

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Jenny Gomez

Phone:

2011 SEP 15 P 1:06 Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Complaint No. 2011 - 99029

Date: 9/13/2011

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

Complaint By: First: S. Last: Ratner

Account Name: S. Ratner

Home: (000) 000-0000

Street:

Work:

City: Cornville

CBR:

State: AZ Zip: 86325

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

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To Arizona Corporation Commission

I am writing to protest APS's proposed rate increase. It is unfair to non-wealthy customers like myself who are living on a small amount of social security.

What are people like me supposed to do in summer, as you can die from the heat if you do not use air conditioning .

APS gives a discount to people who are poor but it does not amount to anything in summer as my bill jumps up to over \$70 a month which covers only the refrigerator and air conditioner and 1 hour of TV daily.

APS should not get another rate increase now. People are out of work and struggling and losing their houses.

APS should give bigger price breaking to people who are struggling financially, they should give bigger breaks in price in the summer.

They are putting power lines in places for developers and money is being used for future customers and we the present customers are being forced to pay for it.

I have lived here over 15 years and Arizona's electricity rates have risen too high without improving services for current customers.

Bigger discounts should be given to customers who are struggling financially so that they can use air conditioning so necessary in the summer. My thermostat in summer is set at 86 and still my bill is over \$70 a month in summer.

Arizona Corporation Commission

DOCKETED

SEP 15 2011

DOCKETED BY *JDS*

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please do not give APS another tax increase now. It would be unconscienable especially since some of this money is being used to install smart meters which can endanger the health of some sensitive individuals.

From
Sherry Ratner
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed:

Complaint No. 2011 - 99029
