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0000186839

ARIZONA CORPORATION COMMISSION

March 23, 2018

To: Docket Control

RE: - Arizona Public Service Company - Customer Comments

Docket No. E-01345A-18-0002

Please docket the attached 4 customer comments to the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division - Consumer Services

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2018 MAR 27 A 10:12

Arizona Corporation Commission

DOCKETED

MAR 27 2018

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[Handwritten Signature]

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 3/23/2018
Opinion Number: 2018 - 148939 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 3/23/2018 11:22 AM

First Name: Nancy **Last Name:** Santori **Account Name:** Nancy Santori
Address: <<< REDACTED >>>
City: New River **State:** AZ **Zip Code:** 85087
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

I chose the new rate plan that includes a load factor on March 3 because I new they would automatically change us to a different plan on April 1 or sooner. I received a message acknowledging the choice and stating that it would take effect with the next billing cycle, which for us would be April 1. Today, March 21, I received an email from APS stating that my plan would change to the new rate on March 14, which means we have been charged for new peak hours and a load factor for a whole week without knowing it. This is just one more example of how deceptive APS has been in the whole rate plan change.

**

Investigation			
Date:	Analyst:	Submitted By:	Type:
3/23/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket. Also filed as complaint no. 148893.

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 3/22/2018
Opinion Number: 2018 - 148923 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 3/22/2018 3:46 PM

First Name: brian **Last Name:** jaffe **Account Name:** brian jaffe
Address: <<< REDACTED >>>
City: scottsdale **State:** AZ **Zip Code:** 85254
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

The usage of my electricity is way off, it looks as though I am being charged for energy I am not using. I have turned off everything in my place and even been gone away for almost the whole month and it still shows I am using between 300 and 500 plus energy which when I am there, is the same amount. This is not looking right, I had them come out and check meter, but I believe the meter seeing it is hooked up to your place and you can regulate it, I would feel more comfortable with the old meter. I have no way of really knowing if APS is messing with it on your end causing my bill to be what it is. Also , a tragedy that you all raised your fees...Its almost like your robbing us. You also cut for people struggling how much you deduct for low income. Problem is , I do not have a choice, so the monopoly you all run is just that. Enough people with this same problem don't come forward, but I feel I had to. Please be responsible for what you say is good business, but to the consumer, your really ripping us off.

Investigation			
Date:	Analyst:	Submitted By:	Type:
3/22/2018	Jenny Gomez	Telephone	Investigation

Noted and filed in Docket. Also filed as complaint no. 148905

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 3/22/2018
Opinion Number: 2018 - 148914 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 3/22/2018 9:30 AM

First Name: Jessica **Last Name:** Walker **Account Name:** Jessica Walker
Address: <<< REDACTED >>>
City: Surprise **State:** AZ **Zip Code:** 85374
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

Hello, I am contacting the ACC due to APS. I continue to have high bills with them and everytime told "you missed a payment a few months ago" last month I paid 670.91 because they said I was past due again. I am a stay at home mom and recently had a major surgery. I am constantly on the phone with APS about a bill that I can't afford because according to them I am far behind. APS is literally pricing me out of phx. I can't afford to keep paying there rate hikes. today is 3/21/2018 This morning around 8 am I went to take my trash to the road. I found a door hanger from APS under my truck in my drive way. I decided to double check even though I was caught up and according to online I am I have a zero balance. Thinking my new bill will post soon and I would owe around 150.00. I decided to call and good thing I did. I owe 437.03 must make a payment of 302.14 by friday or get shut off. Once again according to them I'm 3 months past due. Same thing every month. I advised them I found the door hanger under my truck and never received a call or letter from them. I was told the wind blew it off your door. that is impossible my front door is around the corner from my driveway which is lined with a huge bush that would block it from my drive way even if there was a change of that happening. I advised her it was under my truck by the road like it was tossed out a window. I was told to learn how to pay bills monthly. 670.91 last month and now 437.03 seems very wrong. I asked for my account to be looked at and was told that won't happen. I shouldn't have to decide on food or lights or fuel in my truck or lights. I informed her my account is showing a zero balance and something isn't right was told I was lying. Here is the proof once again my account says zero balance and i owe more than my truck payment! My phone number is 480-689-8419. I can no longer fight APS they will always win and I know I'm not the only person this happening to. I feel like I'm being black mailed pay what we say or no power. If there was a way to choose another company I damn sure would. Thank you have a great day!

Investigation			
Date:	Analyst:	Submitted By:	Type:
3/22/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 3/22/2018
Opinion Number: 2018 - 148913 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 3/22/2018 8:20 AM

First Name: Patti **Last Name:** Prill **Account Name:** Patti Prill
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85032
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

Just got hit with a 15% increase in on my March bill. We used 3 less KLV's than last year. It even reflects the credit for the tax reduction. First they claim that the average bill will only go up \$6. Then they come out with new "service plans" that we have to pick. Based on their websites analysis, the plan I picked would save me \$36 a year. I am already \$15 in the negative after one month, so I don't think I am going to see any savings. All big fat lies. Hope you all remember this the next time they present their case for higher rates. They are liars. If you want more details of my bill, I can send the line by line increases. The extra charges are ridiculous.

Investigation			
Date:	Analyst:	Submitted By:	Type:
3/22/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.
