

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM RECEIVED

Investigator: Sheila Stoeller

Phone: 602-542-4143

2011 NOV 1 P 3:51
Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2011 - 100425

Date: 10/31/2011

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

Complaint By: First: David Last: Land

Account Name: David Land

Home: (000) 000-0000

Street:

Work:

City: Gilbert

CBR:

State: AZ Zip: 85233

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

I am writing to ask you to deny the request by APS for a permanent base rate increase. I feel that it is wrong in an economy that has brought about job loss and extended unemployment benefits. I, for one, have not received a raise in several years. My wife has also gone several years without seeing a raise in her income. People are having a more difficult time making their money stretch till the end of the month and to hit them with a higher utility bill would be wrong.

I hope you will take this under advisement. APS has raised their rates several times over the period of time that we have been their customers. It would be different if we had a choice of where we could get our electricity, but we don't. We are forced to use APS and should not be held hostage to their greed.

Sincerely,

David Land
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/31--opinion entered into database and will be docketed in 11-0224.
End of Comments

*****CLOSED*****

Date Completed: 10/31/2011

Opinion No. 2011 - 100425

Arizona Corporation Commission
DOCKETED
NOV 1 2011
DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 100416

Date: 10/31/2011

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

First:

Last:

Complaint By:

AI

Haertel

Account Name:

AI Haertel

Home: (000) 000-0000

Street:

Work:

City:

Waddell

CBR:

State:

AZ Zip: 85355

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

"ENOUGH ALREADY".. I don't have anymore "change" to give!... I have distributed more than my fair share thru, higher taxes, food, gas, health care, insurance, utilities, etc. My APS basic service increased by 8.7% since Jan. 2009, not including other related costs.. my retirement check has not increased in the past 2 yrs, so, why should APS be allowed to raise their rates? Let them take out bankruptcy or sell out to SRP, a known company that has lower rates than APS. If I could change companies, I'd change in a heart beat.

Make the right decision this time.."NO INCREASED RATES."

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/31--opinion entered into database and will be docketed in 11-0224.

*****CLOSED*****

End of Comments

Date Completed: 10/31/2011

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