

E-01345A-11-0224



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-2100

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97958

Date: 8/17/2011

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

Complaint By: First: Sandra Last: Bradfield

Account Name: Sandra Bradfield

Home

Street:

Work:

City: casa grande

CBR:

State: AZ Zip

is:

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL  
2011 AUG 17 P 3:12  
RECEIVED

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Arizona Corporation Commission

DOCKETED

AUG 17 2011

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

DOCKETED BY

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

Customer just received a notice from APS in regard to the rate application the Company has filed with the Commission requesting a 6.6% rate increase. Customer is on a fixed income, already receiving a discount for low income under a Time of Use rate plan and still has difficulty paying her bills. Customer can not afford any increase in her bill, not even \$12. Customer strongly believes that APS needs to invest in some type of natural resources so that the Company can afford to decrease rates to its customers rather than continuously increasing rates.

\*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: 8/17/2011

Opinion No. 2011 - 97958

E.01345A.11.0224

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 974-1111

Fax: (602) 974-1111

Priority: Respond Within Five Days

Opinion No. 2011 - 97835

Date: 8/15/2011

Complaint Description: 08A Rate Case Items - Opposed  
09Z Rates/Tarriffs - Other

Complaint By: First: John Last: Strasser

Account Name: John Strasser

Home:

Street:

Work:

City: Scottsdale

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone: (602) 974-1111

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

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

Customer is opposed to the proposed rate increase requested by APS.

Customer is very upset after learning of the charges APS assesses its customers for payments made with a credit/debit card over the phone, online or with a representative. Customer is strongly opposed to the Company's ability to charge for the payment services they offer. Per customer, if he charged his customer these types of fees they would go to a different company for their business but customer does not have the privilege of changing his service to a different provider as APS is a monopoly.

\*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: 8/15/2011

Opinion No. 2011 - 97835