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Arizona Corporation Commis
Utilities Complaint Form

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 12/13/2018
Opinion Number: 2018 - 157052
Opinion Codes: Rate Case Items - In Favor Closed Date: 12/14/2018 8:27 AM

First Name: Judy Last Name: Goldstein Account Name: Judy Goldstein
Address: <<< REDACTED >>>
City: PHOENIX State: AZ Zip Code: 85022
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

I am disgusted with APS and the recent rate change they took. I am on the budgeted plan and mine went from \$147 in August of 2017-August of 2018 to \$168 through December and is now going up to \$201. We kept our house (about 2400 sq ft - no pool, no spa) at approximately 84-86 most of the time this summer; not running the a/c and sitting under a fan. Now, we are keeping it at 69. We are very careful about not leaving lights on etc. I knew there was going to be a rate increase; but between the rate increase and the new rating we have seen our budget billing now go up by 37% !!!!!!! Not the 6% or so we were told. We are both retired senior citizens - our social security is only going up 2.8% for next year - where do you have the nerve to do this? This is a war on the residents of Arizona and particularly senior citizens. I am posting on social media where I can - this is unacceptable.

Date: 12/14/2018 Analyst: Jenny Gomez Investigation Submitted By: Telephone Type: Investigation
Noted and filed for the record in Docket.

Arizona Corporation Commission

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