



OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 88759

Date: 8/20/2010

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

Complaint By: First: Dorothy A. Last: Warner

Account Name: Dorothy A. Warner

Home:

Street:

Work:

City: Yuma

CBR:

State: AZ Zip: 85365

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

August 4, 2010

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

REFERENCE: Arizona Public Service Company

Arizona Corporation Commission  
DOCKETED

AUG 25 2010

To: Arizona Corporation Commission  
From: Dorothy A. Warner

Yuma, AZ 85365-3572

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2010 AUG 25 P 3:49

RECEIVED

To Whom It May Concern:

I have a question for you. Does the Corporation Commission have to guarantee Arizona Corporations a certain level of profit each year? It appears so.

The reason I'm asking is that I have been a residential and business customer of Arizona Public Service for 46 years. Every time the ACC approves a rate hike for APS, we set our thermostats a degree or 2 higher. Then APS doesn't make as much as it did in the past, so it requests another hike. The hikes occur for 2-3 yrs. In a row, and then we receive a rate reduction notice, but the reduction is never less than the hikes. We're encouraged to cut down usage. APS has more and more customers, but some how we're paying the same rate for setting our homes and offices at 86 degrees - 90 degrees as we were for 72 -76 degrees. If we conserve power, our rates keep increasing! We're hurting.  
Dorothy A. Warner.  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Investigator's Comments and Disposition:

8/24/10 Noted and filed in Docket Control.

\*End of Comments\*

Date Completed: 8/24/2010

Opinion No. 2010 - 88759

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