

ORIGINAL

Arizona Corporation Commission  
Utilities Complaint Form



Investigator: Michael Buck Phone: <<< REDACTED >>> Opinion Date: 9/26/2018  
Opinion Number: 2018 - 155105 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - In Favor Closed Date: 9/26/2018 3:31 PM

First Name: Scott Last Name: Stout Account Name: Scott Stout  
Address:  
City: State: Zip Code:  
Home: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

I am a APS customer and since the plan changes and rate increases my average utility bill has went up an average of 30% over the prior year. I have spent over \$6000 on new windows, changed out all of my light bulbs to LED, monitored my "on-peak" usage, turned up my thermostat to 84 degrees, serviced my AC units regularly, and everything else I can think of, but the bills continue to be outrageous. I contacted APS and they tell me I am on the "best" plan. I am finding it difficult to understand how the Commission would allow such an increase that negatively affects the working, bill paying, tax paying citizen of Arizona. There are no competitors in the marketplace and the decision to allow APS to raise rates and make the programs so confusing is irresponsible to say the least.

I look forward to your hearing on the matter and the general election in November.

Respectfully,

Scott Stout

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2018 SEP 26 P 4: 23

**Investigation**  
Date: 9/26/2018 Analyst: Michael Buck Submitted By: Telephone Type: Investigation  
Entered into the record and docketed. Closed.

Arizona Corporation Commission

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