

F 01345A-11-0224

ORIGINAL



0000129371

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator:

Phone:

3

Fax:

Priority: Respond Within Five Days

Opinion

No. 2011 - 98756

Date: 9/6/2011

Complaint Description:

08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Susan

Wenger

Account Name:

Susan Wenger

Home: (602) 000-0000

Street:

Work:

City:

Phoenix

CBR:

State:

AZ Zip: 85024

is: Business

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

Contact Phone:

Nature of Complaint:

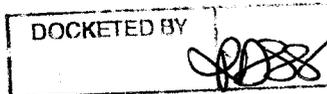
8/31/2011

Susan Wenger

Phoenix

Arizona Corporation Commission
DOCKETED

SEP 7 2011



AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP - 7 P 2: 04

RECEIVED

Docket you wish to comment on: APS Permanent Rate Hike

Case or Utility Name: APS

Docket Number: E-01345A-11-0224

Position on Docket: Con

Like many others, we lost our home to foreclosure and are now renting. Today I received my electric bill from APS for \$345, along with the notice of the rate hike proposal. Our air conditioner is not new, and we don't have solar, and the landlord isn't about to change either of those things. We would be faced with an additional \$20 per month with the proposed 6.6% rate hike, and we are already pressed to make this very steep payment in the summer months, so we keep our air at an uncomfortable 83 degrees.

With so many people hurting and out of work right now, this is a very bad time to increase the rates, it is occurrences like this that are setting people back rather than helping them recover. Please don't do this, it could be just the thing to push some right over the edge.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 9/6/2011

Opinion No. 2011 - 98756
