

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98607

Date: 9/1/2011

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

First:

Last:

Complaint By: Christine

Hengesh

Account Name: Christine Hengesh

Home:

Street:

Work: (000) 000-0000

City: Yuma

CBR:

State: AZ Zip: 85365

is: Cellular

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Date: 08-31-11

Name: Christine Hengesh

Address: :
Yuma, AZ 85365

Phone: \
Email:

Docket No.: E-01345A-11-0224
Utility Co.: APS

Arizona Corporation Commission

DOCKETED

SEP 15 2011

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP 15 P 3:30

RECEIVED

Comments: Currently, APS is extremely excessive in its rate structure compared to SRP. APS has a monopoly in rural communities which also tend to be mostly low-income areas. The Yuma community alone hovers around a 29-30% unemployment rate. These families are not only unemployed, but are losing their homes as well. It would be a miracle if these families were able to pay their electric bill at the current rate let alone at an increased one.

Arizona continues to battle a depressed housing and job market. Raising the base rate for APS will not only add to more families losing their homes, it would also continue to cripple our overall struggling economy.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-11-0224. closed
End of Comments

Date Completed: 9/15/2011

Opinion No. 2011 - 98607

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98614

Date: 9/1/2011

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

First:

Last:

Complaint By: Debra

Smith

Account Name: Debra Smith

Home:

Street:

Work: (000) 000-0000

City: Yuma

CBR:

State: AZ Zip: 85364

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Date: 08-31-11

Name: Debra Smith

Address:
Yuma, AZ 85364-2958

Phone:

Email:

Docket No.: E-01345A-11-0224

Utility Co.: Arizona Public Service

Comments: APS is already charges considerably more than SRP. In Yuma we have no other service provider and we are already paying too much for our service. Please DO NOT grant the increase requested by APS. They squander enough of our money already. Cut costs in other areas. Private industries have had to do the same. It's already unfair to have this one monopoly control the power in Yuma, Please don't grant this unwarranted rate increase as well.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. E-01345A-11-0224. closed
End of Comments

Date Completed: 9/15/2011

Opinion No. 2011 - 98614

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98618

Date: 9/1/2011

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

First:

Last:

Complaint By: Gene W.

Chandler

Account Name: Gene W. Chandler

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Litchfield Park

CBR:

State: AZ Zip: 85340

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

August 31, 2011

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

Re: Docket No. E-01345A-11-0224

I am a home owner in Litchfield Park and live on a fixed income. This year my water rates are taking a 67% rate increase with the final segment of that increase to occur in December 2011.

Now Arizona Public Service is asking for a rate increase that will increase my monthly bill by approximately 6.6% on average. My income certainly does not increase to offset these out of control utility rate increases.

Enough is enough and the utility companies, including APS, should find ways to decrease expenses by reducing staff and benefits as other companies are forced to do in these difficult economic times. Budgets should be reduced and guarantying dividends should be discontinued or reduced.

The burden should not rest solely on customers and utilities, including APS, should find other ways to reduce expenses rather than pass on rate increases to its customers. I am therefore dead set against any rate increase at this time.

Gene W. Chandler

Litchfield Park, AZ 85340

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinin noted and filed in Docket No. E-01345A-11-0224. closed
End of Comments

Date Completed: 9/15/2011

Opinion No. 2011 - 98618
