

**COMMISSIONERS**  
MIKE GLEASON - Chairman  
WILLIAM A. MUNDELL  
JEFF HATCH-MILLER  
KRISTIN K. MAYES  
GARY PIERCE



**ARIZONA CORPORATION COMMISSION**

**KRISTIN K. MAYES**  
Commissioner

Direct Line: (602) 542-4143  
Fax: (602) 542-0765  
E-mail: kmayas@azcc.gov

September 4, 2007

Mr. Jack Davis  
President and CEO  
Arizona Public Service Company  
Mail Station 9080  
P. O. Box 53999  
Phoenix, AZ 85072-3999

**Re: Recent APS Power Outages in Pinal County**

Dear Mr. Davis:

As you know, in the course of the last week, there have been several storm-related outages affecting thousands of Arizona Public Service Company ("APS") customers in Coolidge and Yuma, and a non-storm related outage affecting approximately 2,000 APS customers yesterday in Casa Grande. The Coolidge outage was particularly concerning given the fact that it lasted two days, caused the closure of schools and left thousands of Arizonans without air conditioning in the sweltering Arizona summertime.

While I understand that APS cannot control the severity of summer thunderstorms, I must question the length of time required to restore service to the Coolidge area and the effectiveness of APS' coordination with the Electrical District 2 ("ED-2") during the Coolidge outage.<sup>1</sup>

First, what procedures does APS have in place to coordinate storm repairs with other utilities, such as the Electrical Districts in Pinal County and Ajo Improvement District, where the two utilities share facilities? Was APS delayed in making the repairs to its Coolidge system because of a breakdown in communication or coordination with ED-2? If not, what explains the length of the Coolidge outage?

Second, does APS have a plan in place with these other utilities to deal with emergency situations like the ones experienced in the past week? If so, how comprehensive is the plan? Does the plan discuss repair policies as well as the provisioning of ice and shelter to residents and the coordination of information with the media?

---

<sup>1</sup> In the Coolidge outage, APS lines are carried on power poles owned by ED-2. 11 of those poles were blown down during a severe storm causing the initial outage.

Mr. Jack Davis  
September 4, 2007  
Page 2

Third, in looking back at the Coolidge situation, does APS believe anything could be done differently in the future to restore service more timely and to work more effectively with ED-2?

Fourth, it is my understanding that approximately 2,000 customers in Casa Grande suffered a power outage yesterday, September 3. According to your company, the cause of this was an equipment failure in a switching cabinet. I would request that APS explain to the Commission the nature of this equipment failure and what steps the Company is taking to prevent this kind of failure from happening at other APS facilities.

Thank you for your timely response to my questions.

Sincerely,



Kris Mayes  
Commissioner

Cc: Chairman Mike Gleason  
Commissioner William A. Mundell  
Commissioner Jeff Hatch-Miller  
Commissioner Gary Pierce  
Dean Miller  
Ernest Johnson  
Steve Olea  
Chris Kempley  
Lace Collins  
Mayor Robert Jackson  
Mayor Tom Shope