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**Arizona Corporation Commis
Utilities Complaint Form**

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 2/2/2018
Opinion Number: 2018 - 148039 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date: 2/2/2018 8:30 AM

First Name: Joe Last Name: Miller Account Name: Joe Miller
Address: <<< REDACTED >>>
City: Glendale State: AZ Zip Code: 85318
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

The Electric Rate Increase seems to be unreasonable, especially with the Administrative Cost Items. I maintain the payments for 2 APS Electric Accounts, my personal home owner account 9031950000 at 1934 West Adamanda Ct. Phoenix 85086 and our 4 homeowners community shared well account 3218250000 at 1928 West Adamanda Ct. Phoenix 85086. The following addresses at least most of the APS Rate Increase concerns of which seems to be excessive; • My Home Owners Account 9031950000, These line items had Increases over 15% ; - Customer Account Charge went from \$0.238 to \$0.275 per day charge equaling a 15.6% rate increase. - Metering went from \$0.186 to \$0.215 per day charge equaling a 15.6% rate increase. - Meter Reading went from \$0.062 to \$0.072 per day charge equaling a 16.1% rate increase. - Billing went from \$0.070 to \$0.081 per day charge equaling a 15.7% rate increase. In summary, 10% increase seems to be excessive in todays' economy and giving APS over a 15% rate increase for their administrative costs seems to be overly excessive. It could be that APS is not reasonably controlling administrative costs or the need for these increases is not understood. • Our Community Well Account 3218250000, these line Items had very excessive rate increases for which caused the overall Electric Bill Increase of about 33% based a daily average (last 4 months or 124days with a billing total of \$240 divided by 7 months or 214 days with billing total of \$310 equals a 33% overall billing increase) ; - Customer Account Charge went from \$0.126 to \$0.504 per day charge equaling a 400.0% rate increase. - Metering went from \$0.403 to \$0.617 per day charge equaling a 15.6% rate increase. - In addition it is recognized that the following items had decreases, which is not understood how these items relate to the Customer Account Charge and Metering, - Meter Reading went from \$0.068 to \$0.009 per day charge equaling a 87% rate decrease. - Billing went from \$0.075 to \$0.030 per day charge equaling a 60% rate decrease. In summary, an 33% overall Electric Bill Increase seems to be way excessive in todays' economy and giving APS over such high rate increases for their administrative costs seems to be totally unreasonable. It could be that APS is not controlling administrative costs or the need for these increases is not understood. Joe Miller Joe.miller0929@q.com 602 663-7246 Cell

Date: 2/2/2018 Analyst: Jenny Gomez Investigation Submitted By: Telephone Type: Investigation
Noted and filed for the record.

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