

COMMISSIONERS
GARY PIERCE - Chairman
BOB STUMP
SANDRA D. KENNEDY
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0000129854

ARIZONA CORPORATION COMMISSION

September 20, 2011

To: Docket Control

RE: Arizona Public Service - Customer Comments
Docket No. E-01345A-11-0224

Please docket the attached 20 customer comments OPPOSING a rate increase.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED
SEP 20 2011

DOCKETED BY 

AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP 20 P 3:44

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99053

Date: 9/13/2011

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

Complaint By: First: Betty Last: Clayton

Account Name: Betty Clayton

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

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

9/8/11

Dear Corporation Commission,

Enough is enough!

Please -- do not approve APS's request for a rate increase to its customers of which I am one. Our bills are terribly high already and APS earns plenty of money. Just check the earnings of their owners. We are in a recession. This is not the time to make people pay more for a necessity.

Very Sincerely,

Betty Clayton

Phoenix, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/13

Emailed to Phoenix for docketing.

FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/13/2011

Opinion No. 2011 - 99053

E.01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99177

Date: 9/16/2011

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

Complaint By: First: **Suzanne** Last: **Jenkins**

Account Name: Suzanne Jenkins

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name:

Contact Phone

Nature of Complaint:

EMAIL RECEIVED - OPINION OPPOSED:

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

From: SJen114111@aol.com [mailto:
Sent: Thursday, September 15, 2011 3:16 PM
To: Utilities Div - Mailbox
Subject: SW Gas & APS

I am aware that Southwest Gas has asked you to approve a 14 percent increase and APS has asked you to approve a 7 percent increase. These proposals come in a sluggish economy with thousands of Arizonans out of work and retirees coping with no cost-of-living increase in Social Security benefits since 2008.

I am asking all five members of the ACC to turn down these increases. Now is not the time to raise rates.

Suzanne Jenkins

Phoenix, AZ 85013

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/16/2011

Opinion No. 2011 - 99177

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99110

Date: 9/15/2011

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

Complaint By: First: Wendy Last: Soule

Account Name: Wendy Soule

Home: (

Street:

Work:

City: Prescott

CBR:

State: AZ Zip: 86301

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

9/9/11

Docket you wish to comment on: E-01345A-11-0224

Base rate increase

Case or Utility Name: APS

Position on Docket: Con

We have been in a recession. We have 9.1% + unemployment. I am thankfully employed, but under employed. People are struggling to pay bills as it is.

The last thing we need right now is an increase in utilities. We can't pay what we have and guess what? That's not going to get any better any time soon. No rate increase at this time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/15--opinion entered into database and will be docketed.

*****CLOSED*****

End of Comments

Date Completed: 9/15/2011

Opinion No. 2011 - 99110

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99111

Date: 9/15/2011

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

Complaint By: First: David A. Last: Strozewski

Account Name: David A. Strozewski

Home

Street:

Work:

City: Prescott Valley

CBR:

State: AZ Zip: 86315

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (

Nature of Complaint:

Are they nuts? Every two years APS ask for an increase, as a retired couple with no increase in our social security checks for the last two years and faced with very small increase for 2012 this is like another slap in the face. One of the biggest cost of owning a home is the utility bill. Last year we paid out to APS \$1483.00 which equaled 10% of my social security income and that doesn't include what we paid for gas to heat our home.

All I can say is that if you all want to keep your positions on the Corporation Commission you better say enough is enough to APS.

David A Strozewski
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/15--opinion entered into database and will be docketed.
End of Comments

****CLOSED****

Date Completed: 9/15/2011

Opinion No. 2011 - 99111

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99115

Date: 9/15/2011

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

First:

Last:

Complaint By:

Kay

Burnham

Account Name:

Kay Burnham

Home: (

Street:

Work:

City:

Phoenix

CBR:

State:

AZ Zip: 85050

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

At this time please don't raise the rates of APS. My income is from Social Security, I have lung cancer, and I always have my oxygen tank going. I have to keep my air off until I can't take it anymore. I try to use fans to keep me cool. Maybe APS should find another way to cut costs. Maybe check their books and see what can be done.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/15--opinion entered into database and will be docketed.

****CLOSED****

End of Comments

Date Completed: 9/15/2011

Opinion No. 2011 - 99115

E:01346A/110724

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99040

Date: 9/13/2011

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

Complaint By: First: Aaron Last: Casady

Account Name: Aaron Casady Home: (000) 000-0000

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

City: Cottonwood CBR:

State: AZ Zip: 86326 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

9/13/11 I don't think a rate is a good thing right now. They tell us to hold down and conserve. Then later they want an increase. At this time is it not a smart thing to do.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/13/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99040

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99035

Date: 9/13/2011

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

Complaint By: First: **Janer** Last: **Eldridge**

Account Name: Janer Eldridge

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86301

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

9/13/11 Like many people can't afford rate hike. What we are paying is quiet high. Please deny.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/13/11 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99035

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98926

Date: 9/9/2011

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

First:

Last:

Complaint By: Janer

Eldridge

Account Name: Janer Eldridge

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86301

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

9/9/11 E-01345A-11-0224

Per the customer she is 92 years old. A rate hike this large would be a killer.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/9/2011

Opinion No. 2011 - 98926

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98922

Date: 9/9/2011

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

Complaint By: First: Jack Last: Framke

Account Name: Jack Framke

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Glendale

CBR:

State: AZ Zip: 85306

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

9/9/11 E-03145A-00-0224

Per customer opposes the rate increase by APS. He cant understand why the nuclear plant was built? Was it to get cheaper electricity for customers? Why does APS ask us the rate payer to conserve energy so later they can ask for increases. Not right.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/9/2011

Opinion No. 2011 - 98922

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98920

Date: 9/9/2011

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

First:

Last:

Complaint By: Anonymous

Anonymous

Account Name: Anonymous Anonymous

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

9/9/11 E-01345A-11-0224

Per the customer, there is an issue with communication. Customer service line is always busy. When you get to leave a message APS does not call you back. She opposes the rate increase. Please Commission deny their request. She thinks this is not a money issue by more of a management issue.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/9/2011

Opinion No. 2011 - 98920

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98921

Date: 9/9/2011

Complaint Description: 01G Billing - Meter Read
N/A Not Applicable

Complaint By: First: Karen Last: Dietrich

Account Name: Karen Dietrich

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Dewey

CBR:

State: AZ Zip: 86327

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

9/9/11 E-00000C-11-0328

Can't read the new meter and would like her old meter back if possible. I suggested she call APS to request her old meter back.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/9/2011

Opinion No. 2011 - 98921

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98918

Date: 9/9/2011

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

First:

Last:

Complaint By:

Donna

Levandowski

Account Name:

Donna Levandowski

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Phoenix

CBR:

State:

AZ Zip: 85027

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (

Nature of Complaint:

9/9/11 E-01345A-11-0224

Per the customer its not time to raise rates. In an economy of this nature when people are unemployed. Said NO.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/9/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/9/2011

Opinion No. 2011 - 98918

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98970

Date: 9/12/2011

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

Complaint By: First: Gloria Last: Oldham

Account Name: Gloria Oldham

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 8

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

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

Customer left a voicemail with the Commission's Utilities Division indicating that she is opposed to the proposed rate increase APS is requesting.

Customer states that her only source of income is her social security income. Customer currently struggles to pay her bills which at times can be as high as \$300 - \$400.00, there is no way she can afford to pay higher rates that will lead to higher bills.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED
End of Comments

Date Completed: 9/12/2011

Opinion No. 2011 - 98970

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99004

Date: 9/13/2011

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

First:

Last:

Complaint By: Elizabeth

Ernyei

Account Name: Elizabeth Ernyei

Home: (000) 000-0000

Street:

Work:

City: Scottsdale

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

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

Customer is calling to inform the Commission that if the Commissioners approve a rate increase for APS and SWG she will do everything in her power to make sure that they are voted out of office. APS and SWG CEO's do not need more money or a raise when their customers are struggling every day to get by with just the bare necessities.

Many customers have tightened their belts so much that it hurts, yet utility companies are being allowed to raise rates just because they want to increase their profits...

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99004

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone Fa.

Priority: Respond Within Five Days

Opinion No. 2011 - 99006 Date: 9/13/2011

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

Complaint By: First: Last:
Margaret **Unknown**

Account Name: Margaret Unknown Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR:

State: AZ Zip: 000000 is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

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

9/13/11 Received the following voicemail message from customer:

"Please do not raise rates for SWG ans APS."

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99006

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99011

Date: 9/13/2011

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

Complaint By: First: **Cara**

Last: **Unknown**

Account Name: Cara Unknown

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 000000

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: --- ---

Nature of Complaint:

*****OPINION OPPOSED*****

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

9/13/11 Received the following voicemail message from customer:

"I am a senior citizen who is already struggling to pay my bills. This is not the time for APS to be asking for more money when everyone is struggling to get by."

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99011

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99012

Date: 9/13/2011

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

Complaint By: First: **Bob** Last: **Jackson**

Account Name: Bob Jackson

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 000000

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

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

9/13/11 Received the following voicemail message from customer:

"I am sick and tired of Utility companies cow tailing Commissioners who have been elected by the people to protect them. Utility companies ask for a 15% rate increase, the Commission gives them 7% and they are happy. What bill of goods are the Utility companies selling you? This is ridiculous!"

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99012

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99013

Date: 9/13/2011

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

First:

Last:

Complaint By: Fern S.

Duffey

Account Name: Fern S. Duffey

Home

Street:

Work:

City: casa grande

CBR:

State: AZ Zip: |

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (

Nature of Complaint:

*****OPINION OPPOSED*****

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

Customer is calling to protest APS' request for a rate increase. Customer states that he is retired and does not understand why things keep going up but everyones income remains the same. Customer can not afford an increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 9/13/2011

Opinion No. 2011 - 99013

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99140

Date: 9/16/2011

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

Complaint By: First: Jill Last: Vasquez

Account Name: Jill Vasquez

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85028

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****OPINION OPPOSED*****

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

Customer is opposed to the 6.6% rate increase proposed by APS. Customer is 76 years old and is already paying APS more than \$300 for service. Customer can afford to pay anymore money because she does not have anymore money.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED

End of Comments

Date Completed: 9/16/2011

Opinion No. 2011 - 99140

F 01345A-11 - 0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: i 6

Fax: --

Priority: Respond Within Five Days

Opinion No. 2011 - 99190

Date: 9/19/2011

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

Complaint By: First: Patricia Last: Kelly

Account Name: Patricia Kelly

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85085

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Consumer against rate increase
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 9/19/2011

Opinion No. 2011 - 99190