

ORIGINAL



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COMMISSIONERS
GARY PIERCE - Chairman
BOB STUMP
SANDRA D. KENNEDY
PAUL NEWMAN
BRENDA BURNS



ARIZONA CORPORATION COMMISSION

April 15, 2011

To: Docket Control

RE: Generic Docket (Decoupling) – Customer Comments
Docket Nos. E-00000J-08-0314 and G-00000C-08-0314

Please docket the attached 35 customer comments **OPPOSED** of the above filed decoupling case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
APR 15 2011

DOCKETED BY *[Signature]*

RECEIVED
2011 APR 15 P 2:01
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94533

Date: 4/14/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Marjory Last: Slaven

Account Name: Marjory Slaven

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ Zip: 85746

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against coupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/14/2011

Opinion No. 2011 - 94533

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 94528

Date: 4/14/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

Complaint By: First: Rebecca Last: Miles

Account Name: Rebecca Miles

Home: ()

Street:

Work:

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: ()

Nature of Complaint:

***** E-00000J-08-0314 AND G-00000C-08-0314 *****

Customer is opposed to decoupling. She does not think it is fair or right to charge people more if they are conserving energy to lower the bill. She thinks it is absurd, unconscionable and criminal on the part of the Commissioners to have even considered this.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer I would file her opinion in the docket so all Commissioners would have the opportunity to review them. Customer thanked me for the information.

End of Comments

Date Completed: 4/14/2011

Opinion No. 2011 - 94528

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94523

Date: 4/14/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

Complaint By: First: David Last: Reed

Account Name: David Reed

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Mesa

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

****DECOUPLING****

Consumer had read the article published by the AARP. It states that decoupling would lead to higher energy costs even if the consumer is conserving. He is opposed to decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-00000J-08-0314 and G-00000C-08-0314. closed

|
End of Comments

Date Completed: 4/14/2011

Opinion No. 2011 - 94523

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94535

Date: 4/14/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

Complaint By: First: John Last: Melisko

Account Name: John Melisko

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Peoria

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

****DECOUPLING*****

AARP magazine has an article in it that states that the ACC had approved decoupling. He states that the it states that the less electricity a consumer uses the utility company will be able to charge a higher rate. This is a rip off!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/14/2011

Opinion No. 2011 - 94535

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4/14--OPINION DOCKETED in Docket #s E-00000J-08-0314 & G-00000C-08-0314
End of Comments

CLOSED

Date Completed: 4/14/2011

Opinion No. 2011 - 94526

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94516

Date: 4/13/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sharon

Beck

Account Name: Sharon Beck

Home:

Street: n/a

Work: (000) 000-0000

City: Eloy

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer received a newsletter from AARP stating that this one of the most immoral idea she has ever heard of. Global warming is caused by man. She states that the newsletter states that the ACC is allowing power companies to decouple the rates they charge to how much energy people use. Not in favor of decoupling.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-00000J-08-0314 and G-00000C-08-0314. closed
End of Comments

Date Completed: 4/13/2011

Opinion No. 2011 - 94516

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94514

Date: 4/13/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Rachel

Lindstrom

Account Name: Rachel Lindstrom

Home:

Street: n/a

Work: (000) 000-0000

City: Glendale

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer received a newsletter from AARP stating that the ACC is allowing power companies to decouple the rates they charge to how much energy people use. That is crazy why should I use less enery if I'm not going to save money. Not in favor of decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/13/2011

Opinion No. 2011 - 94514

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94498

Date: 4/13/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Betty Last: Yull

Account Name: Betty Yull

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ Zip: 85711

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/13/2011

Opinion No. 2011 - 94498

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94485

Date: 4/13/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Helen

Morton

Account Name: Helen Morton

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86301

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/13/11 Per Ms. Morton, utility companies should not be gaining revenues from energy not in use. There is nothing different about how they go about it. It is not right we as customers are trying to save energy. I have not done anything different as far as using less.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

4/13/11 Comments noted for the record and docketed under E-00000J-08-0314 & G-00000C-08-0314.

End of Comments

Date Completed: 4/13/2011

Opinion No. 2011 - 94485

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94486

Date: 4/13/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Don

Schneider

Account Name: Don Schneider

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 0000

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/13/11 per Mr. Schneider,
he's against it.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/13/11 Comments noted for the record and docketed under E-00000J-08-0314 & G-00000C-08-0314.
End of Comments

Date Completed: 4/13/2011

Opinion No. 2011 - 94486

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94489

Date: 4/13/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

Complaint By: First: Richard Last: White

Account Name: Richard White

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Gold Canyon

CBR:

State: AZ Zip: 85118

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/13/11 Per Mr. White, this is a ridiculous concept. We should be saving oil and coal and not having to be charge more for them. Oppose it.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/13/11 Comments noted for the record and docketed under E-00000J-08-0314 & G-00000C-08-0314.

End of Comments

Date Completed: 4/13/2011

Opinion No. 2011 - 94489

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94490

Date: 4/13/2011

Complaint Description: 19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

Complaint By: First: John Last: Wates

Account Name: John Wates

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: 85713

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/13/11 Per Mr. Wates, he would like to protest this docket. I hope they don't use it at all. Decoupling would be a great benefit for the utility company and not the customer. He's pissed off that this would even be mentioned. It should always be related to your usage.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/13/11 Comments noted for the record and docketed under E-00000J-08-0314 & G-00000C-08-0314.

End of Comments

Date Completed: 4/13/2011

Opinion No. 2011 - 94490

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94484 Date: 4/13/2011

Complaint Description: 08A Rate Case Items - Opposed
09Z Rates/Tarriffs - Other

Complaint By: First: Eric Last: Schweizer

Account Name: Eric Schweizer Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Camp Verde CBR: 000000000

State: AZ Zip: 00000 is: Other

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer states: Why should consumers have to pay more for using less. This sounds crazy.

He is not in favor of decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/13/2011

Opinion No. 2011 - 94484

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: (000) [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94477

Date: 4/12/2011

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

Complaint By: First: Elizabeth Last: Stone

Account Name: Elizabeth Stone

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Tucson

CBR:

State: AZ Zip: 85715

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

Against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94477

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94463 Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
09Z Rates/Tarriffs - Other

Complaint By: First: Dair Last: Deckert

Account Name: Dair Deckert Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: Phoenix CBR:

State: AZ Zip: 00000 is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer received a notice from AARP stating that the ACC is considering decoupling for energy bills.
He is not in favor of this.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-00000J-08-0314 and G-00000C-08-0314. closed
End of Comments

Date Completed:

Opinion No. 2011 - 94463

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 94473

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
09Z Rates/Tarriffs - Other

Complaint By: First: Robert & Ruth Last: Goldman

Account Name: Robert & Ruth Goldman

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85020

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer read article in the AARP magazine regarding decoupling in Arizona. She cannot understand what that ruling means. She schedules the needed projects to be done during off-peak hours. Is there no reward for conserving. This will be a very nice deal for the utility companies. Consumers are not in agreement with this issue.

She states that the ACC has used good sense in not approving this and she hopes that they continue using good sense in the future.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94473

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94437

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
09Z Rates/Tariffs - Other

Complaint By: First: Stephanie Last: Lynch

Account Name: Stephanie Lynch

Home:

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer states she wanted to express her displeasure at the idea of decoupling. She very much would like to have her energy bill use tied to dollar savings. She does not want decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94437

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94442

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
09Z Rates/Tarriffs - Other

Complaint By: **First:** Patlik **Last:** Ishnish

Account Name: Mrs. James Ishnish

Home:

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer states she wanted to express her concerns regarding utility bills. She states that she read that the ACC is looking into approving criteria for decoupling utility revenue from actual use. Meaning that utility companies are guaranteed a set amount of revenue even though customers are using less electricity and gas. She understands that this has not been passed and hopes it will not be. She does not want decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94442

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94441

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
09Z Rates/Tarriffs - Other

Complaint By: First: Jackie Last: Clamsey

Account Name: Jackie Clamsey

Home:

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer states she wanted to express her concerns regarding utility bills and how they will remain the same whether consumers conserve or not. This does not make sense to her. Why should they conserve if they are going to be charged the same amount of money. She does not want decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94441

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94446

Date: 4/12/2011

Complaint Description: 08A Rate Case Items - Opposed
09Z Rates/Tarriffs - Other

Complaint By: **First:** John **Last:** Duffy

Account Name: John Duffy

Home:

Street: n/a

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Consumer states he read that the ACC is looking into decoupling. He wants it noted that his concern is for displeasure for decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in E-00000J-08-0314 and G-00000C-08-0314. closed

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94446

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-2406

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 - 94426

Date: 4/12/2011

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

Complaint By: First: Diane Last: Frank

Account Name: Diane Frank

Home: (480) 946-1024

Street: 7649 E. Bonita Dr.

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85250

is:

Utility Company: Miscellaneous Gas

Division: Gas

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer would like to discourage the Commissioners from passing any decoupling mechanisms for SWG, unless if it somehow guarantees savings on customer bills. Customer should not have to pay more when they use less.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised the customer that an opinion would be filed on her behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94426

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-2406

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 - 94427

Date: 4/12/2011

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

Complaint By: First: Marion Last: Ellars

Account Name: Marion Ellars

Home: (928) 242-1595

Street: 2250 E. Delvin Ave

Work:

City: Kingman

CBR:

State: AZ Zip: 86409

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer read an article in an AARP news letter regarding the Commission passing decoupling. Customer states that she is a part time resident and is opposed to the decoupling policy. Customer strongly believes that customers should be able to benefit from energy conservation and should not have to incur increased costs from utilities for decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised the customer that an opinion would be filed on her behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94427

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-2406

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 - 94428

Date: 4/12/2011

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

Complaint By: **First:** Jerry **Last:** Peters

Account Name: Jerry Peters

Home: (623) 975-3455

Street: 15862 W. Bridgewood

Work:

City: Surprise

CBR:

State: AZ **Zip:** 85374

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

RE: Docket No's: G-00000C-08-0314
E-00000J-08-0314

Customer is calling to advise the Commission that he is opposed to decoupling. Customer believes that customers should only have to pay for what they use. Customers go to extreme measures and make sacrifices to conserve and should not be punished for their efforts by paying more when they use less.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised the customer that an opinion would be filed on his behalf and docketed with the Docket Control Center to be made part of the record. CLOSED

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94428

F 000001-08.0314

G 000000C-08.0314

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94420

Date: 4/12/2011

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

Complaint By: First: James Last: Hilty

Account Name: James Hilty

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Peoria

CBR:

State: AZ Zip: 85381

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94420

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94443

Date: 4/12/2011

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

Complaint By: First: Marilyn Last: Jackson

Account Name: Marilyn Jackson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ajo

CBR:

State: AZ Zip: 85321

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94443

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: (602) [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94438

Date: 4/12/2011

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

Complaint By: First: Margie T. Last: Gin

Account Name: Margie T Gin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85016

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94438

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94439

Date: 4/12/2011

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

Complaint By: First: William Last: Gardner

Account Name: William Gardner Home: [REDACTED]

Street: [REDACTED] Work:

City: Sun City CBR:

State: AZ Zip: 85373 is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94439

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Moore

Phone: ()

Fax: 520-2129

Priority: Respond Within Five Days

Opinion No. 2011 - 94440

Date: 4/12/2011

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

Complaint By: First: Barbara Last: Kenyon

Account Name: Barbara Kenyon

Home: () 8163

Street:

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85118

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94440

E-00000J-08-0314
G-00000C-08-0314

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94445

Date: 4/12/2011

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

Complaint By: First: Norma Last: Ormandy

Account Name: Norma Ormandy Home: (000) 000-0000

Street: n/a Work:

City: Sun City CBR:

State: AZ Zip: 85351 is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown Contact Phone: (000) 000-0000

Nature of Complaint:

***** E-00000J-08-0314 AND G-00000C-08-0314 *****

Customer is opposed to decoupling. She does not think it is fair or right to charge people more if they are conserving energy to lower the bill.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer I would file her opinion in the docket so all Commissioners would have the opportunity to review them. Customer thanked me for the information.

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94445

E-00000J-08-0314
G-00000C-08-0314

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94444 Date: 4/12/2011

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

Complaint By: First: Robert Last: Van Lysenden

Account Name: Robert Van Lysenden Home: (000) 000-0000

Street: n/a Work:

City: Sun City CBR:

State: AZ Zip: 85351 is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown Contact Phone: (000) 000-0000

Nature of Complaint:

***** E-00000J-08-0314 AND G-00000C-08-0314 *****

Customer is opposed to decoupling. He does not think it is fair or right to charge people more if they are conserving energy to lower the bill.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer I would file his opinion in the docket so all Commissioners would have the opportunity to review them. Customer thanked me for the information.

End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94444

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/12/2011

Opinion No. 2011 - 94435

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94518

Date: 4/14/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

Complaint By: First: Vicky Last: Varga

Account Name: Vicky Varga

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gilbert

CBR:

State: AZ Zip: 85296

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

Against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 4/14/2011

Opinion No. 2011 - 94518