

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99164

Date: 9/16/2011

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

Complaint By: First: Mr. A. Last: Galindez

Account Name: Mr. A. Galindez Home: (000) 000-0000

Street: na Work:

City: Tucson CBR:

State: AZ Zip: 85701 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

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

As to your Public Notice
Docket # E-01345A-11-0224

Your people are talking about higher increases on our already energy cost, Here during these hard & difficult times, you are asking us to pay (Telling us to dig down into our pockets and pay millions, more!) Why have you gone into using the old cliche concepts of the ole wind-mills instead, you asking for monies some of us don't have, This is B.S. on your part maybe if there is a lower cost on install solar systems. All of us call live with this. Thank you.

Mr. A. Galindez

If there's a will, There's certainly is a way, but yours isn't
End of Complaint

Arizona Corporation Commission
DOCKETED

SEP 19 2011

Utilities' Response:

Investigator's Comments and Disposition:

9/16
Emailed to Phoenix office for docketing.
FILE CLOSED.
End of Comments

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP 19 P 12:10

RECEIVED

Date Completed: 9/16/2011

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2011 - 99164

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99146

Date: 9/16/2011

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

First:

Last:

Complaint By: Mrs. R. E.

Reed

Account Name: Mrs. R. E. Reed

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Prescott Valley

CBR:

State: AZ Zip: 86314

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Arizona Corporate Commission
Consumer Services Section
1200 West Washington Street
Phoenix, Arizona 85007

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

Hearing Date: for January 19, 2012 at 10 a.m.

APS - Asking for a permanent RATE INCREASE

September 11, 2011

Dear Corporate Commission Members;

We received a notice on September 6th with our monthly bill that APS is asking for a permanent base rate increase. What is going on? Every utility company is in a frenzy, asking for rate increases. In this economy this is more than just crazy greed and company mismanagement! People are struggling out here with the loss of jobs. Retiree's are dealing with no cost of living increases in Social Security and frozen pensions.

People need to eat, have clothes on their backs, a roof overhead and a mode of transportation and among these necessities the utilities for lights, heat, cooling, hot water and the like for a decent existence.

Then this last week there was a supposed rolling electric black out in California that extended into Arizona... how cute. Do the electric utility companies think the public is stupid with their maneuverings? This type of sham manipulation against the population to cause panic and to sway support for the rate increase is an action of betrayal, pure and simple!

ARIZONA CORPORATION COMMISSION
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After WWII the west coast states grew rapidly and continued to do so up to the present. In all that time utility companies didn't have the claimed problems they tout now. What happens to the money from revenues collected? I know, the people know and you are aware that the officers of utility companies walk-away with huge bonuses, retirement payouts and obscene benefit packages. It's a game between higher echelon members of different firms of, can you beat what I got!

The public can only cut back so much and that's it! Let the officers of the company tighten their belts a notch or two.

PLEASE! No Rate Increase!

Agree to consider carefully... what the average citizen is facing regarding another rate increase for basic services. Thank you.

Sincerely,

Mrs. R. E. Reed

Prescott Valley, AZ. 86314

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: 9/16/2011

Opinion No. 2011 - 99146

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99144

Date: 9/16/2011

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

First:

Last:

Complaint By: Merilee

Mongovan

Account Name: Merilee Mongovan

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Glendale

CBR:

State: AZ Zip: 85301

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

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

Aug 26, 2011
AZ Corp Comm.
Consumer Serv. Sect.
1200 W. Washington
Phoenix, AZ 85007

To Whom It May Concern at APS

How about really balancing costs in the interest of the utility and its customers! The burden of high utility rates and water rates are eating a huge chunk of our budget. The undersigned have not had merit or seniority rate increases, cost of living, or any raises in 4 yrs. I'm sure another 2 yrs will go w/out any. Our med rates are rising, & our co-pays. My husband and I spent all our savings on my cancer & chemo and our sons attempted suicide \$23,000 out of pocket! I say how dare you & your energy saving, green efficiency and all your other double speak is uninformed and I can't believe there is no other solution.

Here's my suggestion. (See enclosed) Mr. Randall Edington, Executive V.P. (by the way how do these CEO's sleep @ night?) got a raise from \$548,000 to \$800,000 & other perks. He will get 1 million a year for 4 yrs, life ins 3 million ad nauseum. Ask Mr Edington to come to my neighborhood & meet the people ready to lose their homes, jobs, the family we bought groceries for months even tho we couldn't afford it, or the few homeless & foreclosed seniors eating at the adult ctr for \$2.50 a meal who can't even afford that! I have been paying for meals for some when I go once/mo. Let the CEO's stop taking hikes in pay. How many damn houses, boats, & millions do you need?! Shame shame on you. Tweak your damn budget. Hold off on other things. By the way have a great day.

A very angry consumer, FED up in Glendale!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Merilee Mongovan

Glendale, AZ 85301

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: 9/16/2011

Opinion No. 2011 - 99144

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99161

Date: 9/16/2011

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

First:

Last:

Complaint By: Maryann

Levy

Account Name: Maryann Levy

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 opposed to the rate increase that APS is requesting.

I don't want them to raise 14% increase APS is requesting. Consumer can't afford it she is unemployed and her unemployment has been stopped. She can't afford to pay any increases.

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: 9/16/2011

Opinion No. 2011 - 99161

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 99179

Date: 9/16/2011

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

First:

Last:

Complaint By: Diane

Ashbrook

Account Name: Diane Ashbrook

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:

Caller is opposed to the APS rate increase that is being requested. She has been a nurse for over 50 years and because of medical problems she had to quit her job. No to any increases.

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: 9/16/2011

Opinion No. 2011 - 99179