

**ORIGINAL**

ARIZONA CORPORATION COMMISSION  
Powering Arizona's Future

Utilities Division

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL

2018 MAY -7 A 8: 02



0000188207

DO NOT  
Andy Tobin  
Boyd Dunn  
Justin Olson

To: Docket Control

RE: ARIZONA PUBLIC SERVICE COMPANY      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**

**MAY -7 2018**

**DOCKETED BY**

A handwritten signature in black ink, appearing to be 'AM' or similar initials, written over a horizontal line.

# Arizona Corporation Commission Utilities Complaint Form

**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 5/1/2018  
**Opinion Number:** 2018 - 149826      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 5/1/2018 12:40 PM

**First Name:** Charles      **Last Name:** Boyle      **Account Name:** Charles Boyle  
**Address:** <<< REDACTED >>>  
**City:** Sedona      **State:** AZ      **Zip Code:** 86351  
**Home:** <<< REDACTED >>>      **Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

**Company:** Arizona Public Service Company      **Division:** Electric  
For Assignment      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

### Nature Of Opinion

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

**Docket Position:** For

I believe APS has raised rates on some of its residential customers far more than was intended by the ACC. My rate went from 9.147 cents per KWh to 12.393 cents per KWh, an increase of 35%. I do not believe that was what the ACC had in mind when the rate hike of 4.5% was approved last August. My bills are up over 30%. Normally I just pay my bill but looking at the monthly use comparison on my April, 2018 bill my daily cost went from \$3.76 in April, 2017 to \$5.03 in April 2018 for very close to the same usage. That is a 34% increase in my monthly bill. APS says this is because last year I had the "Standard Plan" and this year I have the "Premiere Plan", but the truth is the premiere plan is the standard plan for people with an analog meter. They assigned it to me, saying at the time it was the closest plan to what I had before. The only thing premiere about it is the gigantic cost increase to me for the benefit of APS. I do not believe this is what the ACC had in mind last August and I do not believe APS is acting in good faith. I'm not happy about the huge increase and I cannot believe I'm the only one in this situation. I have heard the ACC is planning to review the APS pricing structure. Please do. I believe I'm being cheated. Please help.

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
5/1/2018	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

E-01345A-18-0002

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 5/2/2018  
**Opinion Number:** 2018 - 149898      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 5/2/2018 8:52 AM

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**First Name:** Beverly      **Last Name:** Beasley      **Account Name:** Beverly Beasley  
**Address:** <<< REDACTED >>>  
**City:** Phoenix      **State:** AZ      **Zip Code:** 85029  
**Home:** <<< REDACTED >>>

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

**Nature Of Opinion**

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

Dear Commissioners,

Please approve a rehearing for the APS rate case. I support Stacy Champion and believe that we should do to APS what the teachers are doing to the Arizona State Government.

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<b>Date:</b>	<b>Analyst:</b>	<b>Investigation</b>	<b>Submitted By:</b>	<b>Type:</b>
5/2/2018	Michael Buck	Telephone		Investigation

Entered into the record and docketed. Closed.

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E-01345A-18-0002

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Michael Buck	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 5/3/2018
<b>Opinion Number:</b> 2018 - 149858	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - In Favor	<b>Closed Date:</b> 5/4/2018 9:03 AM	

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<b>First Name:</b> David	<b>Last Name:</b> Shingledecker	<b>Account Name:</b> David Shingledecker
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Prescott	<b>State:</b> AZ	<b>Zip Code:</b> 86305
<b>Home:</b> <<< REDACTED >>>	<b>Cell:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>

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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric	
For Assignment	<b>Phone:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>

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### Nature Of Opinion

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

**Docket Position:** For

My complaint is about the approved rate structure for APS's Time-of-Use Plan. The On-Peak charges are unfair to consumers. In particular the addition of On-Peak Demand charges. If I conserve energy during the On-Peak hours and limit my usage to 2kWh On-Peak per day, my monthly energy used would be 40kWh or about \$4.40 per month. But, if my wife uses the microwave a single time during the month, on-peak, for 5 minutes, to heat a cup of tea and the Demand momentarily jumps to 1.5kW, then the monthly Demand Charges would be 1.5 x \$8.80 or \$13.20. The Demand charge for using the microwave a single time would be 300% greater than the total monthly on-peak usage charge. How is this reasonable or fair? Charged around \$10 for a single use of a microwave to heat water! I request that the PUC immediately review the rates they approved for APS and how On-Peak Demand charges are calculated.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
5/4/2018	Michael Buck	Telephone	Investigation
Entered into the record and docketed. Closed.			

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