

**ORIGINAL Arizona Corporation Commi
Utilities Complaint Form**



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Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 2/1/2018
Opinion Number: 2018 - 148061 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 2/1/2018 11:08 AM

First Name: Glenn **Last Name:** Frey **Account Name:** Glenn Frey
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85083
Home: <<< REDACTED >>> **Home:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002 **Docket Position:** For

After the rate increase last year I saw an increase of almost double the 4.5% rate hike that I was informed about. Also, the new plan that they want me to select will result in AN ADDITIONAL 6-9% HIKE IN MY RATES! (According to APS's own cost calculator for switching rate plans) This is ridiculous and action needs to be taken against the AZ Corporation Commission for not doing their homework as well as APS for stealing money right out of our pockets.

Investigation
Date: 2/1/2018 **Analyst:** Deborah Reagan **Submitted By:** Telephone **Type:** Investigation
Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission

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2018 FEB - 1 P 3: 37

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 2/1/2018
Opinion Number: 2018 - 148060 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 2/1/2018 11:05 AM

First Name: Patrick **Last Name:** Hall **Account Name:** Patrick Hall
Address: <<< REDACTED >>>
City: Glendale **State:** AZ **Zip Code:** 85304
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002 **Docket Position:** For

I have been an APS customer since 1974 and in the early 80's I purchased a load controller and changed my plan to "ECT1R", which is now "combined time advantage" for the express purpose to save money. The choices will soon be: Premier Choice Large, Saver Choice, Saver Choice Plus and Saver Choice Max. I did the calculated all four plans using the APS website's chart and the cheapest for me from February 2017 thru January 2018 was the Saver Choice Plus plan. My current plan showed \$2,283.35 total. Under the new Saver Choice Plus it will be \$3,141.19 for the same period this year. I will be forced to pay \$857.84 more per year and this is simply outrageous. I request that the Arizona Corporation Committee reverse or reconsider their decision for this new rate hike.

Investigation			
Date:	Analyst:	Submitted By:	Type:
2/1/2018	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.
