

**COMMISSIONERS**  
DOUG LITTLE – Chairman  
BOB STUMP  
BOB BURNS  
TOM FORESE  
ANDY TOBIN



0000171720

**ORIGINAL**

**RECEIVED**  
**AZ CORP COMMISSION**  
**DOCKET CONTROL**

**ARIZONA CORPORATION COMMISSION**

2016 JUL 15 P 4: 26

July 15, 2016

To: Docket Control

ARIZONA PUBLIC SERVICE. – Customer Comments

Docket No. E-01345A-16-0036

Please docket the attached 13 opinions (including 5 Petitions) with 159 customer signatures opposing the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

**DOCKETED**

JUL 15 2016

DOCKETED BY *KA*



E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

Daniel Peterson	Mary Johnson
Daniel Spencer	Shawn Shultz
Diane Montour	Tricia Baughman
Judy Beauchamp	Ronald Matthews
LAMARR EDWARDS	Brett Ladehoff
Michael Maughan	

---

**Investigation**

<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/13/2016	Roxanne Best	Email	Investigation

Comments noted for record and docketed. Closed.

---



**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

Darryl Graves	Nicholas Acciaro
Deb Craven	Phil Key
Eleanor Andersen	Polly Peters
Guy Berry	Susan rakay
Jami Smith	Warwick Wakem
Jeri Ahrens	Mary Brncik

---

<b>Date:</b>	<b>Analyst:</b>	<b>Investigation</b>	<b>Submitted By:</b>	<b>Type:</b>
7/14/2016	Roxanne Best	Email		Investigation

Comments noted for record and docketed. Closed.

---



E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

Diane Targovnik      Pierangelo Llamas  
Drue Huffman        Sandra Pennell  
Esain Banola        Sheila Ply  
Geraldine Pontes    Susan Fowler  
Hunter Bachrach     Vernon Reamer  
Ida Rowand          Vvictoria Jones  
Jane Wakefield

---

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/12/2016	Roxanne Best	Email	Investigation

Comments noted for record and docketed. Closed.

---





**Arizona Corporation Commission  
Utilities Complaint Form**

Cheryl Larson	KEVIN OGBORN
Chris Lese	Lesley Federgreen
Cynthia Sweet	Linda San Agustin
Deborah Sandness	Margaret Gallagher
Debra Gitliin	Michael Teich
Denise Crawford	Nicholas Acciardo
Diana Laulainen-Schein	Patricia Lorette
Elaine Shortt	Paul Gore
Elizabeth Freund	Paula Marlatt
Elizabeth Marshall	Rhett Miller
Emmy Morales	Robin Bailey
Gabriela Fritsch	Ronald Shepherd
Gary Poole	Shelley Meek
George Mackey	Sherri Colbert
Itiel Villatoro	Steve Barbara
James Booker	Steven Foster
James Formanek	Su Clarke
Jamie Bonnell	Ted Slater
Jennifer Stefanow	Thomas Broderick
Julie Heiserman	Vicki Bailey
Yudit Sanchez	Cherylyn Strong
Judith Shaw	Lori Buhlman
Mark McCloskey	Nancy Spinelli
Vinson Bidy	Linda Rodgers
Pamela Hamp-Barth	Amanda Kortright
George Wheat	Deb Braley
Marilyn Sturges	

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigation

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

7/11/2016

Roxanne Best

Email

Investigation

Comments noted for record and docketed. Closed.

---

# Arizona Corporation Commission Utilities Complaint Form

**Investigator:** Mary Mee

**Phone:** <<< REDACTED >>>

**Opinion Date:** 7/8/2016

**Opinion Number:** 2016 - 132840

**Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Opposed

**Closed Date:** 7/11/2016 8:24 AM

Rate Case Items - Demand/ Opposed

Other - Net Metering

**First Name:** PETITION

**Last Name:** PETITION 17

**Account Name:** PETITION  
PETITION

**Address:**

**City:**

**State:**

**Zip Code:**

**Company:** Arizona Public Service Company

**Division:** Electric

### Nature Of Opinion

**Docket Number:** E-01345A-16-0036

**Docket Position:** Against

Received the following identical comments from 17 customers opposed to the proposed rate case.

Sent: Friday, July 08, 2016 11:04 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

Submitted by:

1. Anthony Postell
2. Lettisia Peterson
3. Jim Von Pickrell
4. Linda Kooyman
5. Richard Montoya
6. Leslie Brado
7. Virginia Cooper
8. Sharon Kelly
9. Lee Milizia
10. John Voytek
11. Dallas bowling
12. DW

E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

West 13. Linda Semke 14. Joan Gessay 15. Paul Simon 16. Lisa Dirker 17. Karen Hill

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/11/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

---

**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 7/12/2016  
**Opinion Number:** 2016 - 132978    **Priority:** Respond within 5 business days  
**Opinion Codes:**    Rate Case Items - Demand/ Opposed    **Closed Date:** 7/12/2016 9:01 AM  
   Rate Case Items - Opposed

---

**First Name:** Frank    **Last Name:** Bergwall    **Account Name:** Frank Bergwall  
**Address:** <<< REDACTED >>>  
**City:** Yuma    **State:** AZ    **Zip Code:** 85365

---

**Company:** Arizona Public Service Company    **Division:** Electric

---

**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036    **Docket Position:** Against

I am sending a comment about the proposed APS "peak demand charge".

My family takes advantage of cheaper electric rates by running laundry and dishwasher and our cooking after 7PM to help APS balance their load. If residential customers are charged for concentrating our peak demands into the off peak hours this would seem to be a dis-incentive for us to save money and defer the load until off-peak hours.

Either I do not understand the why and how of the proposed "peak demand charge" correctly or APS has not explained their case for charging us more money or maybe APS is just assuring their stockholders will continue to receive regular quarterly dividend checks.

When APS charges more for electricity, customers use less. When customers use less APS receives less revenue. Then APS needs to increase rates to pay stockholders dividends. I do not want to pay another electricity "tax" increase.

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/11/2016  
**Opinion Number:** 2016 - 132879      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 7/11/2016 1:43 PM

---

**First Name:** Glenn      **Last Name:** France      **Account Name:** Glenn France  
**Address:** <<< REDACTED >>>  
**City:** Prescott      **State:** AZ      **Zip Code:** 86305  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

---

**Company:** Arizona Public Service Company      **Division:** Electric

---

**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036      **Docket Position:** Against

I am retired, on a fixed income and an APS electric customer. I writing to oppose the proposed APS demand charge change and their request for revenue increase. No increase in revenues from any source should be allowed APS due to the following reason: Utilizing the "markets know best" efficiency theory so prevalent within the business community that preaches that share price is the best representation of a firm's underlying value, APS holding company Pinnacle West, since APS last rate increase, has shown an increase in stock price from about \$42 per share to just over \$82 per share as of this writing. Therefore a rate reduction is in order as the 10.5% return on investment guaranteed by the ACC is more than being met. Thank you

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/11/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

---

E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

---

<b>Investigator:</b> Roxanne Best	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 7/11/2016
<b>Opinion Number:</b> 2016 - 132949	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 7/11/2016 12:03 PM	
Other - Net Metering		

---

<b>First Name:</b> James	<b>Last Name:</b> OMeally	<b>Account Name:</b> James OMeally
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Cornville	<b>State:</b> AZ	<b>Zip Code:</b> 86325

---

<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
--	---------------------------

---

### Nature Of Opinion

<b>Docket Number:</b> E-01345A-16-0036	<b>Docket Position:</b> Against
--	---------------------------------

From: James OMeally <<< REDACTED >>>

Sent: Saturday, July 09, 2016 7:22 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments

to reduce energy and contribute to more resilient Arizona

energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to

impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Regards,

James OMeally

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

<<< REDACTED >>>

<<< REDACTED >>> <<http://admin.phone2action.com/email/open/leg/42296/7243092>>

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/11/2016	Roxanne Best	Email	Investigation
Comments noted for record and docketed. Closed.			

---





E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

<<< REDACTED >>>

<<< REDACTED >>> <<http://admin.phone2action.com/email/open/leg/42296/7250586>>

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/11/2016	Roxanne Best	Email	Investigation

Comments noted for record and docketed. Closed.

---



E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

<<< REDACTED >>>

<<< REDACTED >>> <<http://admin.phone2action.com/email/open/leg/42296/7244524>>

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/11/2016	Roxanne Best	Email	Investigation

Comments noted for record and docketed. Closed.

---

# Arizona Corporation Commission Utilities Complaint Form

**Investigator:** Mary Mee

**Phone:** <<< REDACTED >>>

**Opinion Date:** 7/8/2016

**Opinion Number:** 2016 - 132847

**Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Opposed

**Closed Date:** 7/8/2016 4:20 PM

Rate Case Items - Demand/ Opposed

Other - Net Metering

**First Name:** Colleen

**Last Name:** Langewisch

**Account Name:** Colleen Langewisch

**Address:** <<< REDACTED >>>

**City:** Yuma

**State:** AZ

**Zip Code:** 85365

**Email:** <<< REDACTED >>>

**Company:** Arizona Public Service Company

**Division:** Electric

### Nature Of Opinion

**Docket Number:** E-01345A-16-0036

**Docket Position:** Against

**From:** Colleen Langewisch <<< REDACTED >>>

**Sent:** Friday, July 08, 2016 3:35 PM

**To:** Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

**Subject:** Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

I'll add that I spear-headed recall of Commissioners McCarthy and Tims for their rubber-stamping of utility increases. We are clearly living in a pro-utility political climate (again) and I challenge you to stand up and represent the CONSUMER. Yumans are particularly hard hit with these increases, given that our unemployment rate has more than once peaked at 33+% - the HIGHEST in the country - and is currently in excess of 20%. Arizonans, in summer, really have NO options - since A/C runs 24/7, that major demand already creates peak use 24/7 - even without utilizing any other utilities.

I'm appalled at APS actions toward residential solar. We NEED to seriously explore alternative energy. I

## Arizona Corporation Commission Utilities Complaint Form

remember a time when AP\$ told us that once Palo Verde went online, we, the ratepayers who had helped subsidize it being built, would benefit. Ha! We've watched as AP\$ sold energy generated by Palo Verde to out of state buyers for LESS than we pay.

Again, please stand up for residential consumers. We continue to get the shaft.

Regards,

Colleen Langewisch

<<< REDACTED >>>

<<< REDACTED >>>

---

Investigation			
Date:	Analyst:	Submitted By:	Type:
7/8/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

---

E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

---

**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 6/28/2016  
**Opinion Number:** 2016 - 132671      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Demand/ Opposed      **Closed Date:** 6/28/2016 4:47 PM

---

**First Name:** Sherry      **Last Name:** Ratner      **Account Name:** Sherry Ratner  
**Address:** <<< REDACTED >>>  
**City:** Cornville      **State:** AZ      **Zip Code:** 86325

---

**Company:** Arizona Public Service Company      **Division:** Electric

---

### Nature Of Opinion

**Docket Number:** E-01345A-16-0036

Ms. Ratner called in to state that she opposes the Demand Charges. Asking for this high of an amount of rate increase is unreasonable, especially for a senior citizen needing enough money for food. Even if you were on the energy support an increase of 5.7% is unreasonable as no one can live in Arizona without air conditioning in the summertime.

With all the scandals on the Arizona Corporation Commission I don't know what to say I'm so upset with all the corruption.

---

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and Docketed. Closed.

---

E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

---

**Investigator:** Mary Mee                      **Phone:** <<< REDACTED >>>                      **Opinion Date:** 7/12/2016  
**Opinion Number:** 2016 - 132977                      **Priority:** Respond within 5 business days  
**Opinion Codes:**    Rate Case Items - Opposed                      **Closed Date:** 7/12/2016 8:54 AM  
                                 Rate Case Items - Solar In Favor

---

**First Name:** Nancy                      **Last Name:** Wildermuth                      **Account Name:** Nancy Wildermuth  
**Address:** <<< REDACTED >>>  
**City:** Bellemont                      **State:** AZ                      **Zip Code:** 86015  
**Email:** <<< REDACTED >>>

---

**Company:** Arizona Public Service Company                      **Division:** Electric

---

### Nature Of Opinion

**Docket Number:** E-01345A-16-0036                      **Docket Position:** Against

<<< REDACTED >>>

Sent: Monday, July 11, 2016 2:31 PM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

The proposal submitted by APS in docket E-01345A-16-0036 is a rip off of consumers and aimed at hurting solar customers.

Where's the free market that Republicans love so much? If APS is afraid they will lose business to solar, they need to get into the solar business and get a piece of the pie. It's the future. Every building in Arizona should have solar panels on it!!

Please reject this proposal, and any others that help the APS monopoly profit. I'll be watching your actions on this issue.

Regards,

Nancy Wildermuth

<<< REDACTED >>>

<<< REDACTED >>>

---

Investigation			
Date:	Analyst:	Submitted By:	Type:
7/12/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

---