

E.01345A-11-0224



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ORIGINAL

OPEN MEETING AGENDA ITEM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622 <sup>2012 MAY 9</sup> P 4: 0 Fax: (602) 542-2129

Priority: Respond Within Five Days

CORP COMMISSION DOCKET CONTROL

Opinion No. 2012 103629

Date: 5/8/2012

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

DOCKETED

MAY 09 2012

Complaint By: First: Dan Last: Cooper

DOCKETED BY [Signature]

Account Name: Dan Cooper

Home: (928) 671-1901

Street: 1675 W Manrad Dr.

Work:

City: Wickenburg

CBR:

State: AZ Zip: 85390

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

E-01345A-11-0224 Docket

Caller States he is opposed to rate increase. Wages are not going up and reates are doubling. He pays .03 in Idaho and 9-14 cents here. Executives should not be making \$300K/yr and workers should not be making \$28/hr for construction work within the company. With 3 nuclear plants in AZ,, electric should be cheap. No increase!  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Advised caller his comments would be docketed.  
\*End of Comments\*

Date Completed: 5/8/2012

Opinion No. 2012 - 103629

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UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 542-0622

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2012 103644

Date: 5/8/2012

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

Complaint By: First: Jim Last: Palmer

Account Name: Jim Palmer

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

5/7 REFERRED FROM THE Office of Commissioner Kennedy

From: Jimradltd@Aol.Co [mailto:jimradltd@aol.com]

Sent: Friday, May 04, 2012 2:13 PM

To: TammyMcLeod@aps.com

Cc: Pierce-Web; Kennedy-Web; Stump-Web; Newman-Web; Burns-Web

Subject: APS 2011 Bill Recap

Dear Ms. McLeod :

I just finished reviewing my account for 2011 and dread the approaching hot weather. Despite all the energy saving measures I take (off peak usage, keeping the thermostat at a sweltering 85 degrees, CFU's and installing a new two phase pool pump), my bills still continue to rise. The reason for this is APS gets a rate increase about every 18 months ( your most recent rate increase request of 6.8% citing declining power usage by customers was just approved by an administrative law judge and awaits a decision by the AzCC).

As a result of your continued increases, I plan to close my house this summer and stay at Motel 6 in Flagstaff ( their monthly rate is lower than the monthly amount I expend for all utilities). I save money and get a chance to enjoy cooler weather at the same time. Of course this is ultimately a losing game since APS will be back to the AZ Corporation Commission with their hand out for another rate hike sooner than later. The less we use, the more you charge in this( at best) zero sum game.

Sincerely ,  
Jim Palmer

\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

Date Completed:

Opinion No. 2012 - 103644

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