

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 - 100366

Date: 10/27/2011

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

Complaint By: First: Brian Last: Nichols

Account Name: Brian Nichols Home: (000) 000-0000

Street: N/A Work:

City: N/A CBR:

State: AZ Zip: N/A is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

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

I hope that before the Corporation Commission considers approving a rate increase for APS that they make APS look at their customer service. I had to call APS today (10/24/11) and had to wait on hold for over an hour to talk to a representative. It's very apparent that they are only looking at putting more money into their pocket instead of providing service. I feel that if they want a rate increase then they should need to be able to provide their customers with customer service. Since I had to wait for over an hour to talk to someone they need to hire more people. Which would also, help the local economy and the state unemployment rate.

Also, I am in an SRP area that APS service. I find it absolutely amazing that SRP can take 6 months to provide me with my reimbursement since I pay more to APS then if they provided my service. In addition they charge me an administrative fee to provide this money to me. They should not be allowed to do this and if they want to continue I think they should have to take over servicing their customers by replacing APS equipment with theirs.

Brian Nichols
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2011 OCT 28 P 1:04

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Arizona Corporation Commission

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OCT 28 2011

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