

E-01345A-10-0394  
E-01345A-12-0290  
E-01933A-12-0296  
E-04204A-12-0297



**ORIGINAL**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Jenny Gomez

**Phone:** 2013 APR 25 P 2:00

**Fax:**

**Priority:** Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**Opinion No. 2013 - 110385**

**Date:** 4/25/2013

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

**Complaint By:** **First:** Brian **Last:** Nichols

**Account Name:** Brian Nichols

**Home:** (000) 000-0000

**Street:** N/A

**Work:**

**City:** N/A

**CBR:**

**State:** AZ **Zip:** N/A

**is:** E-Mail

Arizona Corporation Commission  
**DOCKETED**

**Utility Company:** Arizona Public Service Company

APR 25 2013

**Division:** Electric

**Contact Name:** For assignment

**Contact Phone:**



**Nature of Complaint:**

\*\*\*\*\*DOCKET NO. E-01345A-10-0394, E-01345A-12-0290, E-01933A-12-0296, E-04204A-12-0297\*\*\*\*  
OPPOSE

From: Brian Nichols [mailto:]  
Sent: Thursday, April 25, 2013 8:12 AM  
To: Utilities Div - Mailbox  
Subject: APS request to stop buy back of solar energy

It's about time that this commission starts looking out for the consumers! You have approved a rate increase for APS to protect their credit rating and have given them all their increases. This is just another way APS is trying to screw their consumers to protect their bottom line. Instead of making spending cuts to their CEO and management salaries and benefits they want to charge the consumers more. Our government is trying to encourage people to use other sources of energy and have provided incentives and now APS wants to but these alternatives out of business. In additional the government is looking at changing the Cost of Living Allowances that Seniors, Military personnel and Veterans receive to were they get less. They don't take into consideration that our cost of living isn't just food that they want to base of COLA increases on. Being a disabled veteran it makes a huge different when your commission gives APS and other utilities the right to increase our rates.

I that all the members of this commission remember that they were elected to protect the consumers not the Utilities companies. Just as all levels of government have had to do with cutting spending so do these large corporation instead of buying your votes to give them rate increases or to stop programs that you have approved.

Finally, APS refuses to accept debit or credit cards without going through a third party vendor that charges a fee to process the transaction for them. But yet they process all check payments electronically which is just like a debit card but they don't have to pay the merchant fees. It's about time they provide customer service and eat the costs that every other business does. They want you to sign up for paperless billing but yet they still charge

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you the same as if you get a paper bill. I'm tired of the utilities companies trying to force everyone into paying their bills online. I'm young enough and familiar enough with a computer and internet but I shouldn't be forced to pay my bills electronically.

Brian Nichols  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

4/25/13 Noted and filed for the record in Docket Control  
\*End of Comments\*

**Date Completed:** 4/25/2013

**Opinion No.** 2013 - 110385

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