

E-01345A-11-0224

ORIGINAL



0000128106

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Connie Walczak

Phon:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97598

Date: 8/4/2011

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

Complaint By: First: Tom Last: Dimatteo

Account Name: Tom Dimatteo

Home: (

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85074

is:

RECEIVED
2011 AUG -5 P 3 24
AZ CORP COMMISSION
DOCKET CONTROL

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Customer is OPPOSED to the rate increase. E-01345A-11-0224

Reasons this should be reviewed and denied:

Economy is not good right now, people are losing their homes, losing their jobs on top of trying to pay utilities, let alone HIGHER utilities. Three major utilities are requesting rate increases at the same time, just too much. He and many neighbors are on fixed incomes, already trying to use less electricity, what else can they do??

Low-income assistance is difficult to understand, always directed to website. People just want help from people! Plain and simple- easy to understand. He would like to see it easy to determine if one is qualified for this benefit.

Hold off for awhile. Give the people a break.

End of Complaint

Utilities' Response:

End of Response

Arizona Corporation Commission
DOCKETED
AUG 5 2011
DOCKETED BY [Signature]

Investigator's Comments and Disposition:

Discussed all topics with customer. Advised I will enter his opinion into the case. Advised him of the PCM's which will be taking place in his area. He didn't think it would accomplish anything, I encouraged him to attend and make his comments to the Commissioners.

Docketed 8/4/11

End of Comments

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