

E-01345A-12-0175

ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM



0000137517

Investigator: Scott Friedson

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2012 - 104416

Date: 6/14/2012

Complaint Description: 08A Rate Case Items - Opposed
01Z Billing - Other

Complaint By: First: Gladys Marie Last: Caylor

Account Name: Gladys Marie Caylor

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission
DOCKETED
JUN 20 2012

6/14/12

E-01345A-12-0175

Arizona Corporation Commission
1200 W. Washington
Phoenix, Arizona 85007

DOCKETED BY [Signature]

RECEIVED
2012 JUN 20 A 10: 01
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

RE: APS utilities
To the Commissioners:

June 9, 2012

It seems like very 4-6 months we get an insert in our utility bill "Important News About Your Electric Bill". It also seems that when the economy gets bad - the large corporations do not suffer because they keep drumming up ways to increase their income which has in the past always been approve by the commission, the most recent one as you know:

"On May 14, 2012 APS filed a new transmission rate with the Federal Energy Regulatory Commission (FERC) which sought to update APS's wholesale transmission rates to more accurately reflect the costs that APS incurs in providing transmission service. Such new transmission rates are effective June 1, 2012 for wholesale customers."

As part of this process, APS also filed an application with Arizona Corporation Commission (ACC) seeking authorization for the increase to be implemented for retail customers using the APS transmission system through an adjustment to Schedule TCA-1 which comprises a portion of the transmission rate APS charges its retail customers, APS has requested the rate change TO become effective for retail customers on July 1, 2012 pending ACC approval.

THIS APPROVAL SHOULD NOT BE GRANTED.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We were informed that the "Transmission Cost Adjustment (TCA) charge appears as a separate line item on your bill under Charges for Electricity Services". This increase would be approximately \$1.31 per month. Some of us are so budgeted now that even a \$1.31 increase is a hardship. They say they offer tips for reducing electricity use - I do everything that can be done to reduce my electricity cost that APS has probably never heard of. (including metering of time the appliances TO run (raising the temperature in the home, changing all uses of appliances TO off-peak hours) except in the summer that is impossible for the air condition which I am thinking about getting a generator to run that.

I can understand taxes and fees on the billing but my generation of electricity from May 23 to April 23 was (FOR GENERATION OF ELECTRICITY): on peak -453 KWH (this is mostly the AC) (cost \$64.96) and Off Peak was 597 KWH- (cost \$13.42) off peak. For a total of 1050 KWH and that total cost was \$78.38. Are any of you on APS? -

CHARGES FOR ELECTRICITY SERVICES:

Basic Service charge	\$ 7.14
Delivery Service Charge	\$29.56
Environmental benefits surcharge	\$ 6.69
Fed, Environmental improvement surcharge	\$ 0.17
System benefits charge	\$ 2.21
Power supply adjustment	-\$ 4.39
Metering*	\$ 5.58
Metering reading (done by satellite)	\$ 1.86
Billing	\$ 2.10
Fed. Transmission and ancillary services*	\$ 5.46
Fed, transmission cost adjustment	\$ 4.42
System benefits adjustment	-\$ 0.26
For a total	\$60.34
Plus generation of electricity total	\$78.38
TOTAL	\$138.72
TAXES AND FEES -----(plus)----	\$10.48
TOTAL COST OF ELECTRICITY	\$149.20

THANK YOU FOR YOUR COSIDERATION

Marie Caylor, '

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

06/14/12

Docketed with above case.

End of Comments

Date Completed: 6/19/2012

Opinion No. 2012 - 104416
