

E-01345A-11-0224

OPEN MEETING AGENDA ITEM



ORIGINAL

ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez Phone:

Priority: Respond Within Five Days

DOCKETED  
2013 FEB 12 AM 9:27 Fax: 1-

Opinion No. 2013 - 108338 Date: 2/7/2013

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

Complaint By: First: Natalie Last: Aguilar

Account Name: Natalie Aguilar Home: (000) 000-0000  
Street: N/A Work:  
City: N/A CBR:  
State: AZ Zip: N/A is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:  
\*\*\*\*\*E-01345A-11-0224\*\*\*\*\*

Arizona Corporation Commission  
DOCKETED  
FEB 12 2013

From:  
Sent: Tuesday, February 05, 2013 4:19 PM  
To: Utilities Div - Mailbox  
Subject: APS Fee Increase

DOCKETED BY [Signature]

This is the letter I emailed to APS, and I would like some explanation on how you voted this crap in. Since when does someone save anything and get charged more? You guys are a joke. Do you think we all have money for this? APS needs to answer for their own financial mismanagement and mis handling the analyzation of reporting to adjust this within their company and not have to take, take, take from the customer. We have no choice, we have to use APS, its such a monopoly and than you allow crap like this to go on. Horrible.

Natalie Aguilar

This electric rate increase is a total load of crap. We are saving energy and you are increasing our bills. I would like to know who is losing their jobs over the analyst of this information. In order to save energy and deliver electricity the rates are analyzed by SOMEONE and approved for payment on APS customers. SO who was the person or people that did not calculate if people save energy APS will lose money and have to charge more. SOME ONE BETTER BE LOSING THEIR JOB OVER THIS. On top of that, your piece of paper in the mail says "Tips on how to reduce your energy usage visit us at aps.com." ARE YOU KIDDING ME WITH THIS? SO you can add MORE fees because we save energy? We have done everything we can to save as much energy as possible and you slap us in the face with a increase in fee's. WHAT A JOKE, this is such a monopoly, we have no choice but to have to use you. You better get a better analysts department FAST. You guys suck. Also, please spare me in sending your "letter" that will not address my questions, I don't need your BS form letter that you send out. Save it for someone who cares.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Natalie Aguilar  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control  
\*End of Comments\*

**Date Completed:** 2/7/2013

**Opinion No.** 2013 - 108338

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