax payers to up the ante and pay all their bills even though they never give Arizonians a single break as evidenced by their bill.

Anyone who goes into business understands that there are costs involved. APS has taken that to a new level. They expect their customer not only to use the product they produce but to pay every business expense they have plus ante up for everything else they want to spend to make their investment gain larger. They currently charge me to read a meter that they no longer read, a computer does that. To bill me for using their product and pay for them to fight off their competitors, and then charge me to pay for the envelope to send me the bill, without paying any of their own business costs. Additionally, they had me pay for their power station to begin with and all their business services since while they sell that power to other states and make millions of dollars.

I'd like very much to pass the costs for maintaining my home along to someone else and every time something needs fixed or the cost of owning my home goes up, I could just run to a commissioner and get the additional money to pay for those things from someone else.

Don't you wonder why APS is in your office on a constant basis asking for another rate hike? Is it so they cut the cost of electricity to their customer (who paid to build the plant they use to produce the electricity to begin with via taxes)? No, it's so they can have their business, grow it and sell their product outside the state of Arizona and make more money. I realize that they have to make some money to stay in business, but they are in your office every other month it seems asking to charge the people of Arizona more money so they can sell more of the Arizona generated electricity to other states. There are no breaks for Arizonians.

Please say NO to another APS rate increase. Electricity is vital to Arizona, but with the economy in the toilet, people losing their homes daily, people out work and or working for less money a month than APS gets for a months worth of electricity from our home, it's time to give Arizonians a break instead of the big electric company.

Ms. Kennedy and Mr. Newman, you both asked the people of Arizona to elect you to the Commissioners Office, we did. Now, please act responsibly and tell APS NO!

Sincerely,

Bonnie L. Walker

Peoria, Arizona 85383

home

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 12/18/2009

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