

E. 01933A-12-0291



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ORIGINAL

ARIZONA CORPORATION COMMISSION
RECEIVED
UTILITY COMPLAINT FORM

2012 JUL 25 P 3:30

Investigator: Richard Martinez Phone: () Fax:

Priority: Respond Within Five Days
AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2012 - 104815 Date: 7/12/2012

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

Complaint By: First: Gretchen Last: Galbraith

Account Name: Gretchen Galbraith Home: (000) 000-0000

Street: Work:

City: Tucson CBR: n

State: AZ Zip: 85710 is: E-Mail

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name: Contact Phone

Nature of Complaint:
*****Docket No. E-01933A-12-0291*****

To whom it may concern:

All of you involved in the decision to make this rate increase should be ashamed of yourselves for the manner in which you are binging this about. This seems to be a common occurrence among giant monopolies. I understand the need if it is for the better services, but absolutely not for an increase in salaries.

Why would you present this increase at the time of the year when we are already experiencing the highest need in electric usage: that is, AC use? You could have begun an increase slowly through the year by increases in increments over the months instead of proposing \$13.00 all at one time. (When first announced on TV, the increase was for \$8.00. What happened? This was shock enough.)

The amount is a hardship to lots of folks who are on fixed incomes or making minimum wage. Thirteen dollars will just buy a week's grocery basic for many, myself included, for instance. So doe we have to choose not to buy milk, bread, etc. in order to pay our electric bill or swelter in the heat while curbing use?

You must be reevaluate this decision and maintain your customer friendly image.

Sincerely
G.G

Cc: AZ Corporation Commission
End of Complaint

Utilities' Response:

Arizona Corporation Commission
DOCKETED
JUL 25 2012
DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

7/12

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 7/12/2012

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