

E-01345A-11-0224



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Trish Meeter

2011 SEP - 8 1 P 3: 18  
Phone:

Fax: (€

Priority: Respond Within Five Days  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2011 98666 Date: 9/2/2011

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

Complaint By: Don Schneider  
First: Don Last: Schneider

Account Name: Don Schneider Home:

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: n/a is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone: (€

Nature of Complaint:

DOCKET NO. E-01345A-11-0224

Customer is opposed to an increase in rates as well as the decoupling method of determining rates. The current rates have been determined the same way for a number of years and there is no need to change. The plant generates electricity and is not subject to outside sources. It is not at full capacity and the fixed costs have not changed. His social security amount each month has not increased because the government has removed food and clothing from the formula. Seniors spend their money on food and clothing, not autos and housing.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 9/2/2011

Opinion No. 2011 - 98666

Arizona Corporation Commission

DOCKETED

SEP 8 2011

DOCKETED BY [Signature]

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

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Investigator: Trish Meeter

Phone: (602) 995-3000

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 98669

Date: 9/2/2011

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

First:

Last:

Complaint By: Diane

Lara

Account Name: Diane Lara

Home: (000) 000-0000

Street:

Work:

City: Show Low

CBR:

State: AZ Zip: 85901

is:

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Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 995-3000

Nature of Complaint:

DOCKET CO. E-01345A-11-0224 RATES OPPOSED

Caller is opposed to rate increase. How much of the increase is going to bonuses? She has a business account and the bills are already to high.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 9/2/2011

Opinion No. 2011 - 98669

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98464

Date: 8/29/2011

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

Complaint By: First: **Barbara** Last: **Mitchell**

Account Name: Barbara Mitchell

Home: (000) 000-0000

Street: 1111 W. Highland

Work:

City: Phoenix

CFR: 600

State: AZ Zip: 85013

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

8/29

Docket No. E-01345A-11-0224

OPPOSED RATES

08/23/2011

Barbara Mitchell

Phoenix, AZ 85013

Phone (t

Docket you wish to comment on: Permanent Base Rate Increase

Case or Utility Name: APS

Docket Number: E-01345A-11-0224

Position on Docket: Con

Do not allow an increase in permanent base rate increases. No new taxes, and make no mistake, this is a tax on services which will NEVER be reduced. People suffer because of these permanent charges. We, the people, need your help plea

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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DOCKETED  
\*End of Comments\*

Date Completed: 8/29/2011

Opinion No. 2011 - 98464

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

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Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 98471

Date: 8/29/2011

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

Complaint By: First: **Mary** Last: **Mitchell**

Account Name: Mary Mitchell

Home: (000) 000-0000

Street:

Work:

City: Dewey

CBF

State: AZ Zip: 86327

is: Home

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Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

8/29

Docket No. E-01345A-11-0224

OPPOSED RATES

08/23/2011

Mary Mitchell

Dewey, AZ 86327

Cell Phone

Email

Docket you wish to comment on: Permanent Base Rate Increase

Case or Utility Name: APS

Docket Number: E-01345A-11-0224

Position on Docket: Con

Please do not allow an increase in permanent base rate increases. Money is tight for all of us. Make them cut back on unnecessary expenditures like everyone else has to do. Help us.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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DOCKETED  
\*End of Comments\*

Date Completed: 8/29/2011

Opinion No. 2011 - 98471

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 8/29/2011

Opinion No. 2011 - 98466

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

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Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 98491

Date: 8/30/2011

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

Complaint By: First: Pravin Last: Pullenayegem

Account Name: Home: (000) 000-0000

Street: Work:

City: Surprise CB:

State: AZ Zip: 85388 is: Home

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Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

8/23

DOCKET NO. E 01345A 11 0224 OPPOSED RATES

08/24/11

Pravin Pullenavegem

Surprise, AZ 85388

Phone (Home)

Email:

Docket you wish to comment on: PERMANENT BASE RATE INCREASE

Case or Utility Name: APS

Docket Number: E-01345A-11-0224

Position on Docket: Con

In this current poor economy, increases in utilities puts a heavy burden on everyone especially senior citizens like myself.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 8/30/2011

Opinion No. 2011 - 98491

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

F:

Priority: Respond Within Five Days

Opinion No. 2011 98470

Date: 8/29/2011

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

Complaint By: First: Kevin Last: Rivera

Account Name: Home: (000) 000-0000

Street: Work:

City: Surprise CBR: :

State: AZ Zip: 85374 is: Home

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

8/29

Docket No. E-01345A-11-0224

OPPOSED RATES

August 24, 2011

Kevin K Rivera

Surprise, AZ 85374

Phone (Home)

Cell Phone:

Email: kevir

Docket you wish to comment on: E-01345A-11-0224

Case or Utility Name: Arizona Public Service

Docket Number: E-01345A-11-0224

Position on Docket: Con

Can APS really justify another Base rate increase? Seems like we have an APS increase every year.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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DOCKETED  
\*End of Comments\*

Date Completed: 8/29/2011

Opinion No. 2011 - 98470

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

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Investigator: Trish Meeter

Phone: 480-944-3300

Fax:

Priority: Respond Within Five Days

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Opinion No. 2011 98805

Date: 9/7/2011

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

Complaint By: First: Barbara Last: Mirchell

Account Name: Barbara Mirchell

Home:

Street:

Work:

City: Prescott

CBR:

State: AZ Zip: 86303

is:

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Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: 480-944-3300

Nature of Complaint:

Docket No. E-01345A-11-0224

No new taxes in the form of permanent base rate increases, please. Seniors, among others, simply cannot afford a charge which will never be reduced. They need to tighten their belts like the rest of us.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed.

\*End of Comments\*

Date Completed: 9/7/2011

Opinion No. 2011 - 98805

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98812

Date: 9/7/2011

Complaint Description: 01H Billing - Smart Meter  
N/A Not Applicable

Complaint By: First: Robert Last: Tonet

Account Name: Robert Tonet

Home: (623) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

9/6 DOCKET NO E-01345A-11-0224

Hello;

I understand that APS is or has been in the process of installing "smart meters" in my area, (Prescott AZ). I have heard a lot about them and the controversy surrounding their function. This includes, claims that people had their electric bill go up without using any more electricity, that they have a constant microwave transmission from your house to wherever, the information they gather can be used by other agencies other than APS. I also heard that the purpose of these meters is so there is no longer the need to read your meter at your house, however APS will still charge the "reading fee" because there is still costs associated with someone sitting at a computer and looking at data. I presume this is the same as running and maintaining motor vehicles and paying personnel a wage to read the meters all day.

In any case I think these meters should not be forced upon the public until all the questions and controversy in resolved. As for the proposed baseline rate increase proposed by APS, I believe this should be rejected. I am sure they do not want to raise rates to pay for the meters that many people do not want!

Thank you for reading my concerns, and thank you for time.

Sincerely

Robert J. Tonet

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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DOCKETED.  
\*End of Comments\*

Date Completed: 9/7/2011

Opinion No. 2011 - 98812

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

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98778

Date: 9/7/2011

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

First:

Last:

Complaint By: Ms. Carol J.

Spencer

Account Name: Ms. Carol J. Spencer

Home: (000) 000-0000

Street:

Work:

City: Dewey

CBR:

State: AZ Zip: 86327

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phor

Nature of Complaint:

(Docket No. E-01345A-11-0224)

Dewey, AZ 86327  
Aug. 19, 2011

Arizona Corporation Comm.  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 85007  
Re: Docket No. E-01345A-11-0224

To whom it may concern,

I am writing to oppose another rate increase for utilities in this state. Every year our rates increase even though the citizens of Arizona work now for even lower pay, inflation has devalued our dollar until it might, by current cost, purchase a candy bar.

So many of the young people have lost their jobs, their homes and except for charity barely exist.

The elderly find their incomes reduced while food, utilities, transportation, medical care and taxes continue to raise.

These are tragic circumstances for a vast number of residents. Corporations get relief in many forms. Please consider the rest of us and stop these regular increases.

Sincerely,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Carol J. Spencer  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

9/07  
Emailed to Phoenix for docketing.  
FILE CLOSED.  
\*End of Comments\*

Date Completed: 9/7/2011

Opinion No. 2011 - 98778

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