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ORIGINAL Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 10/19/2018
Opinion Number: 2018 - 155488 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - In Favor **Closed Date:** 10/19/2018 3:47 PM

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

Nature Of Opinion

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

In response to Commissioner Dunn's 10/3/18 letter concerning the lack of outreach by APS to the consumers it services, I am appalled that Mr. Dunn believes what he wrote, stands by it, and furthermore was elected to the position he has in the utility commission to propagate this baloney. He states that had the consumers been better educated on the new rate plans they would have understood the bill impacts better. We consumers were told point blank that the rate increase would average 4.54% or roughly \$6.00 per month per household. What type of education could APS give us to make 4.54% become 10-30% and more per month believable? Furthermore a large number of APS's customers have done the research, compared plans, changed daily routines, cut back on usage, and still are paying more that the propaganda that was touted of 4.54% average increase. So Mr. Dunn insults us customers, consumers, and the people of Arizona he was elected to serve. We the uneducated masses are at fault; APS just doesn't educate us properly. That's the only issue a lack of education! Of that 5 million allocated for customer education efforts, did someone think it might also be necessary to educate the APS representatives who answer the consumer questions? The APS representatives answers are inadequate to be nice, uneducated guess, and sometimes quite misleading. But hey where just the folks who pay for Mr. Dunn and all those nice folks at APS. So what really is the matter? The real issue is that the rates were raised to an amount over the 4.54%, consumers were told if you wanted anything but a smart meter pay \$5.00 per month, rate plans were abolished, new ones initiated that served as another rate increase for thousands of customers, low income discounts were dramatically changed with no apparent real reason; to a flat 25% a month which was a double hit for the low-income seniors of this State. RUCO along with the Arizona Corporation Commission were not looking out for the consumers of this State. Education, Outreach, what ever Mr. Dunn wants to call it would not have changed the problem one iota. A square peg will not fit in a round hole. We consumers our not uneducated either. I sincerely hope that in the future the Arizona Corporation Commission will do what is best for the people they are elected by, and paid by, instead of propaganda like Commissioner Dunn's letter. WE DESERVE BETTER.

Date:	Analyst:	Investigation Submitted By:	Type:
10/19/2018	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

Arizona Corporation Commission

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