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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS
TOM FORESE, CHAIRMAN
BOB BURNS
BOYD DUNN
JUSTIN OLSON
ANDY TOBIN

Arizona Corporation Commission

DOCKETED

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IN THE MATTER OF THE FORMAL
COMPLAINT AGAINST ARIZONA PUBLIC
SERVICE COMPANY FILED BY STACEY
CHAMPION AND OTHER ARIZONA
PUBLIC SERVICE COMPANY
CUSTOMERS.

DOCKET # E-01345A-18-0002

**RESPONSE TO COMMISSIONER
DUNN'S OCTOBER 3, 2018 LETTER**

Warren Woodward (“Woodward”), Intervenor in this proceeding, hereby submits his Response to Commissioner Dunn's Letter posted to this docket on October 3, 2018.

Commissioner Dunn, no rate change should need five million dollars to explain. That should have been a major red flag but you voted for this mess of a rate increase anyway. Think about it: No other service you buy requires \$5M worth of explanation. TV, internet, phone, natural gas, water, sewer – all of those are straightforward and do not require explanation or “education.”

Additionally, APS's current rates *cannot* be justified by rationalizing that those rates would be fair if only customers understood them. That's blaming the victim. The

rates would be unfair even if every last APS customer did fully understand the rates.

Woodward's bill is proof of that.

If you'd been paying full attention to this case and its hearing, you would know that APS has admitted that Woodward is on his best rate plan possible. In other words, Woodward did not need educating about which rate plan to pick. You would also know that APS's 11 month analysis of Woodward's bill showed that Woodward decreased his consumption by 9.65%. In other words, Woodward did not need educating about how to conserve electricity. *However*, you would also know that Woodward's bill decreased by less than one percent, only .7%. In other words, despite Woodward's best and fully informed efforts, and short of Woodward not using any electricity at all, it is impossible for Woodward to conserve his way out of a rate increase that APS's own calculation shows is much more than the average 4.54% touted by Decision 76295's Settlement Agreement.

Something else to think about: Woodward is on the R-XS rate. That is a rate plan with one quarter of a million subscribers and is generally used by customers in small apartments, houses and trailers. Without a doubt many of those customers are living close to the bone on a small Social Security check. Woodward can afford to be ripped off by APS but they cannot.

In short, the problem is not education but the rates themselves. During the rate case the Commission was warned about this by rate case Intervenors who did not sign

the Settlement Agreement but we were ignored.

Additionally, and Woodward said this repeatedly during the rate case proceedings but was ignored, the notion that customers need educating is exactly backward, and an expression of the type of elitism in which only a monopoly business can indulge. In the competitive world, business is informed and educated by the customers served, not the other way around. In the competitive world, a business cannot ram something unpopular or incomprehensible down people's throats then claim those customers need educating – well, a business can but it won't be in business very long. As such, during the rate case Woodward advocated against the \$5M education expenditure as money wasted and basically an undeserved gift to APS. In sum, it is APS and the ACC who need educating but Woodward is not sure if any amount of money spent on that would achieve the necessary results.

RESPECTFULLY SUBMITTED this 3rd day of October, 2018.

By,



Warren Woodward
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Original and 13 copies of the foregoing mailed on this 3rd day of October, 2018 to: ACC, Docket Control, 1200 W. Washington St., Phoenix, Arizona 85007

Copies of the foregoing emailed this 3rd day of September, 2018 to: **Service List**