

COMMISSIONERS
DOUG LITTLE - Chairman
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BOB BURNS
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ANDY TOBIN



ORIGINAL



0000171500

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2016 JUL -5 A 10: 00

AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

July 1, 2016

To: Docket Control

RE: ARIZONA PUBLIC SERVICE - Customer Comments

Docket No. E-01345-16-0036

Please docket the attached 13 customer comments OPPOSING the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission

DOCKETED

JUL 5 2016

DOCKETED BY

A handwritten signature in black ink, appearing to be "JG".

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/30/2016
Opinion Number: 2016 - 132706 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/30/2016 11:15 AM

First Name: Gerri **Last Name:** Speer **Account Name:** Gerri Speer
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85023

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Called to say opposed to increase, 2 times too high, social security is not increasing, cost of living is going up,

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/30/2016	Trish Meeter	Telephone	Investigation
Docketed.			

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Lina Alvarez Timothy O'Neil Nicholas Acciardo Timothy Pio Charles Auer Dena Milstead
Lynn Busby Greg Holman Lee Graff Andrew Stearns Erin Whitman Christina Antonio

Investigation

Date: 6/10/2016 **Analyst:** Michael Buck **Submitted By:** Telephone **Type:** Investigation

Entered into the record and docketed. Closed.

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Pitts

M Sampat Clifford Miller Randy Johnson James Green Daniel Louden Julie Leckman Ronak Bhavsar

Judith Cassidy Donna Loftin Bruce Harris Victoria Slama Jon Dobson Don Rose Jason Bieber
Ronald BeBlasio

Rich Lowry

Investigation

Date:

Analyst:

Submitted By:

Type:

6/28/2016

Michael Buck

Telephone

Investigation

Entered into the record and docketed. Closed.

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 6/28/2016
Opinion Number: 2016 - 132662 **Priority:** Respond within 5 business days
Opinion Codes: Other - Net Metering **Closed Date:** 6/28/2016 12:34 PM
Rate Case Items - Demand/ Opposed

First Name: PETITION 9 **Last Name:** PETITION **Account Name:** PETITION
PETITION

Address:

City: **State:** **Zip Code:**

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Following 9 customers opposed to rate increase 16-0036

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Brandon Pieres Walter Erla Susan Johnston
Carol Mayfield Debra Turner Wayne Bulat
KATHERINE GIMBEL Bonnie Revelle David Ewers

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** 602-364-0236

Opinion Date: 6/27/2016

Opinion Number: 2016 - 132644

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 6/27/2016 4:13 PM

First Name: Larry

Last Name: Burgo

Account Name: Larry Burgo

Address:

City: Scottsdale

State: AZ

Zip Code:

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Customer is opposed to the proposed rate increase.

Investigation

Date:

Analyst:

Submitted By:

Type:

6/27/2016

Deborah Reagan

Telephone

Investigation

Comments entered for the record and filed with Docket Control.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** 602-364-0236

Complaint Date: 6/24/2016

Complaint Number: 2016 - 132570

Priority: Respond within 5 business days

Complaint Codes: Rate Case Items - Opposed

Closed Date: 6/27/2016 11:00 AM

Rate Case Items - Demand/ Opposed

First Name: PETITION

Last Name: PETITION

Account Name: PETITION
PETITION

Address:

City:

State:

Zip Code:

Company: Arizona Public Service Company

Division: Electric

Nature Of Complaint

Received the following identical comments from 27 customers opposed to the proposed rate case -

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am deeply troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

The proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges.

Further, consumers have no way to determine when these surge prices are triggered.

The elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition.

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on ratepayers to pad monopoly utility profits. Arizona residents will be watching your actions on this issue.

Lorraine Cunningham

Gabriella Gal

Sherri Clapp

Charles Lefebvre

Kathleen Riker

charles thorson

David Culp

Sandra Cooper-Stanton

saramae teich

Mary Cerny

Thomas and Joyce Sprengel

James Sweeley

Arizona Corporation Commission Utilities Complaint Form

Earl Williams

Debra Stanton

Fred Abrams

Susan Thorpe

Rita Stanley

Molly Moore

Kendall Hill

Janet Barry

James Babjak

Barbara Cihlar

Janet Peterson

Patricia Miller

bert hurrass

Anthony Frasier

michael duval

Investigation

Date:

Analyst:

Submitted By:

Type:

6/27/2016

Deborah Reagan

Telephone

Investigation

Comments entered for the record and filed with Docket Control.

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

roy carson 13. james wilson 14. Alex Goldstein 15. Ruth Orem 16. Carl Lorenzen 17. Cornelia Bayley 18. Dawna Pratt-Graham 19. Geogr SMITH 20. Michael Paterno 21. Joshua Hawkins 22. Frank Paterno 23. Teresa Baldesari 24. Odalis Gomez 25. Ruth Orem 26. roy carson 27. james Wilson 28. bonnie wagner 29. Donald Elko 30. Jennifer Timpanaro

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/23/2016	Mary Mee	Email	Investigation
Comments noted for the record and docketed. CLOSED			

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

APS is using class envy to punish someone. I'm just not sure who it will be?

The facts are if everyone reduced their energy usage by 25%

tomorrow, APS would not be able to make payroll

How about eliminating the APS monopoly, which would bring in competitors much the same as is now done for internet and phone providers? I've found it necessary to change the provider for both a couple of times in recent years when the pricing became more than I wanted to pay. In each case I was able to reduce my outlay and no one had to come out to my home to run new lines. And in at least

one occasion I obtained more services for less money. I am sure

someone is getting a lease fee from my provider but that operates in

the background and I enjoy the lower cost I needed.

Regulated public utilities will never learn how to live on their income so long as they are able to ask for double and settle for half. If their monopoly were to be eliminated they could sell stock or bonds to raise the money they need. Of course, would we still need a Corporation Commission? Hmmm!

Sincerely,

Larry Cox

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/29/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/27/2016
Opinion Number: 2016 - 132641 **Priority:** Respond within 5 business days
Opinion Codes: Other - Net Metering **Closed Date:** 6/27/2016 3:15 PM
 Rate Case Items - Demand/ Opposed
 Rate Case Items - Opposed

First Name: Frank **Last Name:** Reed **Account Name:** Frank Reed
Address: <<< REDACTED >>>
City: Surprise **State:** AZ **Zip Code:** 85374
Email: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

<<< REDACTED >>>

Sent: Thursday, June 23, 2016 9:05 AM

To: Utilities Div - Mailbox

Subject: Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

As an Arizona ratepayer, I am troubled by the extreme proposal submitted by APS in docket E-01345A-16-0036.

Initially, paying the CEO of a regulated monopoly 1 million a month is over the top. Maybe 1 million a year would work.

Secondly, the proposal to move over a million customers onto mandatory demand charges is unprecedented and will require customers to constantly monitor their energy use out of fear of exorbitant charges. What is the worst case scenario for a ratepayer? An extra \$500 per month? What is the best? No increase? Wow, now that is a basis for a decision!

Further, consumers have no way to determine when these surge prices are triggered which is why they are proposed. Looks like APS is asking the ratepayer to play roulette. And the house (APS) always wins!

Thirdly, elimination of net metering is intended to penalize customers who intend to make substantial private investments to reduce their energy use from APS and contribute to a more renewable Arizona energy future. This would mean the loss of thousands of jobs in addition to consumer choice, and is a brazen attempt by a monopoly utility to eliminate free market competition. Guess APS is asking you to let them own the sun!

Finally, the chair recently wrote a letter explaining that ratepayers fund are not included in political contributions by APS. What are the sources of income to APS and how do you regulate all of them?

I call on you to reject this proposal, and any other that seeks to impose discriminatory charges on Arizona ratepayers to pad monopoly utility profits.

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Regards,

Frank Reed

<<< REDACTED >>>

<<< REDACTED >>>

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/27/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

6/27/2016

Mary Mee

Telephone

Investigation

Comments noted for the record and docketed. CLOSED

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/28/2016
Opinion Number: 2016 - 132616 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/28/2016 3:20 PM
 Billing - Smart Meter

First Name: Nancy **Last Name:** Baer **Account Name:** Nancy Baer
Address: <<< REDACTED >>>
City: Sedona **State:** AZ **Zip Code:** 86336
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Attn: Docket Control Arizona Corporation Commission 1200 West Washington Phoenix, AZ 85007-2996
Docket #E-01354A-16-0036 Dear Commissioners: Arizona Public Service (APS) proposes to charge customers who chose to opt-out of having a Smart Meter installed both a \$70 set-up fee and a \$15 monthly manual meter reading fee. APS states that these fees are needed to "recover costs of manual meter readings." APS, however, fails to list and enumerate their cost savings from firing several hundred manual meter readers, and the associated fuel, maintenance, and repair costs of the vehicles they previously used to make manual meter readings of several hundred thousand APS customers. Additionally, those of us who were aware they could, comprising 30% of Sedona's population, have maintained our analog electronic meters, so APS never installed smart meters unless it was without home owners' consents. These cost savings should more than offset any costs of manually reading the meters of the few thousand customers who opted out. I object to these egregious proposed fees because they are in violation of ACC statutes, in that they are both unfair and unjust, especially for those presently trying to survive on limited incomes. For these reasons, I respectfully request that you deny APS these unfair and unjust fees. Sincerely,

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 6/28/2016
Opinion Number: 2016 - 132629	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed Billing - Smart Meter	Closed Date: 6/28/2016 3:43 PM	

First Name: Donna	Last Name: Varney	Account Name: Donna Varney
Address: <<< REDACTED >>>		
City: Sedona	State: AZ	Zip Code: 86336
Home: <<< REDACTED >>>	Work: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Dear Commissioners: Arizona Public Service (APS) proposes to charge customers who chose to opt-out of having a Smart Meter installed both a \$70 set-up fee and a \$15 monthly manual meter reading fee. APS states that these fees are needed to "recover costs of manual meter readings." APS, however, fails to list and enumerate their cost savings from firing several hundred manual meter readers, and the associated fuel, maintenance, and repair costs of the vehicles they previously used to make manual meter readings of several hundred thousand APS customers. Additionally, those of us who were aware they could, comprising 30% of Sedona's population, have maintained our analog electronic meters, so APS never installed smart meters unless it was without home owners' consents. These cost savings should more than offset any costs of manually reading the meters of the few thousand customers who opted out. I object to these egregious proposed fees because they are in violation of ACC statutes, in that they are both unfair and unjust, especially for those presently trying to survive on limited incomes. For these reasons, I respectfully request that you deny APS these unfair and unjust fees.

Investigation			
Date:	Analyst:	Submitted By:	Type:
6/28/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 6/28/2016
Opinion Number: 2016 - 132618 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 6/29/2016 10:40 AM
Billing - Smart Meter

First Name: David **Last Name:** MacCormack **Account Name:** David MacCormack
Address: <<< REDACTED >>>
City: Flagstaff **State:** AZ **Zip Code:** 86005
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Smart meters have many problems, 1st health, the idea of submerging the neighborhoods in micro waves is heinous....while it may not affect all equally it is a disaster for some peoples health and sense of well being. 2nd There is a problem with privacy which has not been resolved. 3rd APS at first refused to return me my analog meter stating I had no right to choose which type of meter I was provided with. 4th Reading accuracy All the evidence, of black money to elect Az. Corporation Commissioners, and others in public office, and APS's fight to keep these bribes secret is a show of bad faith. A last aspect is the enormous cost to the consumers, the first cost of replacing the meters. APS made a `10% profit on the retrofits, though the analog meters were working perfectly, and now not 7 years later the 'Smart ' meters having to be replaced again. Not even to mention the numerous reports of inaccurate readings and fire dangers.....here is one web site, but there is a litany of valid complaints:Smart Meter Complaints | EMF Safety Network emfsafetynetwork.org/smart-meters/complaints So, though you may be bought and paid for I am sending this anyway. Thank you for your attention.