

ORIGINAL

**Arizona Corporation Commis:
Utilities Complaint Form**



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Investigator: Jenny Gomez **Phone:** 520-628-6556 **Opinion Date:** 9/27/2018
Opinion Number: 2018 - 155128 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 9/27/2018 2:22 PM

First Name: Cindy **Last Name:** Yazzie **Account Name:** Cindy Yazzie
Address: 16442 N 152ND LN
City: Surprise **State:** AZ **Zip Code:** 85374
Home: (480) 236-3982

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

Nature Of Opinion

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

NOTE FROM STAFF: On 8/6/18 customer submitted a complaint via web submission under Cindy Hayduke. On 9/26/18 customer questioned Chairman Forese's office why her comments were not docketed. Staff contacted Ms. Yazzie and requested her comments. The following comments were emailed to Jenny Gomez on 9/27/18:

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
SEP 27 P 3:51

Sent: Thursday, September 27, 2018, 9:25:17 AM MST

Subject: Docket E-01345A-18-0002

Additional notations to servicing notes from APS below in red. Note: I have asked APS for my servicing notes before and they would not supply them to me. 2018 Bill's and usage attached. Please include all of this information in the Docket E-01345A-18-0002.

Update: I called APS 9/25/18 to request a payment extension on bill balance \$1,051 since I had \$11 in my name and me and the kids were already only eating eggs and potatoes for the week. I was requesting to pay them Friday 9 28 18, when I got paid (even offered to give them my bank info). APS representative advised there is nothing they can do, I will be shut off by end of day. He further told me to go to Salvation army, or a local church to help get \$ to pay AND to call DES for food stamps, assistance. THE AUDACITY OF APS to make these recommendations is INSULTING!!!

I have anxiety and depression because of APS and risk losing my home, threatened with Eviction because I need to decide if we need electric or a roof over my kids head. NEVER have I been in this position.

Arizona Corporation Commission

DOCKETED

SEP 27 2018

DOCKETED BY

NOTE FROM STAFF: Staff provided the APS response from Complaint No. 153157 issued 8/6/18 to Ms. Yazzie, advising that APS attempted to reach Ms. Hayduke without success. Customer requested and Staff agreed to provide a copy of APS's response.

On 9/27/18 @ 2:15 pm customer provided her response to APS's 8/10/18 response to the complaint. See Notes.

Customer was unable to attach bill copies to her email. Ms. Yazzie advised she would be providing public comment at the Stacey Champion Formal Complaint Hearing on 9/28/18.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
9/27/2018	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

Date:	Analyst:	Submitted By:	Type:
9/27/2018	Connie Walczak	Telephone	Investigation

NOTES BY STAFF (Jenny Gomez): The following is the APS response sent to Staff and Ms. Yazzie's notations:

9/27/18 original email from APS WITH Ms. Yazzie's (Hayduke) notes:

Complaint Number: 2018 - 153157
Customer: Cindy Yazzie
Address:
Established Service: 08/24/2015
Rate: R-2, Saver Choice Plus rate

Hi Jenny,

My investigation found that the following are the most recent events that occurred on Ms. Yazzie's account:

- * 04/03/2018 - APS issued Ms. Yazzie her April monthly bill in the amount of \$120.20. The bill consisted of 189 kWh of on peak usage and 554 kWh of off peak usage consumed from 03/02/2018 through 03/30/2018.
- * 04/30/2018 - APS received a payment in the amount of \$120.20 towards Ms. Yazzie's account.
- * 05/02/2018 - APS issued Ms. Yazzie her May monthly bill in the amount of \$234.64. The bill consisted of 324 kWh of on peak usage, 1,092 kWh of off peak usage and a demand of 6.5 kW consumed from 03/30/2018 through 05/02/2018.
- * 05/29/2018 - A late fee in the amount of \$3.91 (per Sch 1, 6.2) was assessed to Ms. Yazzie's account. Additionally, APS mailed Ms. Yazzie a shut off notice. The notice advised her the delinquent balance of \$234.64 needed to be paid prior to 06/06/2018 or the electricity would be disconnected for non-payment (per Sch 1, 7.3.B).
- * 05/31/2018 - APS received a payment in the amount of \$238.55 towards Ms. Yazzie's account.
- * 05/03/2018 - Ms. Yazzie contacted APS regarding her May bill compared to her April bill. The Company discussed her energy usage with her and explained that her energy usage increased during the May bill timeframe compared to the April bill timeframe. Therefore, her May bill increased.

* 06/01/2018 - APS issued Ms. Yazzie her June monthly bill in the amount of \$490.64. The bill included current energy charges of \$288.31 and an additional security deposit request of \$202.33 due to the multiple delinquencies on her account (per Sch 1, 3.4). The bill consisted of 436 kWh of on peak usage, 1,303 kWh of off peak usage and a demand of 8.5 kW consumed from 05/02/2018 through 06/01/2018.

* 06/28/2018 - A late fee in the amount of \$4.80 (per Sch 1, 6.2) was assessed to Ms. Yazzie's account. Additionally, APS mailed Ms. Yazzie a shut off notice. The notice advised her the delinquent balance of \$490.64 needed to be paid prior to 07/09/2018 or the electricity would be disconnected for non-payment (per Sch 1, 7.3.B).

* 06/29/2018 - Ms. Yazzie contacted APS regarding the security deposit request on her June bill. The Company informed her that the deposit was requested as a result of multiple delinquent payments. APS offered to establish a payment arrangement allowing the deposit to be paid with the following three months bills. Ms. Yazzie agreed to a payment arrangement allowing the deposit of \$202.33 to be due with the following three months bills. Additionally, APS advised Ms. Yazzie of the Pick a Due Date (PADD) Program. Ms. Yazzie agreed to change her due date to approximately the 28th of each month. Unfortunately, the Company did not explained to her that a prorated bill would be issued to get her account on the new billing cycle which may cause the billing period to include more days than normal.

* 06/29/2018 - APS received a payment in the amount of \$294.00 towards Ms. Yazzie's account.

* 07/17/2018 - APS issued Ms. Yazzie her July monthly bill in the amount of \$650.40. The bill included a payment arrangement of \$67.45 and current energy charges of \$583.84. The bill consisted of 834 kWh of on peak usage 3,215 kWh of off peak usage and a demand of 9.1 kW consumed from 06/01/2018 through 07/17/2018.

* 07/26/2018 - Ms. Yazzie contacted APS regarding her account balance. The Company informed her that the energy charges are \$583.84 and the payment arrangement for the deposit is \$67.45 totaled \$650.40.
CUSTOMER RESPONSE:APS discussed the energy usage with her and found that there were no changes in her energy usage.

Ms. Yazzie requested to have an investigation performed as she is concerned her neighbor is stealing her power. APS committed to having Ms. Yazzie's account further reviewed to determine if there was any cause for her bill being so high. The Company advised that once her account was reviewed she would receive a call back. APS explained to her that the Company does not investigate energy theft between neighbors and if she has concerns she would have to address it with the local authorities. Unfortunately, the representative did not document the account or follow up with Ms. Yazzie.

CUSTOMER RESPONSE: Ms. Yazzie response 9 27 18: Multiple times APS ACKNOWLEDGES that there is no change in my usage, month to month comparison, 2017 – 2018 comparison completed – so essentially what they are telling me is that my bill doubled because of their RATES, not because of my usage.

* 07/30/2018 - In response to Ms. Yazzie's concerns with the bill being too high, the Company separated the bill into two bills; one into a 13 day billing period and the other into a 33 day billing period.

* 07/30/2018 - APS issued Ms. Yazzie her July monthly bill in the amount of \$640.07. The bill included a previous balance of \$224.39 and current energy charges of \$415.68. The bill consisted of 600 kWh of on peak usage, 2,375 kWh of off peak usage and a demand of 9.1 kW consumed from 06/14/2018 through 07/17/2018.

* 08/01/2018 - Ms. Yazzie contacted APS regarding her conversation with APS on 07/26/2018. She was following up to see if her account had been reviewed as she received email notification for new bills. The Company reviewed her account and did not find documentation as to what took place on her account. Ms. Yazzie became very irate and requested to speak with a supervisor. The supervisor explained to her that her 7/17/2018 bill was for 46 days as a result of her concern with the bill being for 46 days, APS split the bill into two separate bills which resulted in the two bills generated on 07/30/2018. The Company advised her that balance of \$640.07 is due 08/14/2018 with a grace period of nine calendar days to avoid late fees.

CUSTOMER RESPONSE: Ms. Yazzie response 9 27 18: See my complaint filed. APS failed to do the review, this is WHY I got "irate". I call APS 7/31/18, spoke to Monica who advised me there are NO notes from my convo with Jacklyn, no research being done, nothing!! Jacklyn and her manager failed do their job when I called 7/20/18. So now I'm speaking with Monica on 7/31/18 & I escalate with her manager, Katie. Speaking to Katie (4th time explaining same situation), at the end of explanation I'm in tears, & she tells me she can't help me. Katie asks me if she can transfer me, like I have a choice! Then I get Priscilla. She validates its me for 4th time, I'm speechless, crying and dont even know what to say. I need to know WHY my bill is so high! Priscilla puts me on hold 15min, says she thinks it's because they changed billing time period when meter was read plus NOW their hitting me with a deposit since they took me off

the lower income program (rates go up but no changes in lower income program?!).

* 08/01/2018 - APS received a payment in the amount of \$225.00 towards Ms. Yazzie's account.

* 08/10/2018 - I called Ms. Yazzie to discuss her concerns and left a message. If I receive a response from her, I will send an update.

CUSTOMER RESPONSE: Ms. Yazzie response 9 27 18: APS NEVER CALLED ME!!! Even when they were supposed to do my bill review, I gave them a week and Jacklyn was supposed to call me back and NEVER did. Which is why I called again and got irate when I found they did not do their job!!

APS RESPONSE: In response to your question:

Please check customer's meter for possible theft of services?

Ms. Yazzie's energy usage is consistent with the previous year and there are no safety concerns. Therefore, it is not necessary for APS to check the meter at her residence for energy theft as this is a civil matter if she believes a neighbor is stealing electricity from her.

CUSTOMER RESPONSE: Ms. Yazzie response 9 27 18: Again APS ACKNOWLEDGES my usage is consistent – so my bill DOUBLED/INCREASED because of APS RATES!!
