

E-01345A-11-0224

ORIGINAL



0000126689

To Whom It May Concern:

The following is my personal opinion to be entered into the APS rate case docket in regards to the unreasonable service charge rate allowed them in their tariff. This is a collection of facts and thoughts that I have compiled through much research and communication with APS and the Arizona Corporation Commission. The issue I am attempting to fix is that APS is grossly overcharging on their service charge rate. I communicated with the company requesting a valid answer as to why their charge was \$25.00 plus tax and the reasoning they gave me is that the charge pays for reading the meter and also changing the account into my name. Below is more detail of the reasoning given to me as well as my refuting arguments:

1) **Reading the meter.** It is stated on my bill from APS that it costs them \$1.67 for a meter reading. Now when this was brought up with the lady who contacted me from APS she stated that it costs them much more as they have to schedule a different truck that wouldn't usually be working and send them to read the meter.

The problem with this is that it would be illogical, with the amount of customers APS has, that they send individual trucks to turn on the electricity/read the meter. It would be more logical to tell trucks that are already in the area to read the meter as they are passing by. Also, I live in an apartment complex; my electricity was already turned on when I moved in, thus APS was already reading my meter along with every other meter in the complex. Thus, the question is raised, how can they charge so much more to read a meter they are already reading or are at least passing by regularly.

2) **Changing account information.** When I first set up services with APS, I did so over the phone. While on the phone, I provided all of my information, which the representative input into a new account for myself. I also created an account online and input all of my own information. So I do not understand first, why they have to "re-enter" my information to put the account in my name when I had just done so via the phone and online. Second, even if they did have to re-enter it, how it could cost \$23.33 (the \$25.00 service charge minus the \$1.67 meter reading) to put my name on the account.

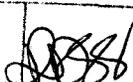
To sign up for service online, the following information is required:

- First Name
- Last Name
- Day Phone
- Home Phone

Arizona Corporation Commission

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- Email Address
- Street Address
- City
- Zip Code

I am not the fastest at typing, however I just filled out all this information and timed how long it took me: 33 seconds. So let us say that APS does have to re-enter my information in their system, it does not make sense that it would cost them \$23.33 dollars for less than a minute of administrative work.

I understand that it has been allowed to APS to charge this service fee, however the reason I am submitting this opinion is because I do not believe they should be allowed to charge such a high amount any longer. I am not asking that they refund me the \$27.96, and in no way am I doing all of this for my own benefit. I am simply following through on this matter because future customers of this company should not be forced to pay extra money so the CEO's and shareholders can become rich. As such, it is my opinion that the service charge rate that APS has been allowed be lowered to a more logical, reasonable rate. Thank you for spending the time reading this opinion.

Sincerely,

Jared J. Snyder