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Interim Executive Director, Matthew J. Neubert

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AZ CORP COMMISSION
DOCKET CONTROL

Bob Burns
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2018 SEP 24 A 9:49

September 21, 2018

To: Docket Control

RE: - Arizona Public Service Company - Customer Comments

Docket No. E-01345A-18-0002

Please docket the attached __3_ customer comments to 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

SEP 24 2018

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WJ

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 9/18/2018
Opinion Number: 2018 - 154960	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - In Favor	Closed Date: 9/18/2018 3:00 PM	

First Name: Joshua	Last Name: Samford	Account Name: Joshua Samford
Address: <<< REDACTED >>>		
City: Surprise	State: AZ	Zip Code: 85388
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

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

The rate hike is ludicrous. We all know it. Doesn't take a genius to see, at the individual account level, the average kWh usage has decreased yet the billed amount has increased. My experience mirrors that of the other comments/complaints. Lifestyle adjustments were made in preparation of the new rates but it had ZERO positive effect on the billed amounts. At the end of the day, Yes, APS is ripping it's customers off. A fair and THOROUGH re-hearing to consider a rate hike should be a no-brainer, be it that we have plenty of evidence and data in the marketplace since the rate hikes went into effect, to prove the current rates are predatory, are not as advertised, and that the first hearing was rubber stamp approved in the best interest of APS and NOT the Az citizenry. That is a failure of the regulatory agency charged with protecting citizens from this very type of transgression made by the utility, APS.

		Investigation		
Date:	Analyst:	Submitted By:	Type:	
9/18/2018	Jenny Gomez	Telephone	Investigation	
Noted and filed for the record in Docket.				

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 9/18/2018
Opinion Number: 2018 - 154963	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - In Favor	Closed Date: 9/18/2018 3:09 PM	

First Name: Aaron	Last Name: Kittredge	Account Name: Aaron Kittredge
Address: <<< REDACTED >>>		
City: Anthem	State: AZ	Zip Code: 85086
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

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

Docket#: E-01345A-18-0002 Am I being Punk'd!? Another APS rate hike?! You've got to be kidding, right??? The APS power monopoly must be addressed. I just moved from Texas where there are dozens of power providers competing, which results in lower, more fair, and reasonable electric rates. APS has been allowed to name their price and get a rubber stamp by AZ legislature and regulators. Why not just let APS have a direct hand into AZ citizens' bank accounts and let APS take whatever they want, whenever they want. This is insane, and must be addressed with a stop to the constant and unchallenged rate hikes and total lack of any competition and transparency. I got to choose from several dozen providers in Texas. Now in AZ, I'm forced to accept a single provider, who charges whatever they want, whenever they want to, with zero REAL and LEGITIMATE oversight, just pawns and yes-men. This out-of-control APS monopoly is unacceptable in a capitalist country and state. This docket says it all: <http://docket.images.azcc.gov/0000192244.pdf> The attached files clearly show the HUGE discrepancy between a healthy and competitive group of numerous utilities in Dallas, TX and the ONE electric utility in Phoenix. According to the AZ chart, there are fewer providers in the entire state than just in the Dallas, TX area, not to mention just ONE in Phoenix. I'll be working hard to spread the word, since this complaint will surely do nothing. **Docket#:** E-01345A-18-0002

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/18/2018	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket.			

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 9/20/2018
Opinion Number: 2018 - 154974 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 9/20/2018 8:36 AM

First Name: Adam **Last Name:** Swofford **Account Name:** Adam Swofford
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85258
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric
For Assignment **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: E-01345A-18-0002

Docket Position: For

The cost of electricity provided by APS has increased far more than they told the voters (me) and the ACC it would. Comparing January-September 2017 to January-September 2018: My average cost per kWh has increased by 16%. APS increased the amount of time in a day considered "On-Peak" by 2 hours. This forces On-Peak usage to go up. My average cost per kWh for On-Peak usage has increased 32%. My average cost per kWh for On-Peak usage has increased 13% in months in when I actually decreased On-Peak usage by 18%. No matter how you slice it, APS rates have gone up more than the expected 4.5%. I have changed rates plans to what APS has told me is "best" for me with each of their plan changes. APS rate plans have become overly complex and burdensome. They are structured to make it difficult to follow and hard to understand. The "demand hour" concept is impossible for a residential customer to manage and is punitive. I never had these problems as an SRP customer. I request and expect the Commission to do a full APS rate hike rehearing as requested in Docket # E-01345A-18-0002. Please reign them in and stand up for the voters.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
9/20/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket.