

E.01345A.11-0224

ORIGINAL



0000128191

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97679

Date: 8/8/2011

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

First:

Last:

Complaint By: Rose

McKinnon

Account Name: Rose McKinnon

Home

Street:

Work:

City: Cottonwood

CBR:

State: AZ Zip: 86326

is:

Utility Company: Arizona Public Service Company

Division: Electric Arizona Corporation Commission

Contact Name:

DOCKETED

Contact Phone:

Nature of Complaint: AUG 9 2011

OPINION OPPOSED:

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

DOCKETED BY

Customer is opposed to the Company's request for a rate increase and states in his opinion it is absolutely pathetic and quite obnoxious!

Customer is using less service now than he has in the past, yet his bill amount is outrageous. Customer questions what good it does for the people to vote the Commissioners in their office, if all the Commissioners are going to do is give the utility companies what they want.

Customer strongly believes utility companies are taking advantage of the people and does not understand why the Commissioners is allowing it.

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: 8/8/2011

Opinion No. 2011 - 97679

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AZ CORP COMMISSION
DOCKET CONTROL

E.01345A.11.0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97543

Date: 8/2/2011

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

First:

Last:

Complaint By: Marilyn

Mattal

Account Name: Marilyn Mattal

Home

Street:

Work:

City: Peoria

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED - OPINION OPPOSED - OPINION
OPPOSED*****

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

Customer is opposed to APS' proposed rate increase. Customer states that her only source of income is her Social Security income. Per customer, even if APS is only requesting an increase of \$175.00 a year from each customer it is not an increase that she can afford. Customer currently struggles to make ends meet and any further increases in rates with only cause additional financial hardship for her. Customer requests the Commission deny the proposed rate increase.

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: 8/2/2011

Opinion No. 2011 - 97543