

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99866

Date: 10/7/2011

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

Complaint By: First: Carol Sue Last: Ford

Account Name: Carol Sue Ford

Street:

City: Ajo

State: AZ Zip: 85321

Home:

Work:

CBR:

is:

AZ CORP COMMISSION
DOCKET CONTROL

2011 OCT 12 P 3:49

RECEIVED

Utility Company: Arizona Public Service Company

Division: Electric Arizona Corporation Commission

Contact Name: For assignment **DOCKETED**

Contact Phone:

Nature of Complaint:

9-27-11

OCT 12 2011

Ariz Corporation Comm
RE Docket # E-01345A-11-0224

DOCKETED BY *[Signature]*

Why doesn't APS have an alternate Power supply for this area? The power in Sept was off 7 times. The longest outage was approx 19 hours. We bought a generator several years ago because the power was off 4 days. We can't use anything 220, but can keep our refrig & freezer & swamp cooler on but no AC or elec stove. We don't have gas because there was a moratorium on new hood ups when we moved in 35 years ago. It cost us \$50 for gas to run our gen for those 19 hours this month.

When Phelps Dodge Corp was here, they had a power house & their part of town had power. We live on North end (Gibson) & had to rely on APS at least when the power house was here the main Part of town had power. The EPA caused it to close & it was dismantled. Now the whole town is out at the same time. It's not just us. It also knocks out Why, Az & Luckeville 3 towns out at the same time.

I've been here for 70 years & the old saying was "If a coyote raises his leg on a Power Pole the power goes off". It has been that way all this time.

I don't know why they can't put in a loop from Sells, for alternate Power. A solar Plant just went in. 40 acres but doesn't help up here. It goes back to the APS grid.

It seems like a strange time & lousy idea to raise our rates by app. 6.6% when they can't provide better service for their customers.

Please Reply
Carol Sue Ford

Ajo, AZ 85321

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 10/7/2011

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