



ORIGINAL Arizona Corporation Commi:
Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 2/13/2018

Opinion Number: 2018 - 148242 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed **Closed Date:** 2/13/2018 8:28 AM

First Name: David **Last Name:** Thompson **Account Name:** David Thompson

Address: <<< REDACTED >>>

City: New River **State:** AZ **Zip Code:** 85087

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

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

Nature Of Opinion

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

In support of Docket Number: E-01345A-18-0002 It appears that APS did not deal in good faith with its ratepayers, the Corporation Commission or the public in general. Their rate increase was professed to be of a small percentage that would likely result in approximately \$6.00 monthly. However once the rate calculators were in place on the APS web site, the predictions it gave for the majority of ratepayers was significantly higher. When the rate increases actually came in the form of bills, this higher increase was obvious. My own bills were predicted to increase more than 30% according to the rate calculators provided by APS. It would seem that APS was mistaken when they predicted an average increase of \$6. Or, alternately they hid the actual predicted increase with this number. Even if it was simply a mistake, APS should have come forward with new information once the rate calculators were in place. Simply presenting the mistake would have allowed the Corporation Commission to include the much, much higher increase in the decision process. This simply was not done creating a significant burden for the people that actually pay the bills. Additionally, review of the various letters in support of this docket as well as the related dockets: E-01345A-16-0036 and E-01345A-16-0123 clearly show a significant amount of distrust in both the process and the honesty of the commissioners. These opinions may be unjustified, but the seeming subterfuge has led people to look suspiciously at the Corporation Commission. It seems the authors of the complaints that initiated the above numbered docket don't seem to make this clear, but this is the concern of many ratepayers. They simply see the rate increase as a carefully hidden fraud.

Investigation

Date: 2/13/2018 **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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