



ORIGINAL Arizona Corporation Commis
Utilities Complaint Form

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 2/16/2018
Opinion Number: 2018 - 148302 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date: 2/16/2018 1:56 PM

First Name: Andrea Last Name: Berry Account Name: Andrea Berry
Address: <<< REDACTED >>>
City: Phoenix State: AZ Zip Code: 85023
Home: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

From: Andrea Berry
Sent: Friday, February 16, 2018 11:39 AM
To: Jenny Gomez
Subject: APS Rehearing #18-0002 - Andrea Berry
Greetings Ms. Gomez,

Arizona Corporation Commission

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[Signature]

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Attached please find the APS bill comparisons for the new service plans vs. my current plan. The changes vary from 5.4% to 39% increase in my bill depending on the service plan. Those prices are not acceptable.

I have worked to reduce my usage in many ways. In January, I replaced my washer and dryer with new energy star model. In December, I upgraded my air conditioning/heating system to a 16 seer system and in February I will be replacing my electric range and microwave with new models.

I cook a majority of my meals between 5 pm and 7 pm and try to use my toaster oven in lieu of the range oven whenever possible. I never use the oven cleaning mode to clean my oven. I have a programmable thermostat which controls the heating and cooling. I only run my pool filtering system at night and it is adjusted each season for optimum power usage and cleaning. I only run my pool cleaner as needed and not every day.

Still, with all these changes, my bill continues to increase month after month.

My home is well built with 2"x6" exterior walls with premium insulation in both the walls and the ceiling. All the ductwork in the ceiling is insulated and sealed to prevent leakage. I have dual pane insulated windows, magnetically sealed insulated metal-clad exterior doors. There are 19 mature Chinese Oak trees shading my home. The only suggestion that the APS energy advisor could give me was a two-speed pool motor which is on my list for this year to replace.

I only use my major appliances in the evening after 7 pm and before noon as my plan allows and yet my bill continues to increase each year.

Please use this information along with other complainants information to reconsider the service packages that APS has implemented and how they affect the consumers they serve.

E-01345A-18-0002

Arizona Corporation Commission
Utilities Complaint Form

Yours,

Andrea Berry

Date:	Analyst:	Investigation	
2/16/2018	Jenny Gomez	Submitted By:	Type:
		Telephone	Investigation
Noted and filed for the record in Docket.			
