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Arizona Corporation Commis  
Utilities Complaint Form

Investigator: Roxanne Best Phone: <<< REDACTED >>> Opinion Date: 4/27/2018  
Opinion Number: 2018 - 149808 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - In Favor Closed Date: 4/27/2018 11:21 AM

First Name: Meredith Last Name: Wood Account Name: Meredith Wood  
Address:  
City: Phoenix State: AZ Zip Code: 85020  
Home: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

Ms. Wood states that she does not believe the Commissioners meant for the amount of increase that has occurred when they passed the current rate increase. The increase was touted as \$5 - \$6, but looking at her bills it is much higher. She is a very low user and yet she is still getting a higher bill. February of 2017 Ms. Woods used 391 kWh's and was charged \$59.11, February 2018 the same 391 kWh's cost \$67.41 and March 2018 the same 391 kWh's cost her \$77, even with the \$2 discount for the tax reduction! She has reviewed the new rate plans with APS at length with the same result. This may not seem much to some, but for her it means a week of oatmeal or no food at all. Every line item on her bill is higher. It's not as though she does not understand how to read the information, she was a statistician, it's just too high of an increase!

**Investigation**  
Date: 4/27/2018 Analyst: Roxanne Best Submitted By: Telephone Type: Investigation  
Comments noted for record and docketed. Closed.

Arizona Corporation Commission

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