

# Arizona Corporation Commiss Utilities Complaint Form



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**ORIGINAL**

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 10/30/2018  
**Opinion Number:** 2018 - 155625      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 10/30/2018 2:10 PM

**First Name:** Karen      **Last Name:** Desmond      **Account Name:** Karen Desmond  
**Address:** <<< REDACTED >>>  
**City:** Clarkdale      **State:** AZ      **Zip Code:** 86324  
**Cell:** <<< REDACTED >>>

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

### Nature Of Opinion

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

I just wanted to let you know that the recent changes made by APS have raise my electric bill \$ 40 a month. Additionally, they changed the Savings program hours from 12, noon to 7p to 3p to 8p. The means that I am now not able to start my oven to cook my family dinner until 8p. These recent changes are lining APS executive's pockets while hurting the public! My vote will reflect my unhappiness with the AZ Corporation Commissions approval of these changes especially when they stated the average electric bill would only go up approximately \$ 6 a month.

<b>Date:</b>	<b>Analyst:</b>	<b>Investigation Submitted By:</b>	<b>Type:</b>
10/30/2018	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission

**DOCKETED**

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DOCKETED BY

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RECEIVED  
UTILITY COMPLAINTS SECTION  
AZ CORPORATION COMMISSION