



ARIZONA CORPORATION COMMISSION
Powering Arizona's Future

ORIGINAL



0000191766

Utilities Division

RECEIVED

AZ CORP COMMISSION
DOCKET CONTROL

2018 AUG 31 A 10: 55

Chairman, _____
Bob Burns
Andy Tobin
Boyd Dunn
Justin Olson

To: Docket Control

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

Please docket the attached _____2_____ 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

AUG 31 2018

DOCKETED BY

Arizona Corporation Commission Utilities Complaint Form

Investigator: Diana Lewis	Phone: <<< REDACTED >>>	Opinion Date: 8/29/2018
Opinion Number: 2018 - 154667	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - In Favor	Closed Date: 8/29/2018 10:11 AM	

First Name: Don	Last Name: Zobel	Account Name: Don Zobel
Address: <<< REDACTED >>>		
City: Miami	State: AZ	Zip Code: 85539
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
--	---------------------------

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

Howdy, I have what's considered a commercial power service for my apple cooler and orchard wells. I paid literally thousands of dollars to install this service. Had to pay for the transformer and conduit to an existing power line and installation. I tend to use power for about half the year. Pump water during the summer and if I get apples, run my apple cooler in the fall. I used to get about a \$20 bill when NOT USING ANY POWER, which seemed a bit off putting considering I paid for all the service equipment. Recently I noticed I started getting charged around \$40 per month, when NOT USING ANY POWER. My math isn't all that good, but that seems to be a 100% rate increase. When calling APS was told, you guys, AZ Corporation Commission, ok'd this increase, so what was my problem. Besides, was told, this is considered a Commercial Account, as if that made any difference, so they didn't see anything wrong with this. So that's why I'm sending this opinion. No idea why I was charged something like \$250, even if I USED NO POWER, let alone having raised 100% to \$500 per year. APS told me I could shut the power off, when not using it, and have it turned back on, when needed. They would charge me \$33 each time I did this. So I paid for all this equipment and can't even use it continuously. Course that's what I'm being forced to do. Thanks for your attention, Don Zobel

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/29/2018	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 8/29/2018
Opinion Number: 2018 - 154654 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 8/29/2018 9:57 AM

First Name: Jessica **Last Name:** Koory **Account Name:** Jessica Koory
Address: <<< REDACTED >>>
City: Glendale **State:** AZ **Zip Code:** 85301
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

The rate hike went into effect. From what I read, the increase was more than was necessary. Please reconsider the amount of the increase. The additional monthly charges are hurting private citizens and small businesses.

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/29/2018	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.
