

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



0000124872

ARIZONA CORPORATION COMMISSION

April 28, 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 38 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 28 2011

| | |
|-------------|--|
| DOCKETED BY | |
|-------------|--|

RECEIVED

2011 APR 28 P 2:03

ARIZONA CORPORATION
COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94867

Date: 4/28/2011

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

Complaint By: First: Roberta Last: Callahan

Account Name: Roberta Callahan

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85023

is: Cellular

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

Consumer against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion docketed
End of Comments

Date Completed: 4/28/2011

Opinion No. 2011 - 94867

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: ([REDACTED])

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94852

Date: 4/27/2011

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

Complaint By: First: **Ralph** Last: **Engler**

Account Name: Ralph Engler

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85028

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: 4/27/2011

Opinion No. 2011 - 94852

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 94664 Date: 4/19/2011

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

Complaint By: First: Anatacia Last: Lagneaux

Account Name: Anatacia Lagneaux Home: (928) 970-1230

Street: 5193 Juniper Loop Lot #7 Work:

City: Pine CBR:

State: AZ Zip: 85544 is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

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

Nature of Complaint:

4/19

DECOUPLING OPPOSED ELECTRIC AND GAS E-00000J-08-0314 AND G-00000C-08-0314

CONSERVATION SHOULD EQUAL ENERGY SAVINGS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94664

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94851

Date: 4/27/2011

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

Complaint By: **First:** Mary **Last:** Hill

Account Name: Mary Hill

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Prescott

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 wanted to voice her opinion against decoupling. She would like for the rates to stay based on usage.
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: 4/27/2011

Opinion No. 2011 - 94851

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax

Priority: Respond Within Five Days

Opinion No. 2011 94814

Date: 4/26/2011

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

Complaint By: First: Robert Last: Casavant

Account Name: Robert Casavant

Home

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85701

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*** DECOUPLING** DOCKET NOS. E-00000J-08-0314 AND G-00000C-08-0314 ** OPPOSED ***

4/26

Caller is a customer of TEP and is opposed to all decoupling for all utilities. He believes this methodology will undermine conservation in order to satisfy utility profits. These businesses overrule the training of their kids to conserve energy.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/26/2011

Opinion No. 2011 - 94814

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ,

Fa

Priority: Respond Within Five Days

Opinion No. 2011 94819

Date: 4/26/2011

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

Complaint By: First: Bob Last: Terry

Account Name: Bob Terry

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85022

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****OPPOSED*****DOCKET NOS. E-00000J-08-0314 AND G-00000C-08-10314 *****

Caller is opposed to this method of charging for service. He thinks this method STICKS. And believes you should pay for what's used and the Commission is not looking out for the public.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/26/2011

Opinion No. 2011 - 94819

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fa

Priority: Respond Within Five Days

Opinion No. 2011 94818

Date: 4/26/2011

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

Complaint By: **First:** Bob **Last:** Hart

Account Name: Bob Hart

Home:

Street:

Work:

City: Lake Havasu City

CBR:

State: AZ **Zip:** 86406

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****OPPOSED*****DOCKET NOS. E-00000J-08-0314 AND G-00000C-08-10314 *****

Caller is opposed to this method of charging for service.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 4/26/2011

Opinion No. 2011 - 94818

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (520) 712-2100

Priority: Respond Within Five Days

Opinion No. 2011 94821

Date: 4/26/2011

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

Complaint By: First: Patricia Last: Beman

Account Name: Home:

Street: Work:

City: Lake Havasu City CBR:

State: AZ Zip: 96404 is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

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

Nature of Complaint:

*****DECOUPLING*****OPPOSED*****DOCKET NOS. E-00000J-08-0314 AND G-00000C-08-10314 *****

Caller is opposed to this method of charging for service. Rates are high enough.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 4/26/2011

Opinion No. 2011 - 94821

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94820

Date: 4/26/2011

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

Complaint By: **First:** Steven **Last:** Ray

Account Name: Steven Ray **Home**

Street: n/a **Work:**

City: n/a **CBR:**

State: AZ **Zip:** n/a **is:**

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****OPPOSED*****DOCKET NOS. E-00000J-08-0314 AND G-00000C-08-10314 *****

Caller is opposed to this method of charging for service. To guarantee income to the utility in this way is detrimental to his wallet. There is no reason to pay high costs because he conserves.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 4/26/2011

Opinion No. 2011 - 94820

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 94831

Date: 4/26/2011

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

First:

Last:

Complaint By: Gary Ashberger

Account Name: Gary Ashberger

Home: (

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85706

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (

Nature of Complaint:

Caller left a v/m message stating that he is opposed to decoupling. He feels this is counter to energy conservation and he is not in favor of decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 4/26/2011

Opinion No. 2011 - 94831

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94803

Date: 4/25/2011

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

Complaint By: **First:** Marvin **Last:** Wright

Account Name: Marvin Wright

Home: ()

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85027

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

Caller left a v/m message that he is opposed to decoupling. He feels it is not a good idea and does not promote good, wise energy usage. Mr. Wright says he "votes no" on this issue.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 4/25/2011

Opinion No. 2011 - 94803

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED] Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94725 Date: 4/21/2011

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

Complaint By: First: Dess Last: Chapelear

Account Name: Dess Chapelear Home: [REDACTED]

Street: [REDACTED] Work:

City: Sun City West CBR:

State: AZ Zip: 85375 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:

opinione docketed
End of Comments

Date Completed: 4/21/2011

Opinion No. 2011 - 94725

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94672

Date: 4/19/2011

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

Complaint By: First: Dora Last: Morris

Account Name: Dora Morris

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:

4/19/11 Per Ms. Morris she is against decoupling.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/19/11 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94672

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94671

Date: 4/19/2011

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

Complaint By: First: Merium Last: Phillips

Account Name: Merium Phillips

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Williams

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/19/11 Per Mr. Phillips, she is against decoupling. She wanted me to pass this message on to the Commissioners. "Tell them to make sure that energy savings lead to cash savings". She has unplugged everything in her home that she is not using.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/19/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94671

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94670

Date: 4/19/2011

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

Complaint By: First: William Last: Moore

Account Name: William Moore

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/19/11 Per Mr. Moore, he is strongly against decoupling. He feels this is anti-american. He does not understand how decoupling will benefit the customers who achieve energy conservation.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/19/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94670

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94620

Date: 4/18/2011

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

Complaint By: First: Peter Last: Walsler

Account Name: Peter & Janet Walsler

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Surprise

CBR: n/a

State: AZ Zip: 85374

is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/18/11 I don't want to be put into a group that would balance out it should be by consumption only.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/18/11 I filed an Opinion on your behalf and will have it docketed with the Docket Control to be made part of the record.

Thank you.

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94620

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94619

Date: 4/18/2011

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

First:

Last:

Complaint By: Carol

Burghardt

Account Name: Carol Burghardt

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: n/a

State: AZ Zip: 00000

is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/18/11 We should try to conserve not the opposite. No to Decoupling.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/18/11 I filed an Opinion on your behalf and will have it docketed with the Docket Control to be made part of the record.

Thank you.

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94619

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94618

Date: 4/18/2011

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

First:

Last:

Complaint By: Anita

Samaniego

Account Name: Anita Samaniego

Home:

Street:

Work: (000) 000-0000

City: Carefree

CBR: n/a

State: AZ Zip: 85377

is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/18/11 Decoupling Oppose. Concern, Senior Citizens it's a way I take control over my usage. This way I should be charge for what I use.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/18/11 I filed an Opinion on your behalf and will have it docketed with the Docket Control to be made part of the record.

Thank you

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94618

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94617

Date: 4/18/2011

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

Complaint By: First: Robert Last: Maceri

Account Name: Robert Maceri

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR: n/a

State: AZ Zip: 85373

is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/18/11 Oppose it. This is ridiculous, I don't think its right that they should be allow a certain rate of profit when customers don't use that much energy. Should be a tier structure and I should pay only for what I use.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/18/11 I filed an Opinion on your behalf and will have it docketed with the Docket Control to be made part of the record.

Thank you.

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94617

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94616

Date: 4/18/2011

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

First:

Last:

Complaint By: Sandra

Sherwood

Account Name: Sandra Sherwood

Home:

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR: n/a

State: AZ Zip: 00000

is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/18/11 I don't think its fair that I should pay for my neighbors usage. I should pay for what I use.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/18/11 I filed an Opinion on your behalf and will have it docketed with the Docket Control to be made part of the record.

Thank you

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94616

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: ([REDACTED]) 6

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94712

Date: 4/20/2011

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

Complaint By: First: Karen Last: Nicol

Account Name: Karen Nicol

Home: ([REDACTED])

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: 85302

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: 4/20/2011

Opinion No. 2011 - 94712

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94696

Date: 4/20/2011

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

Complaint By: First: Louise Last: Wachter

Account Name: Louise Wachter

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Topock

CBR:

State: AZ Zip: 86436

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: 4/20/2011

Opinion No. 2011 - 94696

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94669

Date: 4/19/2011

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

Complaint By: First: Patricia Last: Stuecker

Account Name: Patricia Stuecker

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85008

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: 4/19/2011

Opinion No. 2011 - 94669

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94668

Date: 4/19/2011

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

Complaint By: First: James Last: Spence

Account Name: James Spence

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sun City West

CBR:

State: AZ Zip: 85375

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: 4/19/2011

Opinion No. 2011 - 94668

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94530 Date: 4/14/2011

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

Complaint By: First: Tom Last: Sidebotham

Account Name: Tom Sidebotham Home: (

Street: Work:

City: Tucson CBR:

State: AZ Zip: is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Contact Phone

Nature of Complaint:

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

Customer states that he is opposed to the Commissions' approved policy regarding Decoupling. Customer strongly believes that when a customer makes an effort to use less energy, they should be rewarded and not punished by having to pay more money.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I advised the customer that I would file an opinion on his behalf and his concerns would be made part of the record. CLOSED

End of Comments

Date Completed: 4/14/2011

Opinion No. 2011 - 94530

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ;

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94428

Date: 4/12/2011

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

Complaint By: First: Jerry Last: Peters

Account Name: Jerry Peters

Home: 5

Street: 1

Work:

City: Surprise

CBR:

State: AZ Zip:

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name:

Contact Phone: -----

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 goes 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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94424

Date: 4/12/2011

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

Complaint By: **First:** Claude **Last:** Campbell

Account Name: Claude Campbell

Home:

Street:

Work:

City: Sahuarita

CBR:

State: AZ Zip: 85629

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

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

Customer is opposed to decoupling. Customer does not understand why the Commission would allow or why the Utility Companies like TEP would push customers toward energy conservation, if the Utilities are not going to allow the customers to benefit from the energy savings. Per customer, "why should any customer conserve energy if they are not going to be rewarded with a reduced bill".

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 - 94424

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: 480-944-2000

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94692

Date: 4/20/2011

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

Complaint By: **First:** Ronald **Last:** Brasgalla

Account Name: Ronald Brasgalla **Home**

Street: **Work:**

City: Mesa **CBR:**

State: AZ **Zip:** **is:**

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: **Contact Phone:** 480-944-2000

Nature of Complaint:

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

Customer read an article in a recent AARP news letter stating that the ACC had adopted a Decoupling policy which would require consumers to pay more even if they use less.

Per customer, the only thing this type of policy will do is encourage everyone to move out of Arizona. Once everyone leaves Arizona then Utility Companies who continue to take advantage of their customers', will not be able to recover any of their revenue investments.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 4/20/2011

Opinion No. 2011 - 94692

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 - 94694

Date: 4/20/2011

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

First:

Last:

Complaint By: Albert

Deaugustine

Account Name: Albert P Deaugustine

Home

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85748

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone:

Nature of Complaint:

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

4/20/11 Voicemail Received from Customer:

Customer read an article in an AARP news letter regarding the Commission passing a decoupling policy. Per customer, the article directed the public to call the Commission and request that if customer's cut back on energy and gas usage it should be reflected on their bills. Customer is opposed to Decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion will be filed on customer's behalf and docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 4/20/2011

Opinion No. 2011 - 94694

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (0000)

Priority: Respond Within Five Days

Opinion No. 2011 - 94695

Date: 4/20/2011

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

Complaint By: First: Albert Last: Deaugustine

Account Name: Albert P Deaugustine Home:

Street: Work:

City: Tucson CBR:

State: AZ Zip: 85748 is:

Utility Company: Miscellaneous Gas

Division: Gas

Contact Name: Unknown Contact Phone: (0000)

Nature of Complaint:

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

4/20/11 Voicemail Received from Customer:

Customer read an article in an AARP news letter regarding the Commission passing a decoupling policy. Per customer, the article directed the public to call the Commission and request that if customer's cut back on energy and gas usage it should be reflected on their bills. Customer is opposed to Decoupling.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion will be filed on customer's behalf and docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 4/20/2011

Opinion No. 2011 - 94695

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94679 Date: 4/19/2011

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

Complaint By: First: Sue Last: Matthews

Account Name: Sue Matthews Home: (000) 000-0000

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

City: Kingman 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 is questioning why are utility company allowed to charge same price when using less utilities. This is not fair and is against decoupling. This is stupid and where is the motivation of conserve if there will not be any savings made.

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: 4/19/2011

Opinion No. 2011 - 94679

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 94659

Date: 4/19/2011

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

Complaint By: **First:** Karen **Last:** Silva

Account Name: Karen Silva

Home: (480) 595-5774

Street: 7830 E Carefree Estates

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/19

DECOUPLING OPPOSED ELECTRIC AND GAS E-00000J-08-0314 AND G-00000C-08-0314

CONSERVATION SHOULD EQUAL ENERGY SAVINGS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94659

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 94660

Date: 4/19/2011

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

Complaint By: First: Carol Last: Smith

Account Name: Carol Smith Home: (602) 867-3630

Street: 4232 E Taro Ln Work:

City: n/a CBR:

State: AZ Zip: 85050 is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

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

Nature of Complaint:

4/19

DECOUPLING OPPOSED ELECTRIC AND GAS E-00000J-08-0314 AND G-00000C-08-0314

CONSERVATION SHOULD EQUAL ENERGY SAVINGS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94660

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 94661

Date: 4/19/2011

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

Complaint By: **First:** Shawn **Last:** Cochran

Account Name: **Home:** (520) 647-3089

Street: 13355 Trailing Heart Ln 4232 E Taro Ln **Work:**

City: Vail **CBR:**

State: AZ Zip: 85641 **is:**

Utility Company: Miscellaneous ACC Questions

Division: Misc.

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

Nature of Complaint:

4/19

DECOUPLING OPPOSED ELECTRIC AND GAS E-00000J-08-0314 AND G-00000C-08-0314

CONSERVATION SHOULD EQUAL ENERGY SAVINGS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94661

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 94662

Date: 4/19/2011

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

Complaint By: **First:** Qweene **Last:** Stone

Account Name: Qweene Stone

Home: (623) 330-2087

Street: 11010 W Thunderbird Clvd.

Work:

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

4/19

DECOUPLING OPPOSED ELECTRIC AND GAS E-00000J-08-0314 AND G-00000C-08-0314

CONSERVATION SHOULD EQUAL ENERGY SAVINGS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94662

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 94663

Date: 4/19/2011

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

Complaint By: **Adrienne** **Lehler**

Account Name: **Home:** (520) 795-2913

Street: 65 Sierra Vista Dr. 11010 W Thunderbird Blvd. **Work:**

City: Tucson **CBR:**

State: AZ Zip: 85719 **is:**

Utility Company: **Miscellaneous ACC Questions**

Division: Misc.

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

Nature of Complaint:

4/19

DECOUPLING OPPOSED ELECTRIC AND GAS E-00000J-08-0314 AND G-00000C-08-0314

CONSERVATION SHOULD EQUAL ENERGY SAVINGS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 4/19/2011

Opinion No. 2011 - 94663

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94615

Date: 4/18/2011

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

First:

Last:

Complaint By: Clyde Ewalt

Account Name: Clyde Ewalt

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

-----Original Message-----

From: Ewalt Clyde

Sent: Monday, April 11, 2011 7:44 AM

To: Utilities Div - Mailbox

Subject: AARP article on decoupling utility revenue from usage

Did you really allow utilities to charge customers not based on the customers usage?

Obviously I don't know anything about this other than the AARP article, but I wanted to be sure you knew how absurd this sounds.

PLease re-think it from the customers view...

thanks,

clyde Ewalt

Prescott, az

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

-----Original Message-----

From: Al Amezcua

Sent: Monday, April 18, 2011 1:51 PM

To:

Cc: Al Amezcua

Subject: RE: AARP article on decoupling utility revenue from usage

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Good afternoon Clyde Ewalt,

This is in response to your email dated April 11, 2011 regarding the AARP article on decoupling. I filed an Opinion on your behalf and will have it docketed with the Docket Control to be made part of the record. I wanted to thank you for writing in your concerns.

Thank you,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division - Consumer Services

End of Comments

Date Completed: 4/18/2011

Opinion No. 2011 - 94615

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: (602) [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 94727

Date: 4/21/2011

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

Complaint By: First: M.K. Last: Thompson

Account Name: M.K. Thompson Home: (000) 000-0000

Street: [REDACTED] Work:

City: Parker CBR:

State: AZ Zip: 85344 is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

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

Nature of Complaint:

strongly against decoupling
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 4/21/2011

Opinion No. 2011 - 94727