

E-01345A-18-0002

ORIGINAL
Arizona Corporation Commission
Utilities Complaint Form



Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 4/12/2018
Opinion Number: 2018 - 149197 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 4/12/2018 11:36 AM

First Name: Michael **Last Name:** Ferguson **Account Name:** Michael Ferguson
Address: <<< REDACTED >>>
City: Prescott Valley **State:** AZ **Zip Code:** 86314
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

Re: APS bill "We were unable to read your meter We were unable to read your meter this month and had to estimate all or a portion of your usage. There's no need to contact us." "Saver Choice Max" bill increase of bill by approximately 20% year-over-year (previously had "Standard Rate") even with extreme peak load management measures. Because bill amount is highly sensitive to peak demand, I have asked APS to adjust their 'estimated' 2.0 KWh peak demand charges on the April 5 bill downward to the 0.5 or 0.6 KWh. shown in the only previous months on the program. Attempts to download any underlying billing information were unsuccessful, getting only website error messages. CSR points to a 'peak demand' of 1.6 kW during billing period which I believe to be in error, and which does not match their 'estimated' peak usage. Note that "Saver Choice Max" is the most economical APS rate in my extremely low income situation, and that their peak demand policy unfairly punishes low income customers who are required to make extreme modifications to their electric usage, and even when the customer makes extreme adjustments in peak usage, it still results in a substantial increase in the bill year over year compared to their previous 'Standard Rate' billing. Why is the Corporation Commission approving such draconian rate plans, offered by APS in response to their (much) higher rates over just 1 year ago? Michael Ferguson

Investigation
Date: 4/12/2018 **Analyst:** Jenny Gomez **Submitted By:** Telephone **Type:** Investigation
Noted and filed for the record in Docket.

Arizona Corporation Commission

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