

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT REFORMED

Investigator: Guadalupe Ortiz

Phone: 2011 DEC 20 A 9:22 Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2011 - 101286

Date: 12/13/2011

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

First: Dorothy Last: Ruff

Complaint By:

Account Name: Dorothy Ruff

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85306

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

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

Customer is opposed to any further rate increases in APS' rates.

Customer is retired and can not afford to pay more than she is currently paying. All necessary items/services such as food, utilities, fuel and medical fees continue to increase in price, however income to Arizona residents remain the same. Customer has had such a difficult time paying her bill that she applied for service under the low income rate plan, although was denied.

\*End of Complaint\*

Arizona Corporation Commission

DOCKETED

DEC 20 2011

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

\*End of Comments\*

DOCKETED BY

Date Completed: 12/13/2011

Opinion No. 2011 - 101286

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (602) 542-1129

Priority: Respond Within Five Days

Opinion No. 2011 - 101241 Date: 12/12/2011

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

Complaint By: First: Diane Last: French

Account Name: Diane French

Home:

Street:

Work:

City: Sun City West

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED\*\*\*\*\*

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

Customer is opposed to the proposed decoupling mechanism proposed by APS. Customer wonders how the Commission could even consider such a proposal when people can barely afford to eat these days.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

\*End of Comments\*

Date Completed: 12/12/2011

Opinion No. 2011 - 101241