



ORIGINAL



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Utilities Division

Bob Burns
Andy Tobin
Boyd Dunn
Justin Olson

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 19 2018

DOCKETED BY

RECEIVED
AZ CORPORATION COMMISSION
DOCKET CONTROL
2018 APR 19 A 11:09

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/17/2018
Opinion Number: 2018 - 149366 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 4/17/2018 8:39 AM

First Name: Eileen **Last Name:** Klecka **Account Name:** Eileen Klecka
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85258
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

I contacted them to find the best available plan for my usage. I am so upset that the only plan available with ??? lowest cost off-peak hours + greater peak hour usage charge is 3-8 pm...My husband is diabetic and needs to eat timely and I have to wait until 8 pm to begin to start the oven to cook dinner..which means we eat 8:45-9 pm. Salt River Project has a plan that is from 3-6pm which is certainly more doable. I feel that APS and SRP should offer similar plans. Thanks for your consideration. Eileen Klecka

I guess it is an opinion that they should have a comparable plan to SRP. (To be added to re-hearing Formal Complaint)

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/17/2018	Roxanne Best	Email	Investigation

Comments noted for record and docketed. Closed.

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/17/2018
Opinion Number: 2018 - 149392 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 4/17/2018 1:47 PM

First Name: Justin **Last Name:** Piper **Account Name:** Justin Piper
Address:
City: Scottsdale **State:** AZ **Zip Code:** 85260
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 1st bill with the new rate plan. When you break it down the usage went up 9%, the cost went up 27% from last year same time, average temperature was the same and my on peak % usage went down. How can the Commission view these rate plan changes as anything but another rate increase?

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/17/2018	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.

E-01345A-18-0002

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 4/17/2018
Opinion Number: 2018 - 149398 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 4/17/2018 3:42 PM

First Name: Jack **Last Name:** Wicht **Account Name:** Jack Wicht
Address:
City: Phoenix **State:** AZ **Zip Code:** 85028
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Mr. Wicht got a high APS bill and called the Company for explanation. He was told that the last hour, between 6 pm & 7 pm, of the month, during on peak hours, he used 4.6 Kw and was charged for the whole month by that hour. Mr. Wicht feels this is not fair. Why be penalized on the entire bill for one high hour out of the month?

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/17/2018	Roxanne Best	Telephone	Investigation

Comments noted for record and docketed. Closed.
