

E. 01345A-11-0224

OPEN MEETING AGENDA ITEM



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: -----

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 107930

Date: 1/18/2013

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

Complaint By: First: Jean Last: Olson

Account Name: Jean Olson

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip: 85023

is:

RECEIVED  
2013 JAN 22 P 4:58  
AZ CORP COMMISSION  
DOCKET CONTROL

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-11-0224 OPPOSED to the LFCR charge to appear on the bill in March

57 minute phone call with customer discussing the reasons for and the inclusion of the new charge to appear on bills in March. Customer feels company executives should lower their salaries if stockholders expect to see a return on their investment. Executive salaries should be a part of the rate case discussion. She has read thru the filings submitted in the rate case and feels the ACC has no legal right to approve rates to a company that is using the dirtiest energy possible as with its purchase of power from other states. She is aware of the federal mandate to get energy from green power by 2015. She feels the ACC covers only 1 side of the coin. She feels the ACC has acted with incompetence in approving this new charge.

Customer is aware that the company is working with ACC to simplify the bill. She would like to see it remain the same. She also feels the company should have had printed names on the settlement agreement, as did everyone else.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Advised I would get her comments filed. And investigate other concerns with the company.

\*End of Comments\*

Arizona Corporation Commission  
DOCKETED

JAN 22 2012

DOCKETED BY

Date Completed: 1/18/2013

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Case No. 2010-0001