

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 95741

Date: 6/13/2011

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

First:

Last:

Complaint By: Charles

Peterson

Account Name: Charles Peterson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

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 -

ACC

Please note enclosed letter (copy) sent to APS regarding excessive rate increase. My letter explains the issue. Please investigate the salaries, stock options, benefits, excess of admin costs and the current hardship created with high unemployment and economy. It is as if APS is totally oblivious.

Charles Peterson  
10876 W. Utopia Rd  
Sun City, AZ 85373

623-528-8231

APS Customer Service  
P0 Box 53999  
Phoenix, AZ 85072 3999

Arizona Corporation Commission

DOCKETED

JUN 14 2011

DOCKETED BY

RECEIVED  
2011 JUN 14 P 2:29  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Dear Sir:

Enclosed is check for most recent billing, paid in protest of most recent, excessive and gouging consumer rate increase. This rate increase exceeds more than 15 percent on an annual basis. I phoned the ACC and process is to file formal complaint with APS and formal complaint filed copies to ACC which I have done. In addition I have sent copies of complaint to other sources below with request to publish the information to the public, that all file complaints to APS and ACC. The increase exceeds COL by multiple times and will need to be reviewed in light of excessive top brass salaries, stock option, excessive administrative expenses, prior excessive

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increases, current economic conditions, high unemployment, and consumer hardships. .APS is simply oblivious to these issues.

As a consumer of APS for many years, I wanted APS to be aware the public is watching and will not tolerate excess such as this.

Sincerely,

Charles Peterson

Copies sent to:  
ACC  
Goldwater Institute  
Arizona Consumer Council  
Arizona Republic  
KPNX Channel 12 news, editor  
\*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: 6/13/2011**

**Opinion No. 2011 - 95741**

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