

E-01345A-11-0224



ORIGINAL

OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT **RECEIVED**

Investigator: Scott Friedson

Phone: 2013 JAN 16 P 4:03

Fax: (602) 542-2129

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2013 - 107851

Date: 1/16/2013

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

First: Michael Last: Doles

Complaint By: Michael

Account Name: Michael Doles Home: (000) 000-0000

Street: Unknown Work:

City: Unknown CBR:

State: AZ Zip: 99999 is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

\*\*\*\*\*ELECTRIC\*\*\*\*\*E-01345A-11-0224\*\*\*\*\*OPPOSED\*\*\*\*\*

Arizona Corporation Commission

DOCKETED

JAN 16 2013

DOCKETED BY [Signature]

From: [Redacted]  
Sent: Saturday, January 12, 2013 11:18 AM  
To: Utilities Div - Mailbox  
Subject: New APS LFCR Charge

Gentlemen,

'Thank you' once again for helping our most illustrious utility, APS, to help themselves to still another free meal at the consumer's feeding trough with yet still another NICKEL DIME CHARGE!

Where will you stop? When they have to waste another sheet of paper to enumerate the already long list of charges? All those charges add up!

You and all the woe be us people and scientists cry save energy...including APS, so they don't have to build new plants...and now you are going to penalize us for doing what you asked?

Yes, I am one that did switch to Solar, and CFL's, and adjusted energy use to coincide with the sun, high efficiency A/C units, new fridge etc. not only to help the planet, but myself as well! But, since installation, I have seen APS play with their nickel dime charges (as I call them because they do add up) and watch the bills creep back up. (even if I made 100% of my energy, my bill would still go no lower than \$20 to \$28 due to the tack on charges)

We were successful enough in energy reduction that APS did not believe it...came out on three occasions to change meters and another time to "adjust" the meter. The last meter did not require reading, but yes, you guessed it, we still get a nickel dime "meter reading" fee!

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Well, I am fed up and you have given me a new goal...which is not too hard to do now that I am half way there...that is to install a night time back up system to get APS...and you... out of my life!!

Someone that is capable of change!

Michael Doles  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/16/13 Entered for the record and filed in docket # E-01345A-11-0224. CLOSED.  
\*End of Comments\*

**Date Completed: 1/16/2013**

**Opinion No. 2013 - 107851**

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