

E-01345A-11-0224

ORIGINAL



0000133763

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion

No. 2012 - 102046

Date: 1/31/2012

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Inga

Bambas

Account Name:

Inga Bambas

Home: (602) 996-7344

Street:

3409 E. Turquoise

Work:

City:

Phoenix

CBR:

State:

AZ Zip: 85028

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

Customer states that APS breaks and changes contracts with no permission from customer to do so. She questions the responsibilities of the State of Arizona concerning these broken contracts. (I believe this concern dates back to 1995 when APS changed her billing plan). Also she is very much against their monopoly position.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/31/12--this opinion will be entered into docket # 11-0224.  
\*End of Comments\*

CLOSED

Date Completed: 1/31/2012

Opinion No. 2012 - 102046

Arizona Corporation Commission  
**DOCKETED**  
JAN 31 2012

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2012 JAN 31 A 11:44

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