

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 255-2200

Fax: (602) 255-2200

Priority: Respond Within Five Days

Opinion No. 2011 - 101179

Date: 12/8/2011

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

Complaint By: First: John Last: Kolleda

Arizona Corporation Commission
DOCKETED

Account Name: John Kolleda

Home:

DEC 12 2011

Street: 14417 N. 14th Ave.

Work:

City: Sun City West

CBR:

DOCKETED BY [Signature]

State: AZ Zip: 85375

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 255-2200

Nature of Complaint:

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

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

Customer would like the Commission to re-evaluate the length of time APS provides its customers to make payment of a bill. Per customer, APS only provides customers 10 calendar days from the date a bill is issued to the date it becomes due. This is not an adequate amount of time for customers to pay and avoid late fees or a potential deposit requirement.

Customer requests that the Commission order APS to extend the length of time for payment of bills to become due, before being considered delinquent.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 12/8/2011

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