

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

476

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2006 - 52276

Date: 5/23/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sharon

Merdivic

Account Name: Sharon Merdivic

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

5/15/06

Sharon Merdivic
7894 E. Camino Vivaz
Scottsdale, AZ 85255

Phone: 540-6837

Docket commenting on: E-01345a-05-0816

Utility Name: APS

Position on docket: CON

sharonrdms@cox.net

As a past customer of SRP, I saw my utilities rise 50% when I switched to APS in 2002. I can't believe they can justify this rice increase! Further, they have a monopoly on the electric power to this area and consumers have no charge. There is no real competition for this product. I say no!

Thank you

Sharon Merdivic

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2006 MAY 23 P 2:04
AZ CORP COMMISSION
DOCUMENT CONTROL

Arizona Corporation Commission
DOCKETED

MAY 23 2006

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

May 23, 2006

Sharon Merdovic


RE: ARIZONA PUBLIC SERVICE

Dear Ms. Merdovic

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS rate application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

5/23/06 opinion filed in docket no. E-01345A-05-0816. closed
End of Comments

Date Completed: 5/23/2006

Opinion No. 2006 - 52276

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 52127

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Peggy

Diaz

Account Name: Peggy Diaz

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer received notification that her "demand advantage rate" is going to be eliminated. She is opposed to it being removed. She states that she contacted APS and was told that there were other rates available to her. She states that any other rate will increase her monthly billing from \$100 to \$300 more a year.

She wants to know why APS doesn't want her to have her rate that she is use to?
Is there any new proposed plans that would be almost like what she had or better?
End of Complaint

Utilities' Response:

5/22/06

Hi Carmen,

I called Peggy Diaz today to talk about our request to eliminate the demand advantage rate. I assured her that we have only requested the elimination of this service plan and cannot be certain that this will be approved. I also advised her that we hope to offer alternative service plans at that time. She informed me that she is a stay at home mom and our off peak time of use hours are not convenient to her. I explained that we are hoping to offer another time of use service plan in the future with more flexible off peak hours that might work better for her.

I offered to send her a rate brochure and asked her to keep my name and phone number should she have any questions when a decision is made regarding her service plan.

Please let me know if you have any questions.

Thanks,
Jessica
End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

5/18/06 e-mailed to APS

5/22/06 Response received from APS, I tried contacting customer and left a voicemail for a call back. I received a call back from Ms. Diaz. She had been contacted by APS and had received some information regarding other plans available at or close to the rate she is presently paying. I advised her that I would file her comments in the APS rate case docket. Closed

File in docket no. E-01345A-05-0816.

End of Comments

Date Completed: 5/22/2006

Inquiry No. 2006 - 52127

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52186

Date: 5/22/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jon

Anderla

Account Name: Jon Anderla

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

5/22/06 Docket No. E-01345A-05-0816.

May 8, 2006

RE: Docket Number E-01345A-05-0816

To Whom It May Concern:

If extremely high and rising gasoline prices are not enough to keep the hard working people in the state of Arizona from being able to actually show up to work in their personal vehicles, an approved APS rate increase will certainly do the job!

The Arizona Corporation Commission must deny APS's application for a rate increase. Otherwise, this state will become impossible to live in unless you are a US Senator or the governor. I take that back... if you are the CEO for one of the major oil companies or one of the CEO's of APS, then you might be able to afford to live in the "future Arizona" that will be created with all the price increases this state has seen lately.

An APS rate increase will only be throwing fuel on the fire. Say "NO" to the rate increase!!!

Jon Anderla
Arizona Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

5/22/06 Docket No. E-01345A-05-0816.
Wrote letter to customer.

May 22, 2006

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Anderla:

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Al Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 5/22/2006

Opinion No. 2006 - 52186

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52202

Date: 5/22/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: **Phyllis** Last: **Hazekamp**

Account Name: Phyllis Hazekamp

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

5/22/06 Docket No. E-01345A-05-0816

Received correspondence from Mrs. Phyllis Hazekamp.

[REDACTED]
May 14, 2006
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ.

Dear Commissioners;

Why are you rewarding APS for their poor/lax/faulty business practices?

I can't attend your proposed hearing concerning rate increase. I'm eighty years old and live on Social Security. The cost of the gas to get to and return from Phoenix is about \$30.00. And I don't dare to drive there.

The APS first estimate was to raise my bill about \$30.00 a month. That's \$360.00 a year. It must be nothing to members of the commission but it means either less medication/less food/ or no gas to get to the nearest town to shop for groceries/get medication and or library books. Since neither of those make any difference in your life I can't create a scenario where they will.

What is the problem with APS? Are they too heavy on administrative costs? Are they buying power from overpriced sources? Since sunlight is free solar energy in a state like Arizona is an obvious solution. We have been asked to contribute to their research on our utility bills. Can't APS study those areas already using solar power? Can't their high priced staff read the multitudes of reports on successful solar energy projects here and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

abroad? Why are we being made to pay for their poor or inadequate planning over years and years.

Surely you realize gas is rising in cost and therefore all delivered goods are rising in cost. Now a poorly run utility is asking for money to cover their mistakes. And they'll get it. It is appalling that a commission with advertised business acumen can fall for their statistics and their weak arguments.

This is a questioning letter from a depressed senior who votes. Most of us realize that any hearing is already a done deal. Evidently I did not vote for qualified corporate commission members who are concerned about Arizona citizens. Not all of us have your financial resources or salaries. Written as if there was real hope but with the true knowledge that there really isn't.

Mrs. Phyllis Hazekamp
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/22/06 Docketed under No. E-01345A-05-0816.

Wrote letter to Mrs. Phyllis Hazekamp.

May 22, 2006

RE: ARIZONA PUBLIC SERVICE

Dear Mrs. Phyllis Hazekamp:

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Al Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 5/22/2006

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 52125

Date: 5/18/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Albert Last: Houdek

Account Name: Albert Houdek

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

Customer is upset because his electric bill jumped by \$31.00 higher in May. His April bill was \$81.27 then his May bill came in at \$111.82. In 2005 for the same usage he was being billed \$72.00. He understands that there is a fuel surcharge that is being imposed. He feels that this is wrong and he is opposed to the application for a rate increase that was filed.

Is there a breakdown why his bill increased by \$31.00? Did he use more electricity?

End of Complaint

Utilities' Response:

5/22/06

Hi Carmen,

I called Mr. Houdek this morning to discuss the increase in his most recent bill. I explained to him that in addition to the increase of 85 kWh in usage, his May bill reflects our summer rates and as such is billed at a higher charge per kWh than his April bill. He questioned why the rates are higher in the summer and I explained that it costs us more to produce the energy in the summer and there is a higher demand on our system.

He stated that he is a retired electrician and found it unusual to have a demand meter at a residential property. Although this meter has been at his property since he connected electric service with us in 1986, I offered to send a rate brochure for his review.

Please let me know if you have any questions.

Thanks,

[REDACTED]
End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

5/18/06 e-mailed to APS

5/22/06 Response received from APS, I contacted customer and he had received a call from APS. He still wanted his inquiry filed in opposition to the rate increase. I explained to him that his inquiry would be filed in the APS rate application file. Closed

file in docket no. E-01345A-05-0816

End of Comments

Date Completed: 5/22/2006

Inquiry No. 2006 - 52125

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52274

Date: 5/23/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Laura

Bates

Account Name: Laura Bates

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

It is about time that Government that is "by the people and for the people" start acting like it. If this 2 increase is given one has to ask is this for the people or for big business.

If the enclosed article is even half true it is time for the government step up to the plate. I have no choice in who supplies my utilities - it is a monopoly that should be controlled "tightly". Why a company, who has no competition, is spending our money on advertising is beyond me. If they spend a dime it is a dime too much. To spend our money on sports related "entertainment" and say it is advertising is insulting to me as a customer. What % of their customers are they even reaching? It is a perk at our expense.

We all have to deal with the rising cost of fuel. I think it is a pretty sure bet that the consumers are not getting a huge raise to pay for the rising cost. We cut our spending. APS is giving 29.9 in bonuses when around the country people are being asked to take cuts in pay. Senior managers, that make over three digit incomes are getting 1.9 million in bonuses and attending sports events at our expense. According to Jack Davis, President and CEO, "We are working very hard to increase our efficiency as a company." I think the bonuses and "advertising" expenses speak volumes of what they are doing. What did Mr. Davis get for a bonus?

When APS was experiencing "unprecedented" low fuel prices in the late 90's and early 2000's did the Arizona residents receive the same type of letter, I am enclosing, saying they were going to reduce rates or give rebates? If government does not allow competition it is critical government tightly control and hold monopolies accountable.

Do your job "for the people". Remember I am writing to the "Consumer" Services not big business.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

May 23, 2006

Laura Bates
[REDACTED]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Bates:

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS rate application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

5/23/06 Filed in docket no. E-01345A-05-0816. closed
End of Comments

Date Completed: 5/23/2006

Opinion No. 2006 - 52274

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 52184

Date: 5/22/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sharon

Lindhe

Account Name: Sharon Lindhe

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Docket No. E-01345A-05-0816

5-16-2006

Sharon Lindhe
[REDACTED]

Phone: [REDACTED]

Docket commenting on: E-01345A-05-0816

Utility name: APS

Position on docket: CON

1) 7% is plenty high enough w/the gas prices 21% is just outrageous!

2) We don't even get the option to change to SRP

3) Also single mom's are trying to keep the roof over our kids heads. We live in the desert we need to have air why are you trying take us this way?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

5/22/06 Docket No. E-01345A-05-0816

I left a voice mail message for Ms. Lindhe. I was acknowledging her letter in writing expressing her opinion about Arizona Public Service application. I advised her that the letter will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission"). The Commission appreciates the time that you have taken to express your comment in this matter.

Sincerely,

Al Amezcua
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 5/22/2006

Opinion No. 2006 - 52184
