

Arizona Corporation Commission
Utilities Complaint Form



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ORIGINAL

Investigator: Roxanne Best Phone: <<< REDACTED >>> Opinion Date: 3/26/2018
Opinion Number: 2018 - 148968 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date: 3/26/2018 3:02 PM

First Name: Spencer Last Name: Barrett Account Name: Spencer Barrett
Address:
City: Phoenix State: AZ Zip Code: 85022
Home: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

APS's lousy tactics of not telling what they are really up to on rate increases: I signed up into a plan, but don't know what it really is and they are not quoting rates, just plan A, B, or C. They Just say you signed up for plan C, but they're not telling you what that really is. They're not stating facts and AZCC is letting them do it! I know this is not going anywhere, you know it and I know it, you are all on the take. I was slam dunked into a plan without financial details, the system asked if I wanted to know about a plan, I clicked on it and I was set up on it, just like that! No real choice! I just wanted rates and finally was told I would be saving \$100, yeah right, after I called them again, because no one called back from the call back message I left. Website I was on was www.aps.com/layouts/lapscom/ratecomparison/comparerateplans

Date: 3/26/2018 Analyst: Roxanne Best Investigation Submitted By: Telephone Type: Investigation
Comments noted for record and docketed. Closed.

Arizona Corporation Commission

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