

ORIGINAL



0000133476

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 101795

Date: 1/13/2012

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

First:

Last:

Complaint By: **Debra J.**

Heim-Brown

Account Name: Debra J. Heim-Brown

Home:

Street:

Work: (000) 000-0000

City: Goodyear

CBR:

State: AZ Zip: 85338

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

January 10, 2012

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Re: Docket No# E-01345A-11-0224

To Whom It May Concern:

Arizona Corporation Commission
DOCKETED
JAN 17 2012

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2012 JAN 17 P 3:54

RECEIVED

I am writing you in regards to the rate hike request of APS. I have now lived in this Valley for two years and I'm not sure if I will remain living here.

I work in the medical field and it is very hard when I see and hear elderly patients come with their medical conditions worse than they should be due to suffering in the heat. You see, they can not afford to turn on their AC Unit. Their only comfort is having a fan blow air on them. Have you ever tried sitting under a fan when it is 110 or higher in your house. There was a story in the newspaper in 2011 where an elderly woman died from the heat due to not having cool air in her house.

Then I see and here the stories from the single mothers who can not afford to keep their homes cool enough to sooth their small children and/or babies. They can't sleep because it is so hot and all these mothers have is getting wet cloths and wetting their tiny bodies down through out the night in hopes that will bring them comfort.

I think of all the things I see and hear through-out the hot months here in Arizona and then I ask myself, what type of company would even "think" of asking for a rate hike when so many humans are suffering due to the lack of funds to pay for cool air now? Do they not care that people can and do die from this?

I have worked overtime to purchase small AC units from Canada to give to a few elderly people that I have

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

come to know on a personal level. You see, it keeps me awake at night -knowing they are suffering but can't afford to turn the air on or up.

I will be curious to see what your response will be regarding this request from APS. It will show me where the priorities of the local government lay. Will it be to make the big companies happy and help them make more money or will it be for the local people who make up this Valley and have worked their lives here trying to make a living and raise a family?

Like I said in the beginning of my letter, I'm not sure I can or will stay here in the Valley. I doubt that with the costs of utilities, I would not ever be able to afford to retire without suffering from the long, hot summer here. You see, I am a widow and have no spouse to assist me in paying the monthly bills. It is hard for me to have money left over each month now due to the high cost of APS.

I will wait, watch and listen to see where your priority lays. That will tell me if this would be an area that I would feel safe and cared for to live out the remainder of my life.

Respectfully,

Debra J. Heim-Brown

Goodvear. AZ 85338

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/13/2012 Opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 1/13/2012

Opinion No. 2012 - 101795
