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Utilities Division

Andy Tobin
Boyd Dunn
Justin Olson

To: Docket Control

RE: ARIZONA PUBLIC SERVICE Docket #E-01345A-18-0002

Please docket the attached 4 customer comments in favor of the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

FEB 23 2018

DOCKETED BY
MP

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AZ CORP COMMISSION
DOCKET CONTROL
2018 FEB 23 A 9:05

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 2/21/2018
Opinion Number: 2018 - 148386 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 2/21/2018 4:49 PM

First Name: Kenneth **Last Name:** Ziehl **Account Name:** Kenneth Ziehl
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Mr. Ziehl states that he cannot get through to APS to discuss the rate increase and it would not matter because everything they say is lies. It's absurd to portray the rate increase as 4.5% when it's 25% and more. All the executives make hundred thousands and millions. ACC needs to review and overturn the rate increase. APS is a monopoly, which may be the biggest problem, there's no where to go.

Investigation			
Date:	Analyst:	Submitted By:	Type:
2/21/2018	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 2/20/2018
Opinion Number: 2018 - 148312 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 2/20/2018 8:59 AM

First Name: Leonard **Last Name:** Mactas **Account Name:** Leonard Mactas
Address: <<< REDACTED >>>
City: scottsdale **State:** AZ **Zip Code:** 85266
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

Current rate increase is clouded in lies. Utility says rates go up perhaps 6%. Mine go up 17.9% right from their website, which recommends Saver Choice Plan. Please see attachment. Thank you. Leonard Mactas

Investigation			
Date:	Analyst:	Submitted By:	Type:
2/20/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 2/20/2018
Opinion Number: 2018 - 148327 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 2/20/2018 9:20 AM

First Name: Russell **Last Name:** Kosby **Account Name:** Russell Kosby
Address: <<< REDACTED >>>
City: Peoria **State:** AZ **Zip Code:** 85382
Cell: <<< REDACTED >>>

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

Nature Of Opinion

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

I tried to Call APS. They do not take calls regarding the forced change of billing plans on Saturday. I am sorry, but the information on their less than user friendly web site does not inform me of how to compare what my bill will be compared to my current plan based on my usage at all for any previous billing period so I can make a sound decision. I am extremely disappointed in being forced to accept an new billing plan after 23 years of being on a plan that I understood. In my view this is another money grab by a public service which you as the elected commission always seem to allow, you do not in my opinion ever control or protect the end user, just the APS profits which are out of site based on the news I here. What are you doing to control this public service, except take political contributions for your elections. If I am to be forced to choose a plan, then tell me how my bill will compare based on my energy usage from last summers monthly usage, and the last 3 months of winter usage. No one in your organization is doing your job in my opinion, nor have I had any trust in any of you for years. Stop this plan change until we know how this will really affect us financially please, so we all can make informed decisions. That is part of what you are supposed to be doing in my view.

Questions for Company:
Please review Customer's account and advise on rate plan best for his usage.
Please contact Customer regarding his concerns and send written response to the Commission.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
2/20/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best	Phone: <<< REDACTED >>>	Opinion Date: 2/20/2018
Opinion Number: 2018 - 148332	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - In Favor	Closed Date: 2/20/2018 11:10 AM	

First Name: Brad	Last Name: Cislini	Account Name: Brad Cislini
Address: <<< REDACTED >>>		
City: Scottsdale	State: AZ	Zip Code: 85254
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

We are current APS customers for the last year and a half. After the rate increase our bill went up significantly, far above the advertised 4%. I contacted the AZCC and they put me in touch with an APS representative who assured me that my increase above 4% was due to my consumption, not their increase. A month or so after that call APS was not able to read my meter and used last years consumption to generate my bill (December of 2017 Bill) . Using the exact same consumption from last year to generate my new bill, on the new rate structure, our bill was 9.4% higher. I am now being forced onto a new billing plan, and from my modelling it looks like my bill will go up another 15-18% month after month. With these two increases back to back I will be seeing around a 20 - 28% rate increase in the short period. I believe APS should have the new rates and bill change requirement reversed and required to come to the table in good faith for any new rate increase.

Investigation			
Date:	Analyst:	Submitted By:	Type:
2/20/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.
