

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-2100

Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 - 95916

Date: 6/20/2011

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

Complaint By: First: Gary Last: Friedman

Account Name: Gary Friedman

Home:

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 0000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone: (6

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED: Arizona Corporation Commission

RE: Docket No e-01345a-11-0224

DOCKETED

JUN 24 2011

From: Gary Friedman [mailto:
Sent: Monday, June 06, 2011 11:55 AM
To: MAILBOX E-docket
Subject: eDocket Help Request

DOCKETED BY

RECEIVED
2011 JUN 24 1 P 3:49
AZ CORP COMMISSION
DOCKET CONTROL

ENOUGH IS ENOUGH,

FALSE ADVERTISING,, APS POSTS THEIR RATES ON THEIR WEBSITE BUT NEGLECT TO TELL YOU ALL ABOUT THE EXTRAS.

THEY TELL YOU TO TURN UP YOUR THERMOSTAT TO 80 BUT YOUR BILL IS OUT OF LINE.

I'M SURE ALL THE EXECUTIVES GOT HEFTY RAISES AT THE EXPENSE ALL THE CUSTOMERS.

I INSTALLED ENERGY SAVING AIR CONDITIONERS, WASHER AND DYER, SUN SCREENS AND A LOAD CONTROLLER.

MY ON PEAK USAGE WAS 166 KWH AND OFF PEAK WAS 588 FOR A TOTAL OF 734 KWH, MY UTILITY BILL WAS \$118.23 OR

OVER 16 CENTS A KWH, THAT'S OUTRAGES. WHAT IS MY BILL GOING TO BE WHEN THE TEMPERATURE HITS 110 DEGREES?

I'M RETIRED ON A FIXED INCOME ALONG WITH THOUSANDS OF OTHER CUSTOMERS.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

MAD AS HELL,

Gary Friedman

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 6/20/2011

Opinion No. 2011 - 95916

E.01345A.11.0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 - 95791

Date: 6/14/2011

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

Complaint By: First: Ken Last: Unknown

Account Name: Ken Unknown

Home: (

Street:

Work:

City:

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone: (

Nature of Complaint:

RE: Docket No. E-01345A-11-0224

Customer refuses to provide his contact information in fear of retaliation from APS.

Customer is calling to advise the Commission that he is opposed to the rate application filed by APS. Customer is living on Social Security income and can not afford to pay more than he is currently paying.

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: 6/14/2011

Opinion No. 2011 - 95791