

E-01345A-11-0224



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ORIGINAL

ARIZONA CORPORATION COMMISSION
RECEIVED
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 2011 AUG 26 A 9:26
602-542-4143

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2011 - 98338

Date: 8/25/2011

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

Complaint By: First: Bradford Last: Rick

Account Name: Bradford Rick

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85029

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

Customer just received notice with his bill of Company's request for a 90+ million dollar rate increase. He can't understand how, when customers are encouraged to do as much as possible to conserve energy, they are then hit with one increase after the other. You reduce your consumption and then there's another charge for some other "thing". You can't get ahead. It's a vicious cycle and there seems to be no end in sight. Consumers are being stretched to the limit. Customer totally opposes this request for a rate increase on part of APS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25--opinion entered into database and will be docketed as an opinion.

*****CLOSED*****

End of Comments

Date Completed: 8/25/2011

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Arizona Corporation Commission
DOCKETED
AUG 26 2011

DOCKETED BY [Signature]