

Arizona Corporation Commission
Utilities Complaint Form



0000188452

Investigator: Roxanne Best Phone: <<< REDACTED >>> Opinion: 5/17/2018

Opinion Number: 2018 - 150669 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - In Favor Closed Date: 5/18/2018 1:23 PM

First Name: Robert Last Name: Anderson Account Name: Robert Anderson

Address: <<< REDACTED >>>

City: Cottonwood State: AZ Zip Code: 86326

Home: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

THE RECENT (APS) RATE INCREASE FOR (LIMITED INCOME CUSTOMERS) HAS TAKEN ALL OF MY SOCIAL SECURITY MONTHLY INCREASE INCOME THIS YEAR !!!!! I USE TO GET A GOOD DISCOUNT BECAUSE I AM 88 YEARS OLD AND ON A LIMITED INCOME. NOW THIS YEAR, WHILE MY USAGE IS DOWN, MY MONTHLY BILLS ARE MORE THAN DOUBLE THAT OF LAST YEAR. I FINALLY GOT A \$20.00 MONTHLY INCREASE IN SOCIAL SECURITY THIS YEAR, BUT MY APS BILL ALONE THIS MONTH IS \$24.00 MORE THAN LAST YEAR, WHILE MY USAGE IS DOWN. INCREASED RENT, GASOLINE, GROCERIES, AND OTHER BILLS HAVE GONE UP BUT MY APS HAS GONE UP OVER 100%. THIS IS KILLING LOWER INCOME CUSTOMERS. HOPEFULLY THE ARIZONA CORPORATION COMMISSION ELECTED MEMBERS WILL SEE THE NEED TO TAKE THE NECESSARY SCRUTINY ON THE UTILITIES THEY REGULATE AND ADDRESS THIS PROBLEM FOR LOW INCOME CUSTOMERS. I HAVE CONTACTED APS AND THEY SAY I AM GETTING THE BEST RATE AND CAN SAVE 48 CENTS IF I ALLOW MONTHLY BANK WITHDRAWALS. GIVE ME A BREAK I CAN SAVE 48 CENTS OUT OF THEIR \$24.00 monthly increase. THANK YOU, R. C. Anderson

Investigation

Date: 5/17/2018 Analyst: Roxanne Best Submitted By: Web Submission Type: Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission

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MAY 18 2018

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