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ARIZONA CORPORATION COMMISSION
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Utilities Division

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

Bob Burns
Andy Tobin
Boyd Dunn
Justin Olson

2018 APR 13 A 9:31

To: Docket Control

RE: ARIZONA PUBLIC SERVICE

Docket #E-01345A-18-0002

Please docket the attached 3 customer comments IN FAVOR of the above filed case.


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

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

APR 13 2018

DOCKETED BY


E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/10/2018
Opinion Number: 2018 - 149244 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 4/10/2018 9:47 AM

First Name: Theresa **Last Name:** Dawson **Account Name:** Theresa Dawson
Address:
City: **State:** AZ **Zip Code:** 86305
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

APS has given us 6 choices and the one for us is the 999 kWh or less called Premier. However, if our usage goes over, which it does in the summer, they automatically put us on the Saver's Choice, which is a much higher price. And then when our usage goes back down, after summer, the representative didn't know what would happen. Why would we be forced on to Saver's Choice? Why would you get plans approved and then get rid of one already? I was told that the Premier Choice Large would be the next plan up, but it's already going away in September, that doesn't make sense. We don't like be forced onto plans. I worked for Nevada Power and they always had lots of options without manipulation or forced plans.

Customer requested Opinion be submitted for re-hearing.

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/10/2018	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/9/2018

Opinion Number: 2018 - 149221 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - In Favor **Closed Date:** 4/9/2018 11:24 AM

First Name: David **Last Name:** Archibald **Account Name:** David Archibald

Address:

City: Phoenix **State:** AZ **Zip Code:**

Home: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

I just got my first bill since the rate change that ACC ok'd. I thought it was a lot of hype that a lot of people were saying about the rate hike, I stayed on the same plan and expected minor changes, well shocker for me, my bill went up 32% from last month. Absolutely no changes in my bill otherwise. What happened to the 4% the Corporation Commission spoke of? I'm just outraged here. All this is hyped that APS bought the ACC, well it's perfectly clear they did now. I'm going to do everything I can to vote all you yahoos out of office. I cannot believe how you ripped off every payer and every subscriber. I have no choice but APS and you've done this to us. My eyes have been opened. You guys have been bought by APS, you are owned by them, you are not there for us and so I'm going to do my voting in particular for that on the next election and hopefully there's a recall.

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/9/2018	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/10/2018
Opinion Number: 2018 - 149247 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 4/10/2018 10:51 AM

First Name: John & Angel **Last Name:** Benson **Account Name:** John & Angel Benson
Address:
City: Paulden **State:** AZ **Zip Code:** 86334
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

What is ACC doing about this APS gone wild stuff? We were getting headaches and feeling drunk with the smart meter so we got it changed to the analog. But with the analog you can not chose your due date. Being on a fixed income this makes the payment late every month, which has now caused a request for extra deposit. We have to move just to get away from APS. We need a class action law suit to get our money back. People are putting \$1000's in solar on their homes for APS to steal it from them. APS is just too big and needs to be stopped.

Customer request opinion be submitted for re-hearing.

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/10/2018	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.
