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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**

**NOV 6 2018**

**DOCKETED BY**

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  
TOBIN'S NOVEMBER 1, 2018  
LETTER TO APS**

Warren Woodward (“Woodward”), Intervenor in this proceeding, hereby submits his Response to Commissioner Tobin's Letter to Arizona Public Service (“APS”) posted to this docket on November 1, 2018.

Commissioner Tobin, you are obviously not paying attention. Reread Woodward's Response to Commissioner Dunn's Letter until it sinks in that APS customers cannot be educated out of a rip-off. Here is an excerpt that will get you off to a good start:

... 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.

Commissioner Tobin, since Woodward decreased his electricity consumption by 9.65% but had only a .7% bill decrease, simple math shows at that rate Woodward would have to decrease his electricity consumption by 62.6% – a practical impossibility – in order to offset the “average 4.54% bill impact” claimed in Decision 76295. Because there is no Demand or Time Of Use component to the R-XS rate that Woodward is on, other customers on R-XS will have an experience similar to Woodward's. They will be ripped off. “Education,” even five million dollars worth, will *not* help them.

Get educated yourself, Commissioner Tobin, and realize that you made a terrible mistake by voting for 76295, and that you wasted five million dollars by giving to APS for “education” what should have been refunded to customers.

RESPECTFULLY SUBMITTED this 2<sup>nd</sup> day of November, 2018.

By,

A handwritten signature in cursive script, appearing to read "W Woodward".

Warren Woodward  
200 Sierra Road  
Sedona, Arizona 86336

Original and 13 copies of the foregoing mailed on this 2<sup>nd</sup> day of November, 2018 to:  
ACC, Docket Control, 1200 W. Washington St., Phoenix, Arizona 85007

Copies of the foregoing emailed this 2<sup>nd</sup> day of November, 2018 to: **Service List**