

Utilities Division



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AZ CORP COMMISSION
DOCKET CONTROL

Andy Tobin
Boyd Dunn
Justin Olson

To: Docket Control

2018 MAR -2 A 11: 11

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

Please docket the attached 3 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

MAR 2 2018

DOCKETED BY
 MV

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 2/27/2018

Opinion Number: 2018 - 148479 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - In Favor **Closed Date:** 3/2/2018 9:57 AM

First Name: Patricia **Last Name:** Edwards **Account Name:** Patricia Edwards

Address:

City: Peoria **State:** AZ **Zip Code:** 85383

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

Nature Of Opinion

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

Demand customers can't cook until after 8pm or turn on the heat. 7 was bad enough, 8pm is abusive!

Date:	Analyst:	Investigation	
2/27/2018	Roxanne Best	Submitted By:	Type:
		Telephone	Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 3/1/2018
Opinion Number: 2018 - 148541 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 3/1/2018 8:35 AM

First Name: Jason **Last Name:** Hughes **Account Name:** Jason Hughes
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85083
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

The new rate plan is advertised as a 4-6% rate increase. According to their website, my bill would increase 33%. Even if you just do the math difference between kWh cost, the increase is well over 30%. Not only is this misleading in the extreme, this type of increase should be the exact thing the ACC exists to prevent. If any business "underestimated" their costs enough to require a 25% price increase in services, the competition would eat them alive. There is no competition with APS--I have exactly one choice in power companies.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
3/1/2018	Roxanne Best	Web Submission	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:** 2/26/2018
Opinion Number: 2018 - 148473 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 2/26/2018 2:47 PM

First Name: Steve **Last Name:** LaFever **Account Name:** Steve LaFever
Address:
City: Scottsdale **State:** AZ **Zip Code:** 85250
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

What is going on and why is ACC releasing the reigns on APS peak times, going to 3pm-8pm when most people are cooking dinner? It's insane, we are letting APS screw the customers to death.

In my home we're diabetics and there's only so much we can do about earning money. We're further into our pockets for their gain!

Investigation			
Date:	Analyst:	Submitted By:	Type:
2/26/2018	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.
