From: *Stacey Champion and Abhay Padgaonkar*
Date: December 1, 2020
Docket: APS Rate Review (**E-01345A-19-0003**); APS Rate Case (**E-01345A-19-0236**)
Re: **Why has APS still not responded to the Commissioners' concerns?**

Dear Commissioners Kennedy and Olson:

It has been nearly a month since the November 4, 2020 Open Meeting, and yet APS has still failed to respond to the concerns both of you raised and specifically asked APS to follow up in writing.

Comm. Olson's Concerns (during the 2:18:13 – 2:21:14 mark of the meeting)

Comm. Olson inquired about the discrepancy between Complaint #: 2017-147253 (dated December 4, 2017) and the Tools' availability prior to the date identified by the Company and the Energytools Report, namely August 2018.

Melissa Krueger of APS replied: **"I can share that the Company has long had a rate comparison tool in place. That tool was revised coming out of the last rate case in order to assist us with transition. And there were some subsequent revisions as well."** Later she added: **"We would be happy to follow up with you."**

Of course, that answer dodged the question. So, Comm. Olson agreed to her offer: ***"Yes, that would be helpful if you can address that customer complaint and how it's..."*** After a few inaudible seconds later, Comm. Olson reiterated: ***"I had just said that yes, that would be very helpful if the Company could follow up on that issue with regard to the customer complaint that I referenced and describe how ... whether that is consistent with what we're seeing here in the report and with regard to what the company has indicated. To the extent it is inconsistent, if you can provide that explanation. That's all I was saying Mr. Chairman. Look forward to that follow-up."***
Source: https://azcc.granicus.com/player/clip/4167?view_id=3&redirect=true&entrytime=8293

Comm. Kennedy's Concerns (during the 3:02:50-3:03:40 mark of the meeting)

"As I have been looking and reading over the rebuttals of Mr. Abhay and Ms. Champion, there are some concerns or questions that I would hope that APS would put in writing and acknowledge or answer those concerns. And ... well, I will stop there."
Source: https://azcc.granicus.com/player/clip/4167?view_id=3&redirect=true&entrytime=10970

In case APS uses the excuse that the **E-01345A-19-0003** docket has been administratively closed for its non-response, Chief Counsel Robin Mitchell already explained the following: ***"Oftentimes, when the purpose of the docket has been concluded, it is not unusual to administratively close the docket. However, just because the docket is administratively closed, does not stop people from continually filing in that docket."***
Source: https://azcc.granicus.com/player/clip/4167?view_id=3&redirect=true&entrytime=11126

Regardless, it would be helpful for everyone if you asked APS to file its response in the APS Rate Review (**E-01345A-19-0003**) and in the APS Rate Case (**E-01345A-19-0236**) before the December 2020 Open Meeting — since the Commission has decided to kick the can to the latter docket.