

ORIGINAL

Arizona Corporation Commis  
Utilities Complaint Form



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Investigator: Roxanne Best Phone: <<< REDACTED >>> Opinion Date: 4/23/2018  
Opinion Number: 2018 - 149562 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - In Favor Closed Date: 4/23/2018 2:51 PM

First Name: Monica Last Name: Haggan Account Name: Monica Haggan  
Address: <<< REDACTED >>>  
City: Phoenix State: AZ Zip Code: 85053  
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Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

I am 71 yrs old and living on SS. Despite CUTTING my energy use, since the rate increase my BILLS HAVE GONE UP OVER 60% FROM LAST YEAR!!!!!!!!!!!!!!!!!!!!!! I compared bills for the last 4 months and it is totally outrageous!! I sat down and made a chart comparing 2017 bills and comparing 2018 bills. To give you an idea: Jan 2017 bill \$35.28. Jan 2018 bill \$55.28 Feb 2017 bill \$19.48 Jan 2018 bill \$55.88 Mar 2017 bill \$35.15 Jan 2018 bill \$56.67 I contacted APS and got the standard "used car lot salespitch". Giving me the runaround about numbers. They have trained their employees to treat us like idiots and we're supposed to smile and "accept what is" (according to the man I spoke to". They cut my low income credits, increased my fixed rate and of course my taxes went up too. Not to mention their APPROVED RATE INCREASE!!! I was told according to my NEW rate that I would see SIGNIFICANT savings in the summer. Using my known rate increases so far.....my summer rates would skyrocket accordingly. I have already given up using my central air conditioning and have installed a window unit in my bedroom, where I am forced to spend most of my summer days. What do I do now??? Stop using my winow unit and wait until I drop from heat exhaustion? I am aware that all of this is political. That is what bothers me most. APS used their connections and got what they wanted.....to screw us over and increase their income to outstanding levels. At the expense of everyone forced to use their services. As a person trying to survive as it is, where every penny counts at the end of the month....APS has now made sure that I cannot even afford basic food. As a consumer I have no one to turn to since APS is taking the hard line. They have the monopoly. I would hope that the Commission consists of people who want to do the right thing. The fair thing. Not hide behind the political bigwigs who have decided that their ambitions are of the upmost importance and screw everyone else. I know APS makes huge contributions to their cause and we are at their mercy. Thank you for your time Monica Haggan

**Investigation**  
Date: 4/23/2018 Analyst: Roxanne Best Submitted By: Web Submission Type: Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission

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