

E.01345A.11.0224



0000130371

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: Fax: (

Priority: Respond Within Five Days

Opinion No. 2011 - 99785 Date: 10/5/2011

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

ORIGINAL

Complaint By: First: Last:
Wayne Bell

Account Name: Wayne Bell

Home:

Street:

Work:

City: Prescott

CBR:

State: AZ Zip: 86301

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

RECEIVED
2011 OCT -7 P 2:33
AZ CORP COMMISSION
DOCKET CONTROL

Nature of Complaint:

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

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

Customer has a difficult time understanding APS' need for an increase when the Company is doing a lot to avoid incurring costs of it own.

Per customer, APS is installing Smart Meters to as many customer premises as possible with plans of eliminating sending technicians out to customer premises to perform meter reads, yet customers continue to pay a "Meter Reading" fee every month.

Customer asks the Commission how this is fair and to keep this in mind when determining if the Company really needs an increase, because customer seriously doubts an increase is needed.

End of Complaint

Arizona Corporation Commission

DOCKETED

OCT 7 2011

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.
End of Comments

DOCKETED BY [Signature]

Date Completed: 10/5/2011

Opinion No. 2011 - 99785

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99784

Date: 10/5/2011

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

Complaint By: **Barbara Henderson**

Account Name: Barbara Henderson

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85201

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: 602

Nature of Complaint:

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

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

Customer is requesting that the Commission not approve the proposed rate increase. Customer states that she does not have any money left after paying her bills every month and just can not afford to pay more.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 10/5/2011

Opinion No. 2011 - 99784

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99783

Date: 10/5/2011

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

Complaint By: First: **Pauline G** Last: **Oehler**

Account Name: Pauline G Oehler

Home:

Street:

Work:

City: Sun City West

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 requesting that the Commission please review the proposed rate increase closely and keep in mind that many people are having a hard time and living on a limited income. Customer requests the Commission will say "No" to this increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

Date Completed: 10/5/2011

Opinion No. 2011 - 99783

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (52

Fax: (520)

Priority: Respond Within Five Days

Opinion No. 2011 - 99525

Date: 9/28/2011

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

Complaint By: **First:** G.L. **Last:** Popp

Account Name: G.L. Popp

Home:

Street:

Work:

City: Black Canyon City

CBR:

State: AZ **Zip:** 85324

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For a: it

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-11-0224

I find it hard to understand how APS requires higher rates for electric usage when they are constantly offering incentives, rebates, or cash to a selected group of electric users. Included with my bill and the notice of hearing for a rate increase is an offer to pick up your old refridgerator free and give you back \$30.00 in cash. I don't have an old refrigerator but in this example I have to help pay other people for picking up their junk and also rewarding them with \$30.00!! APS is always advertising some sort of rebate for new air-conditioners or other appliances which only apply to a certain group of customers. I assume the amounts paid out for these rebates and cash rewards has to be paid from income from electric usage and I resent having my bills include these amounts. Before APS deserves a rate increase I would like to see this practice stopped.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/28

Emailed to Phoenix for docketing.

FILE CLOSED.

End of Comments

Date Completed: 9/28/2011

Opinion No. 2011 - 99525

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 462-0055

Fax: (520) 462-0055

Priority: Respond Within Five Days

Opinion No. 2011 - 99581

Date: 9/29/2011

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

Complaint By: **First:** John **Last:** Buker

Account Name: John Buker

Home: (000) 000-0000

Street: i

Work:

City: Litchfield Park

CBR:

State: AZ **Zip:** 85340

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone: ()

Nature of Complaint:

Docket No. E-01345A-11-0224

Please reject any attempts by APS to raise the electric rates. I've lived in Arizona for 9 years and have been a customer of APS most of that time. I'm a captive electric consumer of APS: I have no choice when I buy my electricity. During this time, APS has repeatedly sought rate increases and they usually got them.

APS should be made to live within their means and not spend like there was not limit to the amount of money they can spend. They constantly advertise on the television, radio billboards and are hiring high priced athletes to do their bidding. When you go to the ballpark, state fair and lots of other places APS is bombarding us with advertising. All this advertising cost lots of money that we the ratepayers must pay. They don't seem to care because all they got to do is raise the rates and everything is good. I would shutter to know what APS pays the upper levels of management and what kind of bonus they receive.

Until they (APS) can rein in on their own spending, I think you should reject any rate increase they request. I'm quite sure if you reject their request this time within six months they will be asking again and then again if they don't get their way. Eventually they always get what they want and that has to stop and stop right now. Please reject their latest attempt to raise our rates.

Sincerely,

John Buker

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

9/28
Emailed to Phoenix for docketing.
FILE CLOSED.
End of Comments

Date Completed: 9/29/2011

Opinion No. 2011 - 99581
