

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMP

Investigator: Brad Morton

Phone: 2010 AUG 16 P 3:47

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2010 - 88619

Date: 8/12/2010

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

Complaint By: First: Jean Last: Matherly

Account Name: Jean Matherly

Home: (000) 000-0000

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

OPINION THROUGH COMMISSIONER NEWMAN

Arizona Corporation Commission
DOCKETED
AUG 16 2010

From: eric schneff
Sent: Sunday, August 08, 2010 9:38 AM
To: Newman-Web
Subject: APS

DOCKETED BY

Dear Mr Newman, I read in the AZ Republic, August 4th Edition, that APS is requesting another rate hike on top of the one they have already recieved. I have emailed you before about the current increase, however my voice has not been heard.

APS is Arizona's AIG. They have installed remote transmitters on our meters so that they no longer have to employ meter readers. They can read them from their offices. There are no new homes being built so they do not have to lay any power lines.

They have commercials with celebrity Steve Nash and who knows how much that cost them. Lastly,they have posted a substancial profit so far this year. Which was good for the stockholder's but we are as strapped financially more than ever before.

They are hiding behind the mask of "energy savings" and saying they are trying to recoup their investments, however they are just as greedy as AIG. Foreclosures are already in abundance, and people cannot afford to feed their families, yet APS and COX Cable are raising rates. I do not believe this is justified that the rest of us have to pay extra because their are so many vacant homes. My home increased by \$80.00 a month. My daughter's small business increased to over \$2100 a month, so you see how outraged I am to see them requesting another rate hike.

At this time I implore you to vote NO for another rate increase.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sincerely,
Jean Matherly
End of Complaint

Utilities' Response:

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]
Sent: Friday, August 13, 2010 10:33 AM
To: Bradley Morton
Subject: Subject Required (Consumer Advocate Ref # 19833)

Hi Brad,

APS records indicate that Jean Matherly established electric service to her home in Surprise on 05/30/01. She is currently on the ET-1, Time Advantage 9pm-9am rate.

Brad, I have attached the 12-month usage history below per your request. I also performed a rate comparison and confirmed Ms. Matherly is on the best rate for her energy consumption.

Please let me know if you have any questions.

Thanks,
Elizabeth McFall
Consumer Advocate

8/09 1640 kwh
9/09 1371
10/09 1029
11/09 583
12/09 447
1/10 487
2/10 353
3/10 343
4/10 352
5/10 594
6/10 1186
7/10 1937

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]
Sent: Friday, August 13, 2010 1:21 PM
To: Bradley Morton
Subject: Subject Required (Consumer Advocate Ref # 19833)

Hi Brad,

Based on the results of the rate comparison the ET-1, Time Advantage 9pm-9am rate, is the most economical rate for Ms. Matherly. The rate comparison also shows that for the previous two billings she had an overall savings on the ET-1 rate.

Please let me know if you have any questions.

Thanks,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Elizabeth McFall
Consumer Advocate
End of Response

Investigator's Comments and Disposition:

From: [Bradley Morton
Sent: [Wednesday, August 11, 2010 10:35 AM
To
Subject: [Jean Matherly email

Please have Ms. Matherly contact me at 602-542-0836 if she is in metro Phoenix, if she is in 520 or 928 area codes she can contact me at 1-800-222-7000.

Regards,
Bradley Morton
Public Utilities Consumer Analyst II
Arizona Corporation Commission

From: eric schnef
Sent: Friday, August 13, 2010 8:02 AM
To: Bradley Morton
Cc: ed.montini@arizonarepublic.com
Subject: APS

Dear Mr Morton, In reply to your message, I'm sure you have been passed the buck on my concerns with APS, however I don't think the public is aware that APS posted a huge profit, and that the chief officers have recieved over \$10 million dollars in 2009.

While we struggle to put food on our tables and gasoline in our tanks these FAT CAT'S have been given another rate increase by the Arizona Corporation Committee. While I understand that they will have to wait till 2012 for another increase, I still want to raise public awareness, on APS being Arizona's AIG. With all the state focus on illegal imigration, we were not privy to APS's ongoing rate requests till too late.

I read an article in the paper on August 4th stating how they need to recoup their "GREEN" investments by asking for yet another rate hike, yet my opinion is that they are just making the rest of us pay for all the foreclosed and empty houses. They are using funds for celebrity television commercials that could be better used in reducing our rates. Lastly, there are no new homes being built, so no power lines are needed. Meter readers are obsolete, now that they have installed transmitters. So what justifies the rate increases.

I spoke to a representative from APS who suggested I install solar. Excused me but that costs money, before recieving a rebate.

I have kept every bill from APS in the past 4 years and I have watched the amounts climb and climb. The public is being scammed and yet people just keep paying the bill, no matter how bad they are struggling. In closing, I have contacted the news media, posted my concerns on the social media network, and will continue untill I find someone who will listen and help do something to stop this corrupt company from emptying our pockets.

Sincerely
Jean Matherly

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Bradley Morton
Sent: Friday, August 13, 2010 9:07 AM
To: 'eric schneff'
Subject: RE: APS

Dear Ms Matherly,

I will docket you opinion in the matter of APS rate increases so that the Commissioners are aware of your concerns.

Regards,

Bradley Morton
End of Comments

Date Completed: 8/13/2010

Opinion No. 2010 - 88619
