

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

2011 SEP 16 P 3:53
Phone:

Fax:

Priority: Respond Within Five Days
AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2011 99126

Date: 9/15/2011

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

First:

Last:

Complaint By: Pauline

Dalton

Account Name: Pauline Dalton

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Don't want APS to get a raise increase, she is on the Equalizer Plan and it has jumped from \$277 to \$400 a month.

APS does not need a raise.

End of Complaint

Utilities' Response:

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 - 99126

Arizona Corporation Commission

DOCKETED

SEP 16 2011

DOCKETED BY

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99128 Date: 9/15/2011

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

Complaint By: First: Molly Last: Happock

Account Name: Molly Happock Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: n/a CBR:

State: AZ Zip: 00000 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone

Nature of Complaint:

Consumer is retired and on a fixed income. Please don't raise the rates for APS and SWG. I just can't afford it. I'm living from paycheck to paycheck and this is really sad. So please don't ok the rate increases being requested.

End of Complaint

Utilities' Response:

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 - 99128

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99118

Date: 9/15/2011

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

Complaint By: First: Darlene M. Last: Maxwell

Account Name: Darlene M. Maxwell

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85029

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

DOCKET NO. E-01345A-11-0224
OPPOSED

Mrs Darlene M. Maxwell

Phoenix, AZ 85029

Arizona Corp. Commission
consumer Services Section
1200 W. Washington
Phoenix, AZ 85007

I've read the info you sent regarding a \$95.5 million net increase in base rate by A.P.S. to urge you to consider the consequences for homeowners.

We have lived in our small 3 bedroom house (Skaggs Built) since 1960 and throughout the years strived to use energy savings methods.

Double pane windows throughout.
Awnings all across the south side.
New moldings around doors.
Unplugging some appliances when not in use.
Rocking our yards to save both water and electricity used to run the water system.
Using ceiling fans & standing fans.
Keeping attic well insulated.

Yet, our utility bills just keep escalating while our income is static. Many seniors are in much more serious financial & health conditions than we are. Many other with young families are losing homes, jobs, no medical

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

insurance etc. I believe APS should not be raising rates for at least 2 more years. Darlene Maxwell.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/15/2011

Opinion No. 2011 - 99118
