

E-01345A-18-0002



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ORIGINAL

**Arizona Corporation Commis
Utilities Complaint Form**

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 7/3/2018
 Opinion Number: 2018 - 151861 Priority: Respond within 5 business days
 Opinion Codes: Rate Case Items - In Favor Closed Date: 7/3/2018 9:34 AM

First Name: Duane Last Name: Garcia Account Name: Duane Garcia
 Address: <<< REDACTED >>>
 City: casa grande State: AZ Zip Code: 85122
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

Reading the casa Grande dispatch about the woman who's electricity wad turned off by Aps , I can understand how someone on a fixed income or because of an emergency can fall behind. I to fell behind, but was able compromise a solution with ApS. The security deposits per late payment required by ApS make it almost impossible to keep up with peoples bills. I believe that this is an unfair practice because it can hold hostage peoples ability to catch up on their bill. I don't believe that this particular incident is isolated, but I believe it can be a problem for many people in the future. Thank you

Date:	Analyst:	Investigation	Submitted By:	Type:
7/3/2018	Jenny Gomez	Telephone		Investigation

Noted and filed for the record in Docket.

Arizona Corporation Commission

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