

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98886

Date: 9/8/2011

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

First:

Last:

Complaint By: **Gladys**

Caylor

Account Name: Gladys Caylor

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP -9 P 4: 09

RECEIVED

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Arizona Corporation Commission

Contact Phone:

Nature of Complaint:

DOCKETED

***** E-01345A-11-0224 *****

SEP 9 2011

Customer sent the following -

DOCKETED BY

First off- what is a base rate - my aps bill does not show a base rate it has numerous costs for electricity services-ie. Delivery service charge, environmental benefits surcharge as well as federal surcharge system benefit charge, power supply adj. metering, meter reading, billing (?) why? - generation of electricity (OK) federal transmission & ancillary service & federal transmission cost adjustment and then taxes and fees., I have been living here for 30 years and everything just keeps going up. The new rate needs to be stopped at the commission. In this economy everyone is tightened up except the big corporations that just seem to pass everything they want on to the as everyone calls us "Ordinary people" and the "general public". I don't think that we are ordinary- as what would the large corporations do without more us? We try to cut back and go solar in some cases, build clotheslines, use less water, do laundry and cooking on off-peak. Every year each of the utilities wants an increase. I think APS needs to tighten their belts until all of us can see the light at the end of the tunnel. We all seem to be at the mercy of the Corporation Commission and the good folks that we the general public do elect to watch over us. So I hope that you will all also look at our side of the coin. Thanks for your consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/8/2011

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E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98885

Date: 9/8/2011

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

First:

Last:

Complaint By: Shirley

Temple

Account Name: Shirley Temple

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

***** E-01345A-11-0224 *****

Customer sent the following -

I'm already on APS Energy Support Program discount with your utility program.

I do try and save in so many ways to keep my account at the most conservative level I can.

Keep my thermostat at 83 degrees during these excessive hot days, have sun screens and use the low voltage new light bulbs. And still my bill is almost more than I can handle now. So a rate increase would really add more of a hardship on me.

With the economy in this country hitting all of us....I feel right now is not the time to be raising our rates. Especially with families and us senior citizens.

Would appreciate you taking this into consideration for everyone concerned.

Thank you kindly.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/8/2011

Opinion No. 2011 - 98885
