

E-01345A-11-0224

ORIGINAL



0000129292

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT RECEIVED

Investigator: Sheila Stoeller

Phone: 602-542-2114 SEP -2 A 10:30

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2011 - 98628

Date: 9/2/2011

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

Complaint By: First: Olivia Last: Burnes

Account Name: Olivia Burnes Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Litchfield Park

CBR: [REDACTED]

State: AZ Zip: 85340

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

Docket you wish to comment on: E-01345A-11-0224  
Case or Utility Name: APS base rate hike request  
Docket Number: E-01345A-11-0224  
Position on Docket: Con

First, we have our local water company getting their 73% rate hike after so many citizens protested. We have more and more people still leaving their homes in our area. I have stopped watering our backyard just to be able to make ends meet. Then we have APS who wants a rate hike- when will the madness stop?!! My husband and I own our businesses which are doing dismally in this economy. We are barely able to keep our doors open. The only income we are able to generate is only sufficient to pay our obligations-we are unable to have any saving (which, by the way, we no longer have plus we no longer have a retirement account since we had to pull everything out to be able to keep our businesses open!!). Between the water company and the electric company rate hikes, more people will yet leave their homes. It would be nice if we as citizens could petition for "rate hikes" whenever we needed more capital. Corporations should be held accountable for working within their budgets just as any ordinary citizen is expected to.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

9/2--opinion entered into database and will be docketed.  
\*End of Comments\*

\*\*\*\*CLOSED\*\*\*\*

Arizona Corporation Commission  
DOCKETED

SEP 2 2011

DOCKETED BY [Signature]

Date Completed: 9/2/2011

Opinion No. 2011 - 98628

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 98627

Date: 9/2/2011

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

Complaint By: First: Kory A. Last: Connor

Account Name: Kory A. Connor

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR: [REDACTED]

State: AZ Zip: 85027

is: E-Mail

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Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

Docket you wish to comment on: APS Permanent Base Rate Increase  
Case or Utility Name: Arizona Public Service Company  
Docket Number: E-01345A-11-0224  
Position on Docket: Con

As it stands I do not have a choice on which company supplies electrical service to my residence. My family is at the mercy of APS to provide these services at whatever price they so choose. Free enterprise is completely out the window in this situation. If APS feels that they are hurting as a company then they should have to provide some documentation that without this increase their financial stability will be compromised. I am simply asking this commission to verify the need for this increase their financially warranted. Thank you for your time.

Respectfully,  
Kory A. Connor  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

9/2--opinion entered into database and will be docketed.  
\*End of Comments\*

\*\*\*\*\*CLOSED\*\*\*\*\*

Date Completed: 9/2/2011

Opinion No. 2011 - 98627

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Inquiry No. 2011 - 98623

Date: 9/2/2011

Complaint Description: 01H Billing - Smart Meter  
08Z Rate Case Items - Other

Complaint By: First: Alan Last: Anderson

Account Name: Alan/Alicia Anderson-acct # [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Prescott

CBR: [REDACTED]

State: AZ Zip: 86305

is: E-Mail

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Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

**Nature of Complaint:**

After doing some research on the medical & privacy dangers of smart meters, I decided to ask APS to not put an unit on my house. They had no such "opt-out". I have nothing to gain by it's installation but risks. I know they are a monopoly but I wish to not be forced in such matters.

**QUESTIONS:**

I believe I recently read that APS had future plans to offer an opt-out choice for their Smart Meter Program. Could the customer be informed of that fact, if I'm correct, and what it might entail re costs, etc?  
I also believe this question might be part of your rate case before us. If so, could customer's meter installation be put on hold until rate case is completed?

Please relay whatever info you have to customer and copy the ACC. Thank you.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

9/2--inquiry entered into database and will be emailed to APS.

\*End of Comments\*

Date Completed:

Inquiry No. 2011 - 98623

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 98625

Date: 9/2/2011

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

Complaint By: First: John Last: Peoples

Account Name: John Peoples

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Buckeye

CBR: [REDACTED]

State: AZ Zip: 85326

is: E-Mail

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Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

08/28/2011

Docket you wish to comment on: APS Permanent Base Increase  
Case or Utility Name: Arizona Public Service  
Docket Number: E-01345A-11-0224  
Position on Docket: Con

I urge you to deny a rate increase of APS. They need to tighten their belts like we have to. I am a senior citizen, and I have not had a raise in several years now. I have to cut my spending to live within my budget. Times are tough and Utilities need to man up and cut costs. I am making less money now than I was 4 years ago due to the economy. The American people are not a cash cow for the utilities. Please do not approve this travesty.

John Peoples  
Buckeye, AZ 85326  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

9/2--opinion entered into database and will be docketed.  
\*End of Comments\*

Date Completed: 9/2/2011

Opinion No. 2011 - 98625

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98624

Date: 9/2/2011

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

Complaint By: First: R. David Last: Kent

Account Name: R. David Kent

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Glendale

CBR: [REDACTED]

State: AZ Zip: 85304

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

### Nature of Complaint:

APS wants to increase our bills by 6.6% They want us to conserve power & then they want more money to make up for it. It strikes me as greed & poor management. And what about all the poor people out of work that can't pay more? The Corp Comm keeps giving them more & more increases but it's never enough. And what is this crap about solar, with so many businesses going bankrupt. Schools have spent multit-millions on solar & we have to pay for it in taxes. It's high time you people put your foot down and say No! No means no increases period!!

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

9/2--opinion entered into database and will be docketed in APS rate case.

\*\*\*\*\*CLOSED\*\*\*\*\*

\*End of Comments\*

Date Completed: 9/2/2011

Opinion No. 2011 - 98624

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Inquiry No. 2011 - 98622

Date: 9/2/2011

Complaint Description: 01H Billing - Smart Meter  
08Z Rate Case Items - Other

First:

Last:

Complaint By: **Ronald P. Schnose**

Account Name: Ronald P. Schnose--acct [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR: [REDACTED]

State: AZ Zip: 86303

is: E-Mail

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Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

I wish to opt-out of the Smart Meter replacement program and was informed I don't have that option.

QUESTIONS:

I believe I recently read that APS had future plans to offer an opt-out choice for their Smart Meter Program. Could the customer be informed of that fact, if I'm correct, and what it might entail re costs, etc?  
I also believe this question might be part of your rate case before us. If so, could customer's meter installation be put on hold until rate case is completed?  
Please relay whatever info you have to customer and copy the ACC. Thank you.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

9/2--Inquiry forwarded to APS via email.  
\*End of Comments\*

Date Completed:

Inquiry No. 2011 - 98622

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 - 98631

Date: 9/2/2011

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

Complaint By: First: Ron Last: Haney

Account Name: Ron Haney

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Litchfield Park

CBR: [REDACTED]

State: AZ Zip: 85340

is: E-Mail

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Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: [REDACTED]

Nature of Complaint:

Docket you wish to comment on: E-01345A-11-0224  
Case or Utility Name: APS Electric  
Docket Number: E-01345A-11-0224  
Position on Docket: Con

WE are against the proposed rate increase for the electric. With the economy and job situations, we think this is unacceptable, and is a hardship on too many people. We think the percentage of rate increase is unacceptable at any time. This is a hardship on the elderly, social security has not had an increase in four plus years. People are just trying to keep their head above water, with out all the increases of other things.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

9/2--opinion entered into database and will be docketed.  
\*End of Comments\*

\*\*\*\*CLOSED\*\*\*\*

Date Completed: 9/2/2011

Opinion No. 2011 - 98631

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