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# ORIGINAL Arizona Corporation Commission Utilities Complaint Form

**Investigator:** Jenny Gomez      **Phone:** <<< REDACTED >>>      **Opinion Date:** 10/15/2018  
**Opinion Number:** 2018 - 155387      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 10/15/2018 1:34 PM

**First Name:** Susan      **Last Name:** Petruso      **Account Name:** Susan Petruso  
**Address:** <<< REDACTED >>>  
**City:** Scottsdale      **State:** AZ      **Zip Code:** 85254  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

### Nature Of Opinion

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

**Docket Position:** For

The most recent bill we received from APS was 25% higher than our previous bill. Far cry from the 6% increase approved. I'm not the only consumer feeling this in our wallets. With your inquiry over I truly hope you see their elimination of our previous rate plan Was done to conceal a rate hike. This isn't like cable or phone utilities where consumers have options. That's your job. And from what I see you're not doing your job to protect the interests of the people, who chose you through the election process. My paycheck didn't go up 25%. This rate increase makes absolutely no sense. Interesting SRP lowered their rates. Why is APS going up? Too bad I can't opt out of APS and switch to SRP! Get it right and settle this favorably for the people. You didn't do your job well when the rate hike was proposed. Disturbing that a consumer advocated for this hearing. What I find even more disturbing is the way APS hoodwinked the Corporation Commission and their consumers into the low rate increase when it's totally fabricated. Talk about smash mouth football! Do your jobs and get this right while you can.

<b>Date:</b>	<b>Analyst:</b>	<b>Investigation Submitted By:</b>	<b>Type:</b>
10/15/2018	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

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