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Arizona Corporation Commis  
Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 2/28/2018  
Opinion Number: 2018 - 148446 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - Opposed Closed Date: 2/28/2018 10:45 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. This is additional information to my comments on this docket dated 2/14/2008 and available with the docket documentation. I just got off the phone with APS discussing their rate comparison calculators. When I stated that the calculators showed an increase of over \$1500, the APS agent looked at my account for herself. She was astonished. For the "premier choice large" plan the yearly increase is \$1,767.18, and for the "saver choice max" plan the yearly increase is \$1,731.52. My 12 month total last year was \$2,076.58. This increase is far, far more than the touted 4.5%, it's more than 45%, actually it almost doubles my yearly bill. I have included a screen shot of the calculator showing two of the new rate plans in comparison to my current plan as demonstration. While it could be that the calculators are inaccurate, but that only means that something they use to service their customers is just wrong and lies to the customer. If the calculators are accurate, they simply misinformed the public and Corporate Commission about the rate increase. Either way, they are not dealing in good faith.

Date:	Analyst:	Investigation Submitted By:	Type:
2/28/2018	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission

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FEB 28 2018

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*[Signature]*

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