

**ORIGINAL** 

ARIZONA CORPORATION COMMISSION  
Powering Arizona's Future

Utilities Division

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL



0000188302

Anay Robin  
Boyd Dunn  
Justin Olson

2018 MAY 11 A 9:12

To: Docket Control

RE: ARIZONA PUBLIC SERVICE COMPANY      Docket # E-01345A-18-0002

Please docket the attached   4   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 11 2018**  
DOCKETED BY  


# Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 5/10/2018  
**Opinion Number:** 2018 - 150330      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 5/10/2018 10:58 AM

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**First Name:** Amanda      **Last Name:** Wigal-Schlosser      **Account Name:** Amanda Wigal-Schlosser  
**Address:** <<< REDACTED >>>  
**City:** Scottsdale      **State:** AZ      **Zip Code:** 85255  
**Cell:** <<< REDACTED >>>      **Work:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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### Nature Of Opinion

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

Our APS bill came in at almost \$100 over last month and \$120 more than last year at this same time. Despite the hotter weather we are experiencing, this increase does not make sense. We called APS to ask why the huge spike and they told us it was because of the on-peak time change. Our usage has not changed at all from the prior month but this 1-hour time change resulted in a \$100 additional charge to us, almost 60% more. Unfortunately, APS has a monopoly on the utility industry as we do not have a choice on switching companies or stopping using them. This is ridiculous and completely unfair to the citizens of the state. No one can afford a 60% increase, especially right before entering the hot summer months. This approved rate increase, by the Corporation Commission, must be reversed. A \$95 million additional profit for a big company, on the heels of citizens of this state, is ridiculous and uncalled for. We demand change and for this to be re-looked at. Amanda Wigal-Schlosser, Jeremy Schlosser

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Investigation			
Date:	Analyst:	Submitted By:	Type:
5/10/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

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# Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 5/10/2018  
**Opinion Number:** 2018 - 150398      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 5/10/2018 9:54 AM

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**First Name:** Andrew      **Last Name:** Anderson      **Account Name:** Andrew Anderson  
**Address:** <<< REDACTED >>>  
**City:** Scottsdale      **State:** AZ      **Zip Code:** 85255  
**Cell:** <<< REDACTED >>>      **Email:** <<< 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 Corporation Commission Representative, I received my APS bill dated April 27, 2018 for the period March 26, 2018 through April 27, 2018. The bill showed a 19% (\$6.62/\$7.88) increase in daily cost from the same period last year even though usage was relatively constant (1652 kWh/1663 kWh). (This represented a nearly 20% increase in cost from the prior year's bill.) This bill was the first month of the new APS billing plan. The APS site and APS representative recommended that we choose the Saver Choice plan. That Plan was not even the most cost effective plan offered by APS for our usage. That would have been the Saver Choice Max. My understanding is that APS was approved for about a 5% increase last year. However, the new rate structure adds another 15% plus the higher impact of relative fees and taxes. I spoke with a Supervisor who identified herself as Marissa at Ext. #179489. Marissa explained that the disparate impact would level out in future months, however, APS's own estimator did not estimate the April bill be \$60 higher than last year. Marissa's computer froze and she was not able to look at the APS cost comparison tool. She indicated that she would call me back, but did not. I am certain that APS did not accurately represent the impact of the approved rate increase and the rate structure change to the Commission. If they did and a 20% rate hike was approved, the public will prove this out and the Commission will have to provide an explanation for such a rate hike. Please call me at <<< REDACTED >>> or email me at <<< REDACTED >>> to discuss this complaint. Thanks, Andy Anderson

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		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
5/10/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

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## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 5/8/2018  
**Opinion Number:** 2018 - 150314      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 5/8/2018 3:17 PM

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**First Name:** Julian      **Last Name:** Griffin      **Account Name:** Julian Griffin  
**Address:** <<< REDACTED >>>  
**City:** Cave Creek      **State:** AZ      **Zip Code:** 85331  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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### Nature Of Opinion

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

**Docket Position:** For

E-01345A-18-0002 I received my April 2018 bill. The details are total usage 937, Peak 128. Off peak 809, cost \$151.04. April 2017 numbers were Toal usage 1051, peak 286, off peak 765. Cost \$152.67 So my total usage is down 114 (11%), my off peak is down 55% and my bill reduced \$1.63. I asked APS what my June 2018 bill would be if my electricity consumption is exactly the same as in 2017. They told me \$407.00. I paid \$343 in 2017 so an increase of \$64.00 (18.6%) I wonder if the above is what the commission agreed to. APS is going to have a lot of very unhappy customers. Maybe the commission is in for criticism if these big increases were approved.

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### Investigation

<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
5/8/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

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# Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 5/8/2018  
**Opinion Number:** 2018 - 150276      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 5/8/2018 9:00 AM

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**First Name:** David      **Last Name:** Hoffman      **Account Name:** David Hoffman  
**Address:** <<< REDACTED >>>  
**City:** SCOTTSDALE      **State:** AZ      **Zip Code:** 85254  
**Other:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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### Nature Of Opinion

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

**Docket Position:** For

Just got my APS Bill for May. Used almost exactly the same on and off peak as I did last year on the same billing cycle. My bill went from \$181 last year to \$263 this year. That's some 4.5% increase. Did you mean 45%? Nice job taking food out of kids mouths.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
5/8/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

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