



Arizona Corporation Commission
Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Opinion Date: 1/10/2018
Opinion Number: 2018 - 147677 Priority: Respond within 5 business days
Opinion Codes: Rates and Tariffs - Non-Regulated Charges Closed Date: 1/10/2018 2:51 PM

First Name: Dan Last Name: Lunberg Account Name: Dan Lunberg
Address: <<< REDACTED >>>
City: Scottsdale State: AZ Zip Code: 85255
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

We are presently on APS 9 to 9 plan and have been for 20 years, since we have lived in our home. APS has notified us that they are discontinuing our rate plan and we have to switch to a new rate plan, 1 of 6 plans offered. Yesterday, 1-9-18, I spoke with an APS representative I reviewed each plan and ran the numbers using the KWh's from two separate bills, one from July and one from December of 2017. The APS representative told me the most cost effective plan for us would be the "Saver Choice Max Plan" and that our annual cost would only go up by about \$130 per year. Our electricity usage and patterns, which are the same from year to year for each specific month, after 20-years a common usage pattern has been established. So, using the December and July bills, I used the on peak and off peak hours for each month. Absolutely shocked to see APS is charging \$17.44 per KWh for a "Demand" charge. \$17.44 per KWh?? This is insane. After doing my calculations, and adjusting the ration of on and off peak KWh's to the new on and off peak hours, our bill would go up by more then 30% per month using this plan, and even more so on all the other rate plans APS insists upon us changing to. Take July for example, by sweating it out and not running the AC in our home very much and keeping the thermostat above 80 degrees, our July bill of \$248 per month will now go up to \$342, that's a 38% increase. This is an outrage. According to my calculations our December bill will increase from \$159.38 to \$225.80. that's a 42% increase, and will result in much more then \$69 or \$130 per year annual increase in cost. I just spoke with another APS representative this morning and she told me using the same APS online calculation tool, that our annual cost would only increase by \$69 per year. Obviously the calculation tool is significantly flawed as it produced an error of over 47% delta between the two APS calculations based upon my account, both calculated using the saver choice max plan. My calculations are based upon taking actual usage from 2 separate bills, adjusting the on and off peak hour times to the new ratio hours based upon 19 hours off peak and 5 hours on peak and using actual KWh's we have used year after year in the same home. If my calculations are correct using actual number of KWhs used from out bills, and adjusting the hours for on and off peak based upon the 5 hours on peak and 19 hours off peak, very simple to adjust the ratio of on and off peak hours, we will have \$80 per month increase, that's close to \$1000 per year increase in electricity costs for the same amount of usage. This is outrageous. We would like to remain on the 9 to 9 plan. The new Saver Choice Max Plan that both APS representatives told us will work out best for us, appears to be over 30% or more every month and we cannot afford this. We are frugal in our usage of electricity and don't have the budget to support this kind of rate increase. We also find it absolutely obscene to have to select the plan that will work out best for us that charges \$17.44 per KWh during the highest time of usage in our home. I cannot believe the corporation commission would approve and allow this type of increase.

Arizona Corporation Commission
Date: DOCKETED Analyst:

Investigation
Submitted By:

Type:

JAN 16 2018

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1/10/2018

Michael Buck

Telephone

Investigation

Entered into the record and docketed. Closed.
