

ORIGINAL



0000125165

EXECUTIVE DIRECTOR

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

ARIZONA CORPORATION COMMISSION

May 11, 2011

To: Docket Control

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

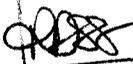
Please docket the attached 10 customer comments OPPOSED of the above filed decoupling case.

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

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAY 11 2011

DOCKETED BY 

RECEIVED
2011 MAY 11 P 2:16
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (000) 000-0000

Priority: Respond Within Five Days

Inquiry No. 2011 95043

Date: 5/9/2011

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

Complaint By: First: Muriel Last: Tebbs

Account Name: Muriel Tebbs

Home

Street:

Work:

City: Mesa

CBR:

State: AZ Zip: 85207

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

5-6 DECOUPLING E-00000J-08-0314 AND G-00000C-08-0314

Caller is opposed to any type of decoupling mechanism. Because when usage goes down, customer should not be charged more.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 5/9/2011

Inquiry No. 2011 - 95043

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Inquiry No. 2011 94972

Date: 5/3/2011

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

Complaint By: **First:** Frank **Last:** Young

Account Name: Frank Young

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sahuarita

CBR:

State: AZ Zip: 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DECOUPLING*****

Caller wanted to voice his opinion against 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: 5/3/2011

Inquiry No. 2011 - 94972

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 974-1100

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94885

Date: 4/28/2011

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

Complaint By: First: Paula

Last: McLeod

Account Name: Paula McLeod

Home: (602) 707-1100

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

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

Customer read an article about the Decoupling policy approved by the Commission in an AARP newsletter.

Customer is calling to advise the Commission of her opposition to the decoupling policy. Customer does not believe this policy is fair especially for people who have invested so much money into high efficiency appliances, A/C units and solar systems. Per customer, this policy offers no incentive for customers to conserve energy.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 4/28/2011

Opinion No. 2011 - 94885

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Inquiry No. 2011 - 94888

Date: 4/28/2011

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

Complaint By: First: Tim Last: Horn

Account Name: Tim Horn Home: (4

Street: Work:

City: Scottsdale CBR:

State: AZ Zip: is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

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

Customer read an article in an AARP newsletter about the Decoupling policy the Commission approved.

Customer is opposed to this policy and does not believe Utility Companies should have the right to bill for service that is not being used.

Customer strongly believes that a more reasonable way to handle the Utility Companies issue of inadequate revenue would be for the Utility to cut back on internal costs, such as reducing its employee salaries, eliminating donations of any kind, etc.

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: 4/28/2011

Inquiry No. 2011 - 94888

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax: '6

Priority: Respond Within Five Days

Opinion No. 2011 - 94891

Date: 4/28/2011

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

Complaint By: **First:** Harry **Last:** DePrins, Owner

Account Name: Merkur Enterprises

Home: (

Street:

Work:

City: Chandler

CBR:

State: AZ Zip: 8

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

RE: Docket No: E-01345A-11-0063

Customer is opposed to the decoupling policy APS will be proposing and requests that the Commission to deny this request.

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: 4/28/2011

Opinion No. 2011 - 94891

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94894

Date: 4/28/2011

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

Complaint By: **First:** Linda **Last:** Garcia

Account Name: Linda Garcia

Home: (000) 000-0000

Street: n/a

Work:

City: Gilbert

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED TO DECOUPLING*****

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

Customer left a voicemail message with the Commission, stating that she is opposed to the Decoupling policy approved by the Commission.

Customer is calling to ask that the Commission to please allow utility rates to be based on actual usage, rather than being based on a guaranteed rate or revenue to the utility.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 4/28/2011

Opinion No. 2011 - 94894

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94695

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:

is:

Utility Company: Miscellaneous Gas

Division:

Gas

Contact Name:

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 - 94695

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fa:

Priority: Respond Within Five Days

Opinion No. 2011 95029

Date: 5/6/2011

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

Complaint By: First: Jan Last: Solymosi

Account Name: Jan Solymosi

Home: (000) 000-0000

Street:

Work:

City: Mesa

CBR:

State: AZ Zip: 85213

is:

Utility Company: Miscellaneous ACC Questions

Division: Misc.

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

DECOUPLING OPPOSED E-00000J 08 0314 and G 00000C 08 0314

Caller is opposed to the decoupling method of determining rates. She has SRP services but feels no utility should have rates determined by this method.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 5/6/2011

Opinion No. 2011 - 95029

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: [REDACTED]

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2011 - 94994

Date: 5/4/2011

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

Complaint By: First: Wanda Last: Loschert

Account Name: Wanda Loschert

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Sahuarita

CBR:

State: AZ Zip: 85629

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: 5/4/2011

Opinion No. 2011 - 94994