

E.01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 - 98085

Date: 8/19/2011

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

Complaint By: First: Bob Last: Carlisle

Account Name: Bob Carlisle

Home: ()

Street:

Work:

City: Surprise

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Arizona Corporation Commission

Contact Name:

DOCKETED

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED***** AUG 22 2011

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

DOCKETED BY

Customer states the following:

"Over the years he has witnessed APS employees using APS trucks, gas and mileage to pick up hay on their personal time but in APS' vehicles. In addition, customer wonders why APS pays their linemen \$30.00 an hour if all they do is stand around slacking off. In customer's opinion, APS does not need more money, they need to stop their employees from abusing the use of APS property because it is the rate payers that have to pay for APS' expenses and its not fair for ratepayer to have to pay for the gas that APS employees use for personal matters".

Customer does not understand why the Commissioners have such a hard time saying "No" to APS. APS increases its rates so frequently and eve time they go into the Commission wanting more money the Commissioners throw their hands up in the air as if they have no choice but to give APS what it wants more money. The Commissioners have never said "NO" to a rate increase, if they don't give the Company everything it wants they give the Company a percentage of what it wants.

Its not fair to the ratepayers, especially those ratepayers who voted the Commissioners in office with the faith that the Commissioners would do as promised and protect them from being taken advantage of. It's a shame that the Commissioner promise the people everything when they need their votes but once the Commissioners are in office all they care about is making the Utilities happy obviously because of what the Utilities will give them in return.

End of Complaint

Utilities' Response:

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2011 AUG 22 P 1:42
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DOCKETED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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: 8/19/2011

Opinion No. 2011 - 98085

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98071

Date: 8/19/2011

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

Complaint By: First: Judith Last: Draper

Account Name: Judith Draper Home

Street: Work:

City: Scottsdale CBR:

State: AZ Zip: is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

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

Customer is opposed to the proposed rate increase by APS. Per customer, they were out of town for an entire week during their last billing period and the bill was still \$190.00. In customer's opinion, APS is obviously profiting more than enough money.

This increase would be an unfair imposition to place on anyone in this economy. A/C is a necessity not a luxury, people can not live without it in Arizona so rather than APS trying take more money from their customer's they should be humane and not request any increase until times get a little better.

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: 8/19/2011

Opinion No. 2011 - 98071

