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Arizona Corporation Commission Utilities Complaint Form

ORIGINAL

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 9/26/2018
 Opinion Number: 2018 - 155102 Priority: Respond within 5 business days
 Opinion Codes: Rate Case Items - In Favor Closed Date: 9/28/2018 9:27 AM

First Name: Lisa Last Name: Sloan Account Name: Lisa Sloan
 Address: <<< REDACTED >>>
 City: Tuba City State: AZ Zip Code: 86045
 Cell: <<< REDACTED >>> Work: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

Good afternoon commissioner, I am sending this complaint on behalf of my non-English speaking mother in-law. I, have been paying her electric bill for years, because she cannot afford the monthly bill. I, recently got her on the 25% discount and it helps some, but not a whole lot. She resides on the Navajo Reservation and about two years ago, they took the offices away from the Navajo Nation and placed meters that are able to be read through electronic means. She is still billed for a meter reading, which I feel is not fair. Moreover, she does not have the experience to pay online and using a telephone to pay. Therefore, I placed that responsibility on myself to make sure she is receiving electricity. If they want to increase the bills, they need to have their offices open for individuals who do not have the capabilities of communicating on the phone or making payments online. This is a disadvantage to individuals who do not have the means to communicate with staff who do not speak the same language. Moreover, the Navajo Nation is very rural and traveling to make an APS payments are at times difficult. I, have made a formal complaint a couple of years ago directly to APS, while I was residing in Phoenix, Az. and to date have not received anything in writing. There was a kiosk set-up for payments, but that only lasted several months, before removing the kiosk machines. When will their be relief for families and individuals who do not have the means to travel, pay online, and communicate via phone? They have been taking jobs away from the Navajo people, by utilizing electronic means. This is so not fair to the Navajo people. They are billed for metering the meters they placed only to read through electronic means, state sales tax and she resides on the Navajo Nation, transmission adjustments, etc... What else will they be billed for? I, do not believe allowing them an increase is fair. They are sitting at their desks calculating the bills month to month. Since, these electronic meters were placed, we have seen an outrageous increase in the bill month to month. I, have the bill sent electronically and she is still being billed for billing. How are they spending the money they are receiving from millions of people? Please take consumer complaints seriously, Thank-you!

		Investigation	
Date:	Analyst:	Submitted By:	Type:
9/28/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket.

Arizona Corporation Commission

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