

E-01345A-11-0224

ORIGINAL



0000126606

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 96001

Date: 6/23/2011

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

Complaint By: First: Deborah Last: Peterson

Account Name: Deborah Peterson

Home:

Street:

Work:

City: Scottsdale

CBR

State: AZ Zip: 85258

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

DOCKET NO. E-01345A-11-0224
OPPOSED: RATE INCREASE

RECEIVED
2011 JUN 24 P 3:51
AZ CORP COMMISSION
DOCKET CONTROL

We received our June APS statement yesterday. The total bill was \$209.20. Of this, \$79.21 were profit charges for APS, including a charge of \$46.33 for 'Delivery Service Charge' In these tough economic times, aren't there some regulations regarding the extra/profit charges that APS can charge? Of the 209.20 bill, \$111.37 was for actual electric usage. I saw an article in today's paper indicating APS was going in for yet another increase for conservation but when we contacted APS over a year ago to obtain an energy audit, we were told that APS does not do this and we'd have to find a private contractor to perform this service.

End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

JUN 24 2011

Investigator's Comments and Disposition:

6/23/11

I called consumer and advised that the Commission received their opinion.

DOCKETED BY

Opinion has been noted and filed for the record in Docket Control E-01345A-11-0224.

End of Comments

Date Completed: 6/23/2011

Opinion No. 2011 - 96001

E. 01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 95722 Date: 6/10/2011

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

Complaint By: First: Elizabeth Last: Kelley

Account Name: Elizabeth Kelley

Home:

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

Docket No. E-01345A-11-0224

Caller wanted to have her comments on file that she is opposed to the installation of smart meters by APS and other utilities. She has concerns about the ill health effects on those who have had the meters replaced. She will consider becoming an intervenor in order to be sure her opinions are heard. We discussed what an intervenor entailed and she will make a decision as to whether she will provide additional comments via correspondence.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 6/10/2011

Opinion No. 2011 - 95722

E. 01345A. 11. 0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ..

Fax

Priority: Respond Within Five Days

Opinion No. 2011 95737

Date: 6/13/2011

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

Complaint By: First: Diana Last: Nashban

Account Name: Diana Nashban

Home:

Street:

Work:

City: Scottsdale

CBR:

State: AZ Zip: 85258

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-11-0224 OPPOSED TO DECOUPLING

Caller is opposed top the decoupling method of determining rates increases. She believes because customers are encouraged to reduce energy, they will be penalized with higher rates because of that reduction in usage.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED.
End of Comments

Date Completed: 6/13/2011

Opinion No. 2011 - 95737

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 96030

Date: 6/23/2011

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

First:

Last:

Complaint By: **Gerald W.**

Lee

Account Name: Gerald W. Lee

Home:

Street:

Work:

City: Peoria

CBR:

State: AZ Zip: 85383

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 -

6/13/11

Arizona Corporation Commission
APS Decoupling Request

ACC:

It does not seem fair that [just recently installed a \$32K solar system producing electricity and APS wants to decouple charges from usage. I understand its argument that APS is trying to cut electricity use which cuts into its business model. But what about my business model? I installed this expensive system to get out of the frequent rate increases.

Now APS want to increase rates DESPITE lower usage. It just isn't fair to the consumers who installed solar electricity.

Find some other way of increasing profits. Maybe APS could get into other types of business to increase profits like the old horse carriage makers did at the advent of motor vehicles.

Gerald W. Lee

Peoria AZ 85383

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 6/24/2011

Opinion No. 2011 - 96030
