

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (

Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 95510

Date: 6/1/2011

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

First:

Last:

Complaint By: Anita & Philip Seltzer

Account Name: Anita & Philip Seltzer

Home: /

Street:

Work:

City: Scottsdale

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (

Nature of Complaint:

\*\*\*\*\* E-01345A-11-0224 \*\*\*\*\*

Customer sent the following -

From: PAS@cox.net [mailto:F  
Sent: Wednesday, June 01, 2011 1:51 PM  
To: Utilities Div - Mailbox  
Subject: APS Rate Increase

Arizona Corporation Commission

DOCKETED

JUN 2 2011

DOCKETED BY [Signature]

RECEIVED  
2011 JUN -2 A 11:47  
AZ CORP COMMISSION  
DOCKET CONTROL

Good Afternoon:

In this horrible economy, we can't believe APS has the temerity to ask for a rate increase.

Having waited the "required" 17 months without a rate increase Arizona Public Service Co. is now asking you to approve an average \$8.36/month or \$100.32/year rate increase, for the "average" household. They are also asking you to approve recovery of "some" of its costs of providing energy -efficiency programs along with asking approval to purchase two coal-fired units at the Four Corners Power Plant in New Mexico for \$294 million and then, if approved they would pass that cost on to customers. In these times, are they out of their minds?

According to APS President and CEO Don Robinson, APS has "cut about \$37 million from its annual operating costs to ease the burden on customers." Lets all take a moment and applaud APS.

For those of us who are Arizona senior citizens, retired and living on a diminishing fixed income, their rational for a rate increase is obtuse to say the least. Balancing the bottom line and insuring that APS remain a "healthy" utility is unappealing to the average person. APS like most of the business community MUST immediately look within to trim staff, facilities, equipment purchasing and other cost reduction mechanisms. Our society can no longer support rate increases. Like all of us, APS must immediately be on a budget. Executive compensation should be rolled back to a realistic level. Executive staff may have to be reduced to a reasonable operating

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level. Excessive perks must immediately be reviewed. Things such as trips, expensive accounts, gifts, vehicles etc., must be things of the past. No longer can John Q public be expected to supplement the desires of corporate dreamers.

Reality has smacked us all in the head. APS must come down to earth and face the facts. The well has run dry and there is no place to get more gold from. Each and every program, acquisition, plan and dream must be curtailed. The way we are forced to live must be the way APS must live. If each of us was to walk into a supermarket to buy a gallon of milk and we did not have the money to pay for it, we could not ask the cashier to have the person behind us pay for it.

Unfortunately, the Valley has been hit, like the rest of this magnificent country, by a slowdown in growth and development. With neighborhoods filled with foreclosure and for sale signs, this is not the time for a utility to reek more havoc on already strapped families and the elderly. It's time for this giant corporate utility to be brought down a peg or two. Force them to tighten their belt. Make them live within their means. Demand they reduce or eliminate all advertising and use all excessive expenditures to meet day to day operations.

Change is good for all of us. The consumer should not be the only one to learn how to adapt in this fierce economic time. Turn APS down on ALL fronts. Do not give them a carrot and allow them to come back and seek more handouts. They like the rest of us who live in the dry desert. The well and money tree are dry and empty. There is just no place to get an extra \$8.36 a month. Send APS away empty handed.

Your thoughts on this matter, in an email reply would be appreciated.

Anita & Philip Seltzer  
Scottsdale, Arizona  
\*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: 6/1/2011**

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