

**COMMISSIONERS**  
DOUG LITTLE – Chairman  
BOB STUMP  
BOB BURNS  
TOM FORESE  
ANDY TOBIN



0000171820

**ARIZONA CORPORATION COMMISSION**

July 22, 2016

To: Docket Control

RE: ARIZONA PUBLIC SERVICE. – Customer Comments

Docket No. E-01345A-16-0036

Please docket the attached 8 opinions (including 3 Petitions) with 153 customer signatures 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 22 2016

DOCKETED BY	RT
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RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2016 JUL 22 P 2:54

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Mary Mee                      **Phone:** <<< REDACTED >>>                      **Opinion Date:** 7/18/2016  
**Opinion Number:** 2016 - 133124                      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Demand/ Opposed                      **Closed Date:** 7/18/2016 8:26 AM

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**First Name:** Rhonda                      **Last Name:** Manley                      **Account Name:** Rhonda Manley  
**Address:** <<< REDACTED >>>  
**City:** Scottsdale                      **State:** AZ                      **Zip Code:** 85254  
**Email:** <<< REDACTED >>>

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**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 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.

Right now, my high, 1 HOUR OF PEAK SERVICE, is as much as the ENTIRE REST OF THE MONTH in charges. FOR ONE HOUR.

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

We are being penalized by customers who intend to make substantial private investments to reduce energy and contribute to more resilient Arizona energy future. This is an attempt, by a monopoly, utility to eliminate free market competition.

I BEG YOU TO PLEASE 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. PLEASE!

Regards,

Rhonda Manley

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/18/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

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E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/21/2016  
**Opinion Number:** 2016 - 133283      **Priority:** Respond within 5 business days  
**Opinion Codes:**    Rate Case Items - Opposed      **Closed Date:** 7/21/2016 1:35 PM  
    Other - Net Metering

**First Name:** Cheryl      **Last Name:** Dodson      **Account Name:** Cheryl Dodson  
**Address:** <<< REDACTED >>>  
**City:** Buckeye      **State:** AZ      **Zip Code:** 85396  
**Email:** <<< REDACTED >>>

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

### Nature Of Opinion

**Docket Number:** E-01345A-16-0036      **Docket Position:** Against

From: Cheryl Dodson  
 Sent: Thursday, July 21, 2016 11:24 AM  
 To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>  
 Subject: Reject the APS attack on consumers

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.

Regards,  
 Cheryl Dodson

Investigation			
Date:	Analyst:	Submitted By:	Type:
7/21/2016	Roxanne Best	Email	Investigation

**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

Comments noted for record and docketed. Closed.

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E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/19/2016  
**Opinion Number:** 2016 - 133188      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Demand/ Opposed      **Closed Date:** 7/19/2016 10:05 AM

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**First Name:** Wendell      **Last Name:** Karrick      **Account Name:** Wendell Karrick  
**Address:** <<< REDACTED >>>  
**City:** Glendale      **State:** AZ      **Zip Code:** 85306  
**Email:** <<< REDACTED >>>

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

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**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036      **Docket Position:** Against

Sent: Monday, July 18, 2016 6:51 PM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

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.

Regards,

Wendell Karrick

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/19/2016	Roxanne Best	Email	Investigation

Comments noted for record and docketed. Closed.

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E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/14/2016  
**Opinion Number:** 2016 - 133057      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 7/14/2016 2:27 PM

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**First Name:** Roger      **Last Name:** Scholl      **Account Name:** Roger Scholl  
**Address:** <<< REDACTED >>>  
**City:** Waddell      **State:** AZ      **Zip Code:** 85355  
**Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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

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**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036

**Docket Position:** Against

Our bill is \$89 dollars this month over last month and 255 kwh over our highest usage bill last year. This bill is only \$20 below my neighbors across the street. His house is a 2 story almost 2900 square foot with ours being a 1 story at 1589 square foot. Our air is set at 82 and his at 77. I felt this was off so I requested that APS check their meter which they own. I was told that it appeared to be working fine from their end and that they would only come out if I paid them \$75 to do so. APS seems is only concerned about making a large profit at the expense of their customers. These companies not only are a corporate monopoly but they act like it as well. As long as they continue to charge for simple things like checking to make sure that THEIR meter is working properly, they should be denied every time they request any type of rate hike especially if it's against customers who have solar. Solar seems to be the only way to compete with these companies that put profit before customer service.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/14/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Also Complaint filed on #133067. Closed.

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**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

Comments noted for record and docketed. Closed.

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**E-01345A-16-0036**

**Arizona Corporation Commission  
Utilities Complaint Form**

Claudia Huff	Karen Easton
Connie Stahl	Kody James
Deb Barmichael	Rhonda Letson
Debbie Martz	Nancy Carter
Wayne Horton	Travis Schiaffo
Marilynn Steffen	

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		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/18/2016	Roxanne Best	Email	Investigation
Comments noted for record and docketed. Closed.			

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Arizona Corporation Commission  
Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Opinion Date: 7/13/2016

Opinion Number: 2016 - 133020

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/15/2016 4:39 PM

Rate Case Items - Demand/ Opposed

Other - Net Metering

First Name: PETITON

Last Name: PETITION 51

Account Name: PETITON  
PETITION

Address:

City:

State:

Zip Code:

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Received the following identical comments from 51 customers opposed to the proposed rate case.

Sent: Wednesday, July 13, 2016 7:45 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

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.

Regards,

Submitted by:

1. Carol Moore
2. Shawn Pierce
3. Elwood Horsey
4. Patsy McLeroy
5. Barbara Schuber
6. Frances Rhodes
7. Frank Silva
8. Gayle Wiens
9. Margaret Rogers
10. Patricia Kendall
11. Andy Work
12. Dakotah Vogelbacher
13. Larry Griffith
14. David Reed
15. Margaret Gallegos
16. Kathleen Hansel
17. Mark Wyzenbeek
18. Marcella Bickel
19. Lisa Beebe
20. Lynda Cypher
21. John Mulkey
22. Jessie Carter
23. Kyle Schmierer
24. Jessie Carter
25. Thomas Weatherill
26. Michael Brady
27. Nancy Cox
- 28.

## Arizona Corporation Commission Utilities Complaint Form

Jodi Paulsen 29. Richard Hayes 30. Joan Romero 31. Thomas Mooney 32. William Dials 33. Sue Azizi  
34. Clarence Thomas 35. Mitch Parks 36. Dolly Hewetf 37. Thomas Boutwell 38. Mardee Schomer 39.  
Carole Cheffins 40. Dina Milstead 41. James Greenlee 42. Ronald Clendennen 43. Sharon Stonestreet  
44. Paul Coe 45. Keith Wolma 46. Michael Metz 47. Nancy Testa 48. Darlene Shaul 49. Stephen Moore  
50. Mary Hone 51. Marjory Hurtell

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		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/15/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

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E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Opinion Date: 7/12/2016

Opinion Number: 2016 - 132976

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/12/2016 1:33 PM

Rate Case Items - Demand/ Opposed

Other - Net Metering

First Name: PETITION

Last Name: PETITION 81

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

Docket Position: Against

Received the following identical comments from 81 customers opposed to the proposed rate case.

Sent: Monday, July 11, 2016 8:11 AM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Reject the APS attack on consumers

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.

Regards,

submitted BY: 1. Evelyn Bertsch 2. Rochelle Voyles 3. Robert Robertson 4. Candice Lange 5. Carol Lonergan 6. Jo Sprague 7. Lorraine Tyree 8. Scott Reikofski 9. Linda Klein 10. Larry Nissen 11. Marcy Goldsmith 12. Sandy Draus 13. Jennifer Van Atta 14. Susan Dobson 15. Ray Malinda 16. Rogelio Hermosillo 17. Wayne Zimpleman 18. Christine SMead 19. Karla Slater 20. Tamarra Shepherd 21. Luke Beauchamp 22. Nancy Davis 23. Joe Otto 24. Bettina Bickel 25. Clark Higgins 26. Jennifer Jones 27. Kathleen Bryson 28. Judith Robbins 29. Dixie Booth 30. Larry Probert 31. Roland Murphy 32. Gina Walters 33. Jeffrey Stewart 34. Donald Golding 35. Robin Hampton 36. Dixie Blanchard 37. Zoe

## Arizona Corporation Commission Utilities Complaint Form

Stevenson 38. Daryl Armes 39. Marie Sarosy 40. Neil Richardson 41. Patricia Alesh 42. Jim Clark 43. Autumn Carlson 44. Benjamin Anderson 45. Barbara Wellman 46. Leonard Grammer 47. Susan Mason 48. Ed Bickel 49. Elaine Langsner 50. Andre Daher 51. Nancy Carlzen 52. Jeffrey Cleveland 53. Tiffany Stallings 54. Deidra Smith 55. Joan Powers 56. Mary Middleton 57. Stephanie Lambert 58. James Nevarez 59. William Wade 60. Michael Smith 61. Judith Rhodes 62. Carol Merritt 63. Wayne Huffman 64. Katy Kwan 65. William Johnson 66. Darryl Gillespie 67. Jacqueline Whalen 68. Jim Miller 69. Cuco Esperansa 70. Richard Spinelli 71. Vernon Reed 72. Michele Bartholome 73. Cheryl LaMaster 74. Jacqueline Whalen 75. Russell Lee 76. Kevin Russell 77. Mary Gingerich 78. Jonelle McKinnon 79. William Bailey 80. Renee McCormack 81. Michelle Danon

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
7/12/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

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