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Arizona Corporation Commis:
Utilities Complaint Form

ORIGINAL

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 3/5/2018
Opinion Number: 2018 - 148573 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date: 3/5/2018 9:35 AM

First Name: Rachel Last Name: Byman Account Name: Rachel Byman
Address: <<< REDACTED >>>
City: Phoenix State: AZ Zip Code: 85086
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Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

Who on Earth is approving APS rate increases so often???? Again, I look at my February 2018 bill, and the ACC has approved a 4-5 dollar monthly increase. My rates with APS are outrageous and unaffordable. I am being FORCED, to change my current plan to the new "savings" ones, where along with this 4-5 dollar a month increase, my bill will go up between 30-60 A MONTH. I researched all of the new plans APS offers, and NOT 1, saves me money. I am not sitting in 60degrees inside in the summer. Most says, I am MISERABLE. O the new plans, The time of use isn't that much different than before, just shorter on peak hours, but did they triple the on peak rate during that time??? Most families are HOME, making dinner, taking showers, between 3-8pm. My old on peak was 12noon-7pm. So why should I be forced to switch plans, to pay APS even more money??? 30-60 a month INCREASE is a huge deal for most families! We are lower, very low middle class, who make too much for state help, but not enough to survive. Last year, my AC was set for 82 degrees inside, all summer, and my bills were 400-500/ month. THAT is NOT OK, and I would think someone from this office would step in and intervene. We have the power of the sun 360 days a year, yet we have the HIGHEST electric bills in the country. No, AC should not affect it THAT much. I have lived in other hot states and never have seen rates so high. Your office should be responsible for making this affordadable. APS has a monopoly because we can't do anything about it. Noone can switch providers, noone can do anything but sit back and take it. That is not ok. We need people in office who can stand up to this greedy company. They already have 13 different charges, before taxes, they keep increasing the rates on. Everytime they discover "CHEAPER" ways to save on energy costs, WHY are our energy bills NOT going down??? We should have the cheapest bills in the country!! Please take control and do what the people of Arizona need. If you look on consumer reports, APS has ALL 1 STAR reviews, because they have horrible customer service, horrible rates, and frequent increases. Stop approving rate increases, make APS lower costs and not force people to change their plans. APS is "losing" out on money from everyone doing the supercooling so we can actually SAVE MONEY, so what, they are allowed to raise rates??? Thank you.

Date: 3/5/2018 Analyst: Jenny Gomez Investigation Submitted By: Telephone Type: Investigation
Contacted Customer and she would like this filed as an opinion for everyone to read. Closed

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