



ORIGINAL

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 3/5/2018
Opinion Number: 2018 - 148577 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date: 3/5/2018 1:05 PM

First Name: Barbara Last Name: Biorn Account Name: Barbara Biorn
Address: <<< REDACTED >>>
City: Peoria State: AZ Zip Code: 85345
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

just wanted to vent at how confusing APS is making it to choose a plan for the average customer. You have to go to three different pages in try to compare the plans and some list the KW and others kw and kwh and the different rates for each. I made a chart and then tried to look up last years bills to see number of kilowatts used in summer. Just had my callback from APS as I didn't want to wait the 38 to 45 minute wait time I was quoted and have gone with the plan they suggested. Most people will not take the time to go through all this and that's just the point, isn't it.?

Investigation
Date: 3/5/2018 Analyst: Jenny Gomez Submitted By: Telephone Type: Investigation

I left Customer a voice message asking for a call back. Customer returned my call and asked to have this filed under docket 18-0002.

Date: 3/5/2018 Analyst: Jenny Gomez Submitted By: Telephone Type: Investigation

Noted and filed for the record in Docket.

Arizona Corporation Commission

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[Signature]

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