



ORIGINAL

Arizona Corporation Commis:
Utilities Complaint Form

Investigator: Michael Buck Phone: <<< REDACTED >>> Opinion Date: 6/12/2018
Opinion Number: 2018 - 151468 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor Closed Date: 6/12/2018 11:12 AM
First Name: Beckie Last Name: Staricek Account Name: Beckie Staricek
Address: <<< REDACTED >>>
City: Phoenix State: AZ Zip Code: 85086
Cell: <<< REDACTED >>> Home: <<< REDACTED >>> Email: <<< REDACTED >>>
Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

Regarding Docket E-01345A-18-0002, I am in support that APS did not deal in good faith with it's customers, the public and the Corporation Committee. I do not believe that the small proposed increase is indicative or realistic as to what the new bill will reflect. In addition, I believe that APS is manipulating energy usage amounts that do not accurately reflect my true energy usage. When I received what I had used this past May verses May of 2017 I called as there is no way in the world that is accurate. Yet, they insist that it is true. The changes that I have made from May 2017 to May 2018 are as follows: 1. Purchased new energy star washer and dryer and decreased laundry loads from 4 every 2 weeks to 2 every 2 weeks- all done off peak. 2. Changed outdoor lighting to run 1 hour less all off peak AND disconnected backyard lighting. 3. Changed pool pump to run 2 hours less daily all off peak. 4. Disconnected a TV and cable box permanently. 5. Changed all light bulbs to LED. 6. Added solar screens to the one remaining side of the house not covered. 7. Decreased TV and or Radio from about 16 hours per day to 6. 8. Decreased computer from about 10 hours daily to 2 all off peak. 9. Do not use kitchen lights (12 ceiling cans and 3 hanging lights) at all. 10. AC used minimally and only off peak. 11. Did not add anything new that would use electricity. 12. Unplug everything not in use vanity mirror, blow dryer, electric toothbrush, lights, phone charger etc and only plug in when used. I am sure there are others but that is all I can think of at the moment. I would venture to say that I have decreased my total usage by at least 30% but yet APS is telling me I am using more. It is literally impossible to use more than I did last year. I live alone and my lifestyle has not changed. I worked out of my home last year and do so this year. There is something not quite right about their reading or metering of my electricity.

Arizona Corporation Commission

DOCKETED

JUN 14 2018

DOCKETED BY

Handwritten signature

Investigation Submitted By: Telephone Type: Investigation
Date: 6/12/2018 Analyst: Michael Buck
Entered into the record and docketed. Closed.

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