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ARIZONA CORPORATION COMMISSION

November 1, 2018

2018 NOV - 1 P 4: 22

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ANDY TOBIN
COMMISSIONER

RE: Docket No. E-1345A-18-0002; Formal Complaint of Stacey Champion

Dear Arizona Public Service Company,

Having reviewed your letter docketed October 26, it appears that the bracket of customers I identified during the September 28 hearing¹ has grown from approximately 304,000 projected customers, to over 363,000 actual customers this year.² During the hearing, I carved out this specific group and asked what the actual impact has been since the rates went into effect.³ Based on your response, it appears that as much as 40 percent of your current customer base has seen a top-end increase of at least 10 percent or greater in the last 4 months.

To have these increases despite APS's most attempted education efforts and expenditures to-date gives me reasons of concern that the outreach has failed to effectively speak to these specific customer groups. Based on your awareness of the projected impacts in 2015, I believed that this bracket would have been the targeted group to focus on, yet the data suggests that they may have landed in a plan without either truly understanding the timing of their consumption or the impact that timing has on their new rates.

Who these customers are and what demographics they comprise I think are important components of realizing that it's not enough to simply contact customers; we have to educate them to make these complex plans, and their many competing options, more digestible. I'm hoping you can help me understand who these populations are and whether they should have been afforded more gradualism or targeted education.

My questions are, what is the root cause of this bracket's higher-than-forecasted rate increase, and what do you suggest the solutions should be to help these consumers bring their respective rates down?

I look forward to seeing your timely response and suggestions.

Sincerely,

Andy Tobin
Commissioner

Arizona Corporation Commission

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¹ See Table 2 – Bill Impacts 2015 Test Year Rates vs New Rates: rows of at least 1,000 customers w/ an avg. percent impact of 10% or more.

² See Table 2 – Updated Bill Impact Analysis May-August 2018: rows of at least 1,000 customers w/ a top-end impact of 10% or more.

³ See Video Archive – Sept. 28, 2018 Hearing; beginning at around the 1-hour mark:

http://azcc.granicus.com/MediaPlayer.php?view_id=3&clip_id=3283.

On this 1st day of November, 2018, the foregoing document was filed with Docket Control as a Correspondence From Commissioner, and copies of the foregoing were mailed on behalf of Andy Tobin, Commissioner - A.C.C. to the following who have not consented to email service. On this date or as soon as possible thereafter, the Commission's eDocket program will automatically email a link to the foregoing to the following who have consented to email service.

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E-01345A-18-0002**

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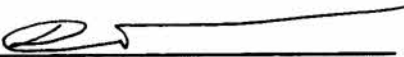
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