

APS Rate Case
Docket #E-01 345A-16-0036
& #E-01345A-16-0123

ORIGINAL



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From: Catherine Hale <CatherineHale@mail.com>
Sent: Wednesday, November 15, 2017 8:37 AM
To: RBurns-Web
Cc: Jeremy Hale
Subject: APS Rate Hike

AZ CORP COMMISSION
DOCKET CONTROL

2017 NOV 29 A 11:18

6847 East Sweetwater Avenue
Scottsdale, Arizona 85254

Arizona Corporation Commission

DOCKETED

November 15, 2017

NOV 29 2017

Corporation Commissioner Robert Burns
Arizona Corporation Commission
1200 West Washington-2nd Floor
Phoenix, Arizona 85007

DOCKETED BY
[Signature]

Dear Commissioner Burns,

First my family would like to thank you for opposing the APS rate hike. At least there was one voice of reason.

My family moved from a SRP neighborhood to an APS neighborhood in April of this year. Born and raised in Arizona, I am no stranger to high electric bills during the summertime. The delineation between available power companies in the valley is astounding. Never have I seen electric bills like I received this summer. Unfortunately, when moving we have no choice in who provides power, as you know.

After receiving the first bill of approximately \$372 (and it wasn't even hot out yet), I quickly realized that I needed to switch to a time of use plan as well as Budget Billing with APS, where the bill stays the same each month adjusted quarterly for useage. The problem with this: we had a baby in May and I was home 24 hours a day, seven days a week with the newborn. So this meant no laundry, dishwasher or cooking during the day and a higher thermostat. We managed with the thermostat set to 79 to 80 degrees during the day. Our Budget Billing rate was \$245 a month. On the bill breakdown, I found that there are even fees to deliver the electricity to the home from APS--something I had not seen with SRP. Also, "Demand Charges", which equate for approximately half of the bill itself. The average was \$12 a day.

In August, when the rate change occurred, the 19 day period between August 19th and September 8th saw a bill of \$351. This averages \$17.59 a day. Our total bill for the month of August was \$506.21. How is this even reasonable? This is the equivalent to many mortgage payments! In addition, for this August period we were charged a total of \$112.94 in delivery charges. Well, it is also reasonable to assume one would solicit energy services and have them delivered. I believe this charge alone is an abuse of the power a utility company has over the consumers.

The time of use plans changing is another issue. For starters, the 3PM to 8PM time of use plan that APS will give as an option to switch is not viable in any family home. This means children are not fed until after 8PM, it is hot in the house until that time when on-peak hours are over, and laundry cannot be done. This puts an unfair burden on families to try and keep energy use between the confines of these hours to a minimum or be punished financially. While I understand some families will make an adjustment to their daily routine, many will be unable to do so, like our family.

An article published by the Arizona Republic last month was enraging to say the least, as APS posted record profits after the increase and paid dividends to shareholders. This is outrageous! It was stolen from the consumer!

Finally, APS adjusted our Budget Billing rate to \$318 a month from \$245 a month, a \$73 increase. Seventy three dollars is a lot of money that could be paying for food.

Commissioner Burns, I demand a rehearing of the APS Rate Hike with the Corporation Commission. It astounds me that NO QUESTIONS WERE ASKED regarding how consumers bills would be affected in the original hearing and that

such a large hike was approved in the first place. This is quite unfair to the consumers that have no choice with which power company serves their area. If I had a choice, it would be clear, I would use Salt River Project electricity.

Thank you for representing those that elected you and being the voice of the public on this issue.

Sincerely,

Catherine L. Hale
(602) 295-8389