**Utility Complaint Form**

**Investigator:** Carmen Madrid  
**Phone:**  
**Fax:**  
**Priority:** Respond Within Five Days

<table>
<thead>
<tr>
<th>Opinion No.</th>
<th>Date: 7/8/2015</th>
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<tbody>
<tr>
<td>2015 - 123138</td>
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**Complaint Description:**  
19Y Net Metering  
08A Rate Case Items - Opposed

<table>
<thead>
<tr>
<th>First:</th>
<th>Last:</th>
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<tbody>
<tr>
<td>Kathy</td>
<td>Lange</td>
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**Account Name:** Kathy Lange  
**Home:** (000) 000-0000  
**Work:** (000) 000-0000  
**CBR:** is: E-Mail

**Utility Company:** Arizona Public Service Company  
**Division:** Electric  
**Contact Name:** For Assignment

<table>
<thead>
<tr>
<th>Nature of Complaint:</th>
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<tr>
<td><strong><strong><strong><strong><strong><strong><strong><strong><strong>OPPOSED</strong></strong></strong></strong></strong></strong></strong></strong></strong>DOCKET NO. E-01345A-13-0248*******</td>
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I am not supporting or opposing an actual docket but letting you know it general how I feel as a consumer in Arizona. I am sitting here looking at my last 4 utilities bills that are very frustrating to me. We as consumers have zero input as to which utility we can use and are stuck with whoever services our area. Therefore, there is no competition to protect the consumer. Then on top of that we are told to conserve our energy sold all kinds for stuff to conserve energy that is expensive and then we get bills that the utilities charge us outrageous amounts of service fees. Example: EPCOR water billed $39.02, fees $22.61 actual usage $15.73. APS billed $69.64 fees $39.80 usage billed $22.92, Southwest gas billed $19.32 fees $10.72 usage $6.50, Cox we had to drop cable too expensive only have internet billed $91.38 fees $11.34 usage is for telephone and internet $78.98, no taxes included in any info We are retiring soon this is unfair. How can you justify this for consumers in AZ.

*End of Complaint*

**Utilities’ Response:**

**Investigator’s Comments and Disposition:**

Opinion noted and filed in Docket No. E-01345A-13-0248. closed  
*End of Comments*

**Date Completed:** 7/8/2015