

E-01345A-18-0002



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ORIGINAL Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 2/9/2018
 Opinion Number: 2018 - 148199 Priority: Respond within 5 business days
 Opinion Codes: Rate Case Items - In Favor Closed Date: 2/9/2018 1:34 PM

First Name: patricia Last Name: Bassi Account Name: patricia Bassi
 Address: <<< REDACTED >>>
 City: Camp Verde State: AZ Zip Code: 86322
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Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

I received a letter today from Aps Stacy Derstine, stating that she reviewed my account for bill impacts associated with there recent rate review and hadn't identified any issues. Well I have issues with the increase and am wondering why I am getting this letter stating APS see's no issues, I realize there math is upside down now it seems increases in bills without large increases in Kwh's used isn't an issue? I am attaching an excel spreadsheet to document my issues. I will not call APS to discuss how they do math and the greater good to all, while I am trying to figure out how to pay there bill monthly. It is an insult to the consumer public and a waste of money to have APS send me this letter. Please note on excel spreadsheet May 8 bill and kilowatts used and November 6 bill and kilowatts used that is my issue; \$16.22 cents for one kilowatts difference under new rate. Wake up and smell the roses and start protecting the consumers. They raised the rates more than 4.5% and with the next change all APS customers must do it will be more raises in our bills. When I go to APS website and try to compare rate of use plans to choose one I am not allowed to chose the Lite Plan; It seems that even thou I average (love that term average and so does APS) below 600 kilowatts of usage and have one less person occupy my house this year; APS wants to throw me into the next plan which starts at 600 kilowatts plus a monthly charge to have a certain kilowatt rate. Oh yes APS GOD I see how that will save me more money and not be over a 4.5% average (love that word) increase to my bill. It will be a whole lot more of an increase and APS uses a different dictionary than I do for the word AVERAGE. Thanks and please remember you our their to help the Public. Patricia Bassi

Investigation

Date:	Analyst:	Submitted By:	Type:
2/9/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket.

Arizona Corporation Commission

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FEB 14 2018

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