

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



0000172295

ARIZONA CORPORATION COMMISSION

August 5, 2016

ORIGINAL

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Customer Comments

Docket No: E-01345A-16-0036  
E-01345A-16-0123

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2016 AUG -5 P 3:32

Please docket the attached 5 opinions (including 4 Petitions) with 50 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

AUG 05 2016

DOCKETED BY *Ma*



E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/3/2016	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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<b>Date:</b>	<b>Analyst:</b>	<b>Investigation</b>	
8/2/2016	Roxanne Best	<b>Submitted By:</b>	<b>Type:</b>
		Email	Investigation

Comments noted for record and docketed. Closed.

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E-01345A-16-0123

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 7/29/2016  
**Opinion Number:** 2016 - 133579      **Priority:** Respond within 5 business days  
**Opinion Codes:** Other - Net Metering      **Closed Date:** 7/29/2016 4:28 PM  
Rate Case Items - Demand/ Opposed

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**First Name:** PETITION      **Last Name:** PETITION 12      **Account Name:** PETITION  
PETITION 12

**Address:** <<< REDACTED >>>

**City:** Paradise Valley      **State:** AZ      **Zip Code:** 85253

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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

12 opposed with same letter as follows:

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.

Signed:

Donald Diebold	John Rice
Ed Rogers	Joseph Esposito
George Simons	Maria Tax
Jesse Ashcroft	Mark Pikus
Jessica Martin	Marshall Rende

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

Joan Weber

Paula Bowman

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**Investigation**

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

7/29/2016

Roxanne Best

Email

Investigation

Comments noted for record and docketed. Closed.

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E-01345A-16-0123

E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 8/1/2016  
**Opinion Number:** 2016 - 133616      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Demand/ Opposed      **Closed Date:** 8/1/2016 1:24 PM

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**First Name:** JUDY      **Last Name:** LILLEY      **Account Name:** JUDY LILLEY  
**Address:**  
**City:**      **State:**      **Zip Code:**  
**Email:** <<< REDACTED >>>      **Home:** <<< 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, August 01, 2016 12:17 PM

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

**Subject:** Email from Public for Utilities Division

YOU CANNOT LET THE EPCOR WATER AND APS ADD TO OUR SUN CITY PEOPLE BILLS. I KNOW EPCOR WATER NEEDS SOME EXTRA BILLS BUT NOT TO MATCH WHERE PEOPLE HAVE 3-7 PEOPLE LIVING IN ONE HOUSE WITH POOLS, ETC. WE ARE LIVING HERE BECAUSE IT IS CHEAPER AND WANT IT TO STAY THIS WAY. WE SHOULD NOT BE INVOLVED WITH THE OTHER COMMUNITIES AS SOME OF US LIVE ON SS AND SEEMS THE GOV WANTS TO TAKE IT AWAY. DO NOT LET THEM CHANGE OUR WATER. THEY DO NEED SOME CHANGE BUT NOT 24-74. NOT FAIR. NOW ABOUT THE SOLAR DO NOT LET APS CHARGE THOSE WHO WANT SOLAR AND THOSE WHO HAVE SOLAR NOT FAIR EITHER. STOP THEM FROM TAKING ADVANTIGE OF THE SENIORS WHO HAVE LIVED HERE FOR A LONG TIME AND HAVE A HARD TIME MAKING IT AS WHAT ALL THEY HAVE TO PAY FOR. JUDY LILLEY

E-01345A-16-0123

E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Roxanne Best      **Phone:** <<< REDACTED >>>      **Opinion Date:** 8/3/2016  
**Opinion Number:** 2016 - 133668      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - In Favor      **Closed Date:** 8/3/2016 2:03 PM

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**First Name:** Janice      **Last Name:** Stevenson      **Account Name:** Janice Stevenson  
**Address:** <<< REDACTED >>>  
**City:** Tempe      **State:** AZ      **Zip Code:** 85284  
**Email:** <<< REDACTED >>>      **Home:** <<< 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:** For

From: Janice Stevenson

Sent: Wednesday, August 03, 2016 9:10 AM

To: Utilities Div - Mailbox [UtilitiesDiv@azcc.gov](mailto:UtilitiesDiv@azcc.gov)

Subject: Reject the APS attack on consumers

Dear Commissioners Arizona Corporation Commission,

I TOTALLY SUPPORT YOUR PLAN . It is not right that non-solar users should cover the costs that solar customers generate from their use of the services provided by APS

Not everyone can afford to convert nor does everyone want to, however we all need the power generated by APS. Your infrastructure has been costly to build and maintain and it needs to be paid for by all people who use any part of your power source. I own several rental properties in Chandler and Payson which is why I am concerned.

Thank you

Janice K. Stevenson

Regards,

Janice Stevenson

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Investigation			
Date:	Analyst:	Submitted By:	Type:
8/3/2016	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-16-0123

E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Roxanne Best	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 8/3/2016
<b>Opinion Number:</b> 2016 - 133655	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 8/3/2016 10:43 AM	

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<b>First Name:</b> Patty	<b>Last Name:</b> Williamson	<b>Account Name:</b> Patty Williamson
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Glendale	<b>State:</b> AZ	<b>Zip Code:</b> 85308
<b>Home:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>	

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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
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### Nature Of Opinion

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

**Docket Position:** Against

The Maricopa County Assessor has a senior Evaluation protection program that has specific guidelines. If met, allow for those of us over 65 years of age the valuation of my taxes on my home are frozen for 3 years with regulations that I must agree with in order to keep frozen valuation. I have met the qualifications for one 3 year and also qualified for an addition three years until 2019. I have been informed that the utilities company APS has filed for the corporation Commission to approve an increase of 8% on consumers and also increase on demand. I request that you not allow the increase of APS. I already must keep my temperature to 80% from the time I wake at approximately 5am until I go to bed in order to meet my fixed income budget even on the noon to 7PM plan. As I am 72 years old, it is difficult to find employment close to home in order to supplement my pension so I am very frugal and responsible. I live alone so I am soul support. Please, if you allow those utility companies to falsely convince you they need to make bigger and bigger profits while ignoring the consumers they service to be unprotected by greed then at least force them to include a similar protection program as the Maricopa County Assessor does for those over 65 years old that would freeze any increases for a period of time subject to renewal limits. This will protect the most vulnerable of your citizens that are already hard put to afford continual increases. Please keep in mind that fixed income American citizens do not get much in the way of higher wages so each time necessities cost go higher those us must suffer with deciding what we must eliminate in order to survive and maintain being responsible citizens. I ask you the Corporation Commission to take care of us for if you are complacent you put those most vulnerable at risk and APS could care less as long as their percentage of profits are maintained at the expense of consumers. That includes all consumers the young and old. Thank You for Your consideration, Patty Williamson

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Investigation			
Date:	Analyst:	Submitted By:	Type:
8/3/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

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E-01345A-16-0036

E-01345A-16 - Arizona Corporation Commission

0123

Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Opinion Date: 8/1/2016

Opinion Number: 2016 - 133582

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 8/1/2016 8:16 AM

Rate Case Items - Demand/ Opposed

Rate Case Items - Solar In Favor

First Name: Ralph

Last Name: Goers

Account Name: Ralph Goers

Address: <<< REDACTED >>>

City: Waddell

State: AZ

Zip Code: 85355

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I am against the plan proposed by APS for two reasons: 1. APS states that existing customers are grandfathered for 20 years because that is the "lifetime" of the solar system. While solar panels may need to be replaced, the system as a whole will surely last much longer than that so existing solar customers should remain on their current plan until the system is no longer operational. 2. APS states that its reasons for a "demand charge" is that its cost to service solar customers exceeds the revenue generated from them. If this is true then APS should prove what its fixed cost is to service those residences and charge a fixed charge to cover that cost. Trying to cover that cost with a variable rate charge simply makes no sense. The net result of the proposal is that new customers will have to install solar systems that include batteries to try to avoid the demand charge, which will raise the cost of the solar systems. As a homeowner who has installed a solar system my motivation for doing so was to a) save money, b) reduce demand on the overall system when it is needed most, and c) reduce the need to build a larger energy infrastructure. If more builders were including solar systems in their developments we should be able to reduce the need for power companies to build new energy plants, thus saving money for everyone. So we should be implementing rate structures that encourage the installation of solar systems, not ones that discourage it.

Investigation

Date:

Analyst:

Submitted By:

Type:

8/1/2016

Mary Mee

Telephone

Investigation

Comments noted for the record and docketed. CLOSED

