

ORIGINAL

E-01345A-18-0002



Arizona Corporation Commiss  
Utilities Complaint Form

Investigator: Trish Meeter Phone: <<< REDACTED >>> Opinion Date: 5/25/2018  
Opinion Number: 2018 - 150838 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - Opposed Closed Date: 5/25/2018 11:46 AM

First Name: Patty Last Name: Williamson Account Name: Patty Williamson  
Address: <<< REDACTED >>>  
City: Glendale State: AZ Zip Code: 85308  
Home: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

Docket Number: E-01345A-18-0002

Arizona Corporation Commission 1300 W Washington Street Phoenix, Arizona 85007

Dear Chairman of the ACC,

Date: May 14, 2018

From what I read in the Arizona Republic, your commission is re-evaluating the large increase other commissioners approved then left their positions on completion of that approval. According to your web-site, you ask for any and all documents related to any issue of complaint. You also ask for proof of what notification the consumer made to the corporation in question on the complaint.

Enclosed I have provided a copy of my letter mailed to the CEO of Arizona Public Service (APS) detailing my complaints and copies of both my May 4, 2017 & May 4, 2018 APS bills. I believe the individuals on the commission are highly educated in financial matters therefore are better equipped to spot fraud and unethical conduct better than laypersons. I would appreciate your expertise after

reviewing my documents weather APS Corporation misrepresented the public and the Commissioners why they needed such a large increase. The letter mailed to the (APS) CEO, Mr. Donald E Brandt explains in detail why the increase was misleading and not for just cause.

Every argument the APS representative argued by phone I poked holes in. First he argued there were more days billed in May 2018 until I pointed out that both my bills showed the same amount of days billed not to mention the yearly calendar-is the same every year. Then he argued that I used more energy because it was hotter this year than last year. After pointing out again that I used less energy in all categories and pointed out I used 90 less total kWh in 2018 in contrast to 2017 and lower kWh in all other categories savings of a total of \$5.74 during the month of May 2018 compared to May 2017.

APS lobbyists misinformed the Commission that this increase would not exceed more than \$5.00 per month when in fact it is much higher based on the percentage increase during on-peak kWh hours from 3 pm - 8 pm then it was from 12 noon - 7 pm.

I look forward to your review and your re-evaluation of the approved increase and ask for your oversight protection by guarding Corporations from extortion of consumers is taken seriously. You are the only State organization that has the authority to protect Arizonians against Corporations fraudulent practices.

Respectfully yours,

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**Arizona Corporation Commission  
Utilities Complaint Form**

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Patty Williamson

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Investigation			
Date:	Analyst:	Submitted By:	Type:
5/25/2018	Trish Meeter	Telephone	Investigation

Docketed in 18-0002 . Previous comments on file. Customer bill copies were received and attached to the file copy. They were not docketed with the comments.

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