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Executive Director



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

**ARIZONA CORPORATION COMMISSION**

**ORIGINAL**

August 25, 2016

To: Docket Control

RE: Arizona Public Service Company. – Customer Comments

Docket Nos. E-01345A-16-0036 & E-01345A-16-0123

Please docket the attached 57 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**

AUG 26 2016

DOCKETED BY *[Signature]*

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2016 AUG 26 A 10:19

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016
Opinion Number: 2016 - 134052 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 8/23/2016 11:53 AM

First Name: David Last Name: Marca Account Name: David Marca
Address: <<< REDACTED >>>
City: Phoenix State: AZ Zip Code: 85032
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

The rates have increased enough. I am working an entry level job and can barely stay cool in my home as it is now because the rates are already expensive. It's wrong to raise rates on already outrageous sky high rates in our very hot Arizona weather! Please stop them! This is wrong!!

Date: 8/23/2016 Analyst: Richard Martinez Investigation Submitted By: Telephone Type: Investigation
Entered for the record and filed in Docket Control.

E-01345A-16-0036

E - 01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134053    **Priority:** Respond within 5 business days  
**Opinion Codes:**    Rate Case Items - Demand/ Opposed    **Closed Date:** 8/23/2016 11:54 AM  
Rate Case Items - Opposed

**First Name:** Madison    **Last Name:** Alexander    **Account Name:** Madison Alexander  
**Address:** <<< REDACTED >>>  
**City:** Phoenix    **State:** AZ    **Zip Code:** 85021  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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

**Nature Of Opinion**

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

Changing the price for peak hours would put basic electricity out of reach for me and my family. Living in a historic home that's almost 70 years old with old appliances already forces me to pay frighteningly high electric bills every month. Working from home, we have to run the A/C all day or risk heat stroke and other health concerns. This measure would literally take food off the table and force us to make heartbreaking choices. On a wider scope, this measure also reinforces cyclical poverty, pushing those who balance their budget down to the dollar into inescapable debt as they try to keep the lights on. It also puts a life-saving amenity even further out of reach for those already unable to afford it. The financial, mental, and emotional strain it will put on Arizona citizens will have ripple effects throughout the economy, not to mention enrage an already fragile state of public civility. Unless APS plans to spend hundreds of thousands helping homes like mine become more energy efficient to offset these costs, I must firmly insist that you do not support this harmful, immoral measure.

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134047 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 11:22 AM  
 Rate Case Items - Opposed

First Name: kristen Last Name: cowgill Account Name: kristen cowgill  
 Address: <<< REDACTED >>>  
 City: casa grande State: AZ Zip Code: 85122  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

Please do not consider making changes to the way that APS determines our billing. It is highly unfair to take one hour of high demand and make us pay that rate for other hours. I understand that businesses need to make money but this is a different kind of business that we the consumer can't shop around for to get the best deal. We are stuck with this one utility and have no recourse. Not even solar use is going to help me on this one. Please look at both sides and make a fair judgement. I appreciate your time, have a good day.

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036 E-01345A-16-0123

### Arizona Corporation Commission Utilities Complaint Form

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134049    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 11:28 AM

**First Name:** Robert    **Last Name:** Garrette    **Account Name:** Robert Garrette  
**Address:** <<< REDACTED >>>  
**City:** Surprise    **State:** AZ    **Zip Code:** 85374  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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

#### Nature Of Opinion

**Docket Number:** E-01345A-16-0036    **Docket Position:** Against  
Rates are already unaffordable. I cannot pay any more than what I am charged now. 2 seniors, 1100 sh ft unit at 425\$ per month!!!

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036 E-01345A-16-0123  
**Arizona Corporation Commission**  
**Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134046    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 11:17 AM

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**First Name:** Bettie    **Last Name:** Panek    **Account Name:** Bettie Panek  
**Address:** <<< REDACTED >>>  
**City:** Gilbert    **State:** AZ    **Zip Code:** 85296  
**Cell:** <<< 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

We live in a VERY small, less than 100 homes, APS pocket in Gilbert. If we moved literally across the street we'd be in SRP. I kick myself everyday for not doing so! First It's extremely disappointing that we have no choice of electric companies. Every single year APS asking for rate hikes. So many people can't afford a rise of \$10-\$25 every year! It's no wonder increase in solar is more popular. Being disabled MS and unable to tolerate heat makes it am impossible situation. The people that don't have solar SHOULD not be penalized to cover costs! That is what the bottom line is here, APS trying to recoup losses from solar. I lived in Az 50+ yrs, all my life, had SRP, been with APS since 2009 and have regretted it everyday since. The obvious cost difference should not be, nor should yearly rate hike requests.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134045 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Opposed Closed Date: 8/23/2016 8:37 AM

First Name: Gary Last Name: Davis Account Name: Gary Davis  
 Address: <<< REDACTED >>>  
 City: Sun City 85351 State: AZ Zip Code: 85351  
 Cell: <<< 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 APS rate increase, In today's world a company thinks it can keep doing business as it has done in the past , for instance power poles why not install underground and not replace every time a wind storm knocks them down . APS thinks its ok to have customers pay for its un-smart thinking work ways, many people are on fixed incomes in AZ and this increase would hurt them and as you know \$11.00 hear and \$5.00 there and \$6.00 there and \$4.00 someplace else well if you add that up its a bunch \$\$\$\$ to a fixed income person and isn't it dumb to encourage solar one day then TAX you the next on it remember its easy to spend others money and that is a trend APS is getting into now . I say NO to E-01345A-16-0036 it will hurt people . APS needs to scale back its managers and and work smarter to save money do not let it turn into a out of control company. One more item : we need to say its OK for OFF the Grid if you want to (Solar and battery) , I would do that and forget power company all together if it was legal to do so .

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

# Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134044 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Opposed Closed Date: 8/23/2016 9:12 AM  
 Rate Case Items - Demand/ Opposed

First Name: Teena Last Name: Blakley Account Name: Teena Blakley  
 Address: <<< REDACTED >>>  
 City: Phoenix State: AZ Zip Code: 85029  
 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 very much against the rate hike APS is proposing. With our work schedule, we would be impacted the most by the change in peak rates and times. There is a better way to lessen the load of the grid without forcing mandatory demand rates.

Date:	Analyst:	Investigation Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

# Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/24/2016  
 Opinion Number: 2016 - 134130 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/24/2016 8:29 AM  
 Rate Case Items - Opposed

First Name: Maira Last Name: Soto Account Name: Maira Soto  
 Address: <<< REDACTED >>>  
 City: Chandler State: AZ Zip Code: 85225  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

### Nature Of Opinion

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

I am completely against this increase. In the 3 years I've lived in my current residence I have seen an increase in price and has only taken me into debt. I purchased a new AC unit and an energy saver washer and dryer the beginning of 2016 and my bill was still higher from last year by exactly \$100.00... The cost should not be applied to the consumers for the benefit of the company.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/24/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

## Arizona Corporation Commission Utilities Complaint Form

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Investigator: Richard Martinez    Phone: <<< REDACTED >>>    Opinion Date: 8/24/2016  
Opinion Number: 2016 - 134132    Priority: Respond within 5 business days  
Opinion Codes:    Rate Case Items - Demand/ Opposed    Closed Date: 8/24/2016 8:31 AM

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First Name: Erendira    Last Name: Barbosa    Account Name: Erendira Barbosa  
Address: <<< REDACTED >>>  
City: Scottsdale    State: AZ    Zip Code: 85253  
Cell: <<< REDACTED >>>    Cell: <<< REDACTED >>>    Email: <<< REDACTED >>>

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Company: Arizona Public Service Company    Division: Electric

### Nature Of Opinion

Docket Number: E-01345A-16-0036    Docket Position: Against  
I do NOT support this increase. Instead of trying to kill rooftop solar in one of the sunniest states, they should be promoting it to take demand off the grid.

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		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/24/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/24/2016  
 Opinion Number: 2016 - 134129 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/24/2016 8:28 AM  
 Rate Case Items - Opposed

First Name: Brent Last Name: Scholar Account Name: Brent Scholar  
 Address: <<< REDACTED >>>  
 City: Phoenix State: AZ Zip Code: 85050  
 Message: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

First this is about the APS rate hike. Docket # would not paste. I am against this since I am doing my part by using solar energy I paid for. Taxing people with higher energy bills is a crime against everyone who has to shift life just so APS workers can drive better cars and get six figures. With aren't stove energy we should all use solar in the desert. Forcing people to pay more during obvious times is ridiculous and the one hour rule is ridiculous. What other business could get away with a scheme like this? Who thought of this plan, Bernie Madhoff? This is a scheme because APS is losing money because we were asked to go solar and now pay less in ACTUAL power used as most of my bill is FEES! Stop this madness before it gets worse. And yes when vctng for the commission it will be for none of the above if this highway robbery passes.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/24/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/24/2016  
 Opinion Number: 2016 - 134127 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/24/2016 8:25 AM  
 Rate Case Items - Opposed

First Name: Jaime Last Name: Medina Account Name: Jaime Medina  
 Address: <<< REDACTED >>>  
 City: Anthem State: AZ Zip Code: 85086  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

**Company: Arizona Public Service Company**

**Nature Of Opinion**

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

The rates are already very high they charge so many other charges that add up the bills very much. I do NOT want plan to change it will raise my bill i cannot afford it

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/24/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.





E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/24/2016  
 Opinion Number: 2016 - 134126 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/24/2016 8:23 AM  
 Rate Case Items - Opposed

First Name: Bonnie Last Name: Tait Account Name: Bonnie Tait  
 Address: <<< REDACTED >>>  
 City: Arizona City State: AZ Zip Code: 85123  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

APS is the ONLY electric service available out here. This is insane to keep raising rates and fees. I already leave air only on 83 during summers days and wait until after 9 pm to turn down to bearable 76, when the rate goes lower on my plan. Now in summer (May to Sept) they charge everyone- regardless of what plan you are on DOUBLE the price for on peak during 3-6 pm. So people who can't afford the already high price, now get charged double during that on peak time and they also charge delivery fee that I get charged more on because I live in AZ City, now want more money? NO do not allow the APS monopoly to raise rates and/ or fees/ access charges or whatever other creative wording to get this passed is.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/24/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.



E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/24/2016  
 Opinion Number: 2016 - 134124 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/24/2016 8:18 AM  
 Rate Case Items - Opposed

First Name: Susan Last Name: Butcher Account Name: Susan Butcher  
 Address: <<< REDACTED >>>  
 City: Scottsdale State: AZ Zip Code: 85259  
 Work: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

Docket Number: E-01345A-16-0036 Docket Position: Against  
 increasing basic charge and impelmenting demand charges from 3 pm to 8 pm is asking too much of customers & would limit alternatives

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/24/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016
Opinion Number: 2016 - 134066 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 4:45 PM
Rate Case Items - Opposed

First Name: Page Last Name: Gray Account Name: Page Gray
Address: <<< REDACTED >>>
City: Phoenix State: AZ Zip Code: 85085
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

To whom it may concern: While I understand that every company needs to make a profit, there are several ways to do this irrespective of price increases. For example: \*Cost to produce / distribute: From my understanding, overall energy costs have been decreasing across the board (oil,natural gas, solar) and the future forecasts remain low on the short to medium range horizon. Furthermore, while it is understood that more customers are accepting solar (full disclosure-we are not solar customers) reducing the top line income to APS, APS benefits from the lower energy costs provided to them from solar power customers where APS pays wholesale prices for, then in return, sell them back to their customers at full retail prices. \* Increased sales: While APS may decry that they have additional costs to provide their electric and power service, I have to believe that the continued growth rates in Arizona, their respective earnings from with new buildings and houses, more than outpaces the cost of any lost revenue or cost install and serve. \* Innovation \* Reduction of non-value added costs I hope that these points aid in the overall APS Rate Increase discussion while helping the ACC favorably decide on the side of the consumers to "decline" the APS Rate Increase proposal. Best regards Page Gray

Investigation
Date: 8/23/2016 Analyst: Richard Martinez Submitted By: Telephone Type: Investigation
Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134068 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Opposed Closed Date: 8/23/2016 4:46 PM

First Name: Holly Last Name: Speed Account Name: Holly Speed  
 Address: <<< REDACTED >>>  
 City: Phx State: AZ Zip Code: 85086  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

Our electric bills are high enough. It is already hard for a single income family to cool a home in the summer months in Az

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134069 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 4:47 PM  
 Rate Case Items - Opposed

First Name: Danny Last Name: Root Account Name: Danny Root  
 Address: <<< REDACTED >>>  
 City: El Mirage State: AZ Zip Code: 85335  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

You should pay for what you use as its being used, not based off of one hour.

<b>Date:</b>	<b>Analyst:</b>	<b>Investigation</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone		Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134070    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 4:49 PM

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**First Name:** Dixie    **Last Name:** Knecht    **Account Name:** Dixie Knecht  
**Address:** <<< REDACTED >>>  
**City:** Scottsdale    **State:** AZ    **Zip Code:** 85258  
**Cell:** <<< REDACTED >>>    **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  
We do not need and can't afford a raise increase by the APS... Do not let this happen. Thank you, Dixie

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0127

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134090 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Opposed Closed Date: 8/23/2016 5:04 PM

First Name: Randel Last Name: Oaklief Account Name: Randel Oaklief  
 Address: <<< REDACTED >>>  
 City: Casa Grande State: AZ Zip Code: 85122  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

Docket Number: E-01345A-16-0036 Docket Position: Against  
 two problems with the bill 1. it would appear that my average bill would go up 10%. What is the inflation rate?  
 2. mandatory demand rates are not fair especially to seniors on fixed incomes. seniors are on "fixed"  
 income...so, what you increase, I will need to cut somewhere else.....what do you want me to cut...food,  
 medical, a/c during the 115+ degree weather?????

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134071 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 4:50 PM  
 Rate Case Items - Opposed

First Name: Angela Last Name: Jordan Account Name: Angela Jordan  
 Address: <<< REDACTED >>>  
 City: Phoenix State: AZ Zip Code: 85024  
 Cell: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

Changing our peak hours will increase our bills tremendously. New peak hours would be 3 to 8pm. When are we supposed to make dinner? After 8pm when rates are down? I cannot feed my family after 8pm. This is outrageous and I demand the peak hours stay as they are. I already have to wait until 7 for rates to go down. 8pm is completely unacceptable.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-00123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134072 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Opposed Closed Date: 8/23/2016 4:51 PM

First Name: Lucy Last Name: Swierski Account Name: Lucy Swierski  
 Address: <<< REDACTED >>>  
 City: Phoenix State: AZ Zip Code: 85022  
 Cell: <<< REDACTED >>> Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

Docket Number: E-01345A-16-0036 Docket Position: Against  
 Continue to use the rate plans in place today.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134094 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 5:10 PM  
 Rate Case Items - Opposed

First Name: Kathleen Last Name: Harris Account Name: Kathleen Harris  
 Address: <<< REDACTED >>>  
 City: Surprise State: AZ Zip Code: 85388  
 Home: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

Docket Number: E-01345A-16-0036 Docket Position: Against  
 Is is a hardship for seniors, and those who are sick. The 3-8pm time frame is when people need their electricity. Eating at 8 pm is not a healthy option, and those who work and raiseor lower their thermostats acording to season, are going to be penalized. Bad idea.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez Phone: <<< REDACTED >>>

**Opinion Date:** 8/23/2016

**Opinion Number:** 2016 - 134073

**Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Opposed

**Closed Date:** 8/23/2016 4:53 PM

**First Name:** Thomas

**Last Name:** Blackburn

**Account Name:** Thomas Blackburn

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

**City:** Scottsdale

**State:** AZ

**Zip Code:** 85266

**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 currently an APS customer that has been on TOU rates for at least 8 years. I have done an exceptional job of shifting as much electrical use from peak to off peak. I have moved close to 90% of my usage off peak---this has taken commitment, the addition of new thermostats, and discipline to reach this 90/10 split. My first concern is the use of the demand charge to set the monthly usage amount for the peak hours of the month. APS has provided no tools to actively monitor demand and has made no indication that going forward, there will be any solution to do so. Currently I am not aware of a single solution available to consumers that will allow them to successfully monitor demand--but this will be the main driver of my monthly usage. How can I make any sort of adjustments if there is not mechanism to monitor? I am not sure that I understand the justification for the adjustment of the peak hours---as the peak demand in AZ is much earlier than 8pm. This extra hour shift will mean a significant increase of on peak energy consumption. I would like to see similar options that SRP has---a 3pm to 6pm peak period. I am not sure how APS can justify peak until 8pm with the other utility in the area has a much smaller window for peak usage. Doing some quick analysis on the APS app, the introduction of the demand would mean that the peak usage for my account would double based on what is its now---as with two kids at home in the evenings, I have to cool my house to a livable temperature. There is no way that I can shift the usage of my AC any later in the day---I wait until 6:00pm now and just accept that I have to use peak power. The extra hour would just double the amount of heavy usage charged at peak rates for my household. I do not think that the proposed rate structures are in anyway beneficial to APS customers: bills will be based on a nebulous demand charge that I have no visibility to, I will have no tools to adjust to minimize the demand charge, and the period of time in which I need to use peak power will be extended.

<b>Date:</b>	<b>Analyst:</b>	<b>Investigation</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone		Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134074    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 4:55 PM

**First Name:** Scott    **Last Name:** Ocheltree    **Account Name:** Scott Ocheltree  
**Address:** <<< REDACTED >>>  
**City:** Phoenix    **State:** AZ    **Zip Code:** 85044  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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

**Nature Of Opinion**

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

I am moving to Anthem in 2 weeks and am not looking forward to switching back to APS after dealing with SRP for the last 4 years. I don't know 1 person that is happy with APS, citing tons of taxes and unknown fees that usually exceeds the amount of \$\$ that they are even billed for electricity. APS cites these increases as ways to pay for improvements in the grid and that it will benefit customers. So when will these improvements actually benefit the consumer and not APS?? The fees and pricing at APS are absurd compared to SRP. We almost decided against buying our home in Anthem because of APS and now they want more service charges and increased prices? This is crazy, when does the consumers voice get heard? Thank you

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134076    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 4:56 PM

**First Name:** Brian    **Last Name:** Klinger    **Account Name:** Brian Klinger  
**Address:** <<< REDACTED >>>  
**City:** Phoenix    **State:** AZ    **Zip Code:** 85085  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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

**Nature Of Opinion**

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

I'm a single father and this would be a burden on my family. APS needs to lower the pay of their employees. They make way to much and we're paying for it!!

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez Phone: <<< REDACTED >>>

**Opinion Date:** 8/23/2016

**Opinion Number:** 2016 - 134077

**Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Demand/ Opposed

**Closed Date:** 8/23/2016 4:58 PM

Rate Case Items - Opposed

**First Name:** Amber

**Last Name:** Peters

**Account Name:** Amber Peters

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

**City:** Anthem

**State:** AZ

**Zip Code:** 85086

**Cell:** <<< REDACTED >>>

**Company:** Arizona Public Service Company

**Division:** Electric

**Nature Of Opinion**

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

**Docket Position:** Against

As a family of 4 who keeps the home at 83 degrees during peak hours, our utility bill is still \$550 a month during the summer. APS needs to figure out a better way to manage the business, not continue to ask the consumer for more in a situation where they own the monopoly and I as the consumer and voter have NO other choice but to use their services.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134078 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 4:59 PM  
 Rate Case Items - Opposed

First Name: Natalie Last Name: Sorensen Account Name: Natalie Sorensen  
 Address: <<< REDACTED >>>  
 City: Anthem State: AZ Zip Code: 85086  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

The rates are already high. The new peak hours are ridiculous. You should echo SRP and give 3 options for peak hours and then it wouldn't be an issue.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134081 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ In Favor Closed Date: 8/23/2016 5:01 PM  
 Rate Case Items - Opposed

First Name: Bernardo Last Name: Valle Account Name: Bernardo Valle  
 Address: <<< REDACTED >>>  
 City: Avondale State: AZ Zip Code: 85392  
 Cell: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

Rate hike again? I think it is totally ridicules, I get that Pinnacle West is trying to increase their profits but 11 dollars more a month. Leave the rates as they stand and then come back with a better excuse to raise rates; if consumers choose to use solar panels and APS is losing money too bad....as a consumers we should have choice but unfortunately electricity is a monopoly therefore APS can pick and choose their rate hikes. Every single member of the Corporation Commission will get the boot on my ballot.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>

**Opinion Date:** 8/23/2016

**Opinion Number:** 2016 - 134083

**Priority:** Respond within 5 business days

**Opinion Codes:**    Rate Case Items - Demand/ Opposed

**Closed Date:** 8/23/2016 5:02 PM

Rate Case Items - Opposed

**First Name:** Amanda

**Last Name:** Knight

**Account Name:** Amanda Knight

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

**City:** Phoenix

**State:** AZ

**Zip Code:** 85028

**Cell:** <<< REDACTED >>>

**Email:** <<< REDACTED >>>

**Company:** Arizona Public Service Company

**Division:** Electric

**Nature Of Opinion**

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

**Docket Position:** Against

If we are expected to help APS recoup infrastructure investment cost, why are we not voting on what those investments are before we have to pay for them? Utility

**Investigation**

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

8/23/2016

Richard Martinez

Telephone

Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134085    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 5:03 PM

**First Name:** Amber    **Last Name:** Molloy    **Account Name:** Amber Molloy  
**Address:** <<< REDACTED >>>  
**City:** Phoenix    **State:** AZ    **Zip Code:** 85086  
**Cell:** <<< REDACTED >>>

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

**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036    **Docket Position:** Against  
Do not raise prices on Arizona electricity!

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134091 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Opposed Closed Date: 8/23/2016 5:06 PM

First Name: Sherry Last Name: Singer Account Name: Sherry Singer  
 Address: <<< REDACTED >>>  
 City: Anthem State: AZ Zip Code: 85086  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

Docket Number: E-01345A-16-0036 Docket Position: Against  
 The rates are high enough. Soon the average person will not be able to afford ac.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134092 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 5:08 PM  
 Rate Case Items - Opposed

First Name: Robert Last Name: Commer Account Name: Robert Commer  
 Address: <<< REDACTED >>>  
 City: Anthem State: AZ Zip Code: 85086  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

I would prefer to not have my one hour of peak usage be the rate I need to pay for all hours. APS should research other means to obtain the funding needed for their investments into the grid.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016
Opinion Number: 2016 - 134093 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 5:09 PM
Rate Case Items - Opposed

First Name: Megan Last Name: Duskey Account Name: Megan Duskey
Address: <<< REDACTED >>>
City: Mesa State: AZ Zip Code: 85206
Cell: <<< REDACTED >>> Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

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

The rate changes will make a significant negative impact on monthly budget. As a young professional, I am already struggling with the weight of student loans, not able to find a decent salaried position, and other monthly costs. An increased electricity bill even if it is 11-24 a month is a hardship. I budget roughly 20 dollars per week for groceries, so this increase will potentially cost me food off of my table. In addition, I do not have the luxury of changing my work hours and APS's proposed Peak Times will mean that my time will always be billed at the Peak time, so when can I possibly cook, do laundry, or run the AC? Wait until 9pm? I work from 7am to 7pm, so for 4 hours, do I not stay in my own home?

Investigation
Date: 8/23/2016 Analyst: Richard Martinez Submitted By: Telephone Type: Investigation

Entered for the record and filed in Docket Control.

# Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134064 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 4:41 PM  
 Rate Case Items - Opposed

First Name: Jason Last Name: Lednum Account Name: Jason Lednum  
 Address: <<< REDACTED >>>  
 City: Phoenix State: AZ Zip Code: 85083  
 Home: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

### Nature Of Opinion

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

Absolutely against. It is already unpleasant enough to have to wait until after 7pm after getting home from work to do things like operate appliances, etc. Moving that time back to 8pm would make things quite a bit more inconvenient, especially for families with little kids. This increase is would blatantly take advantage of the fact that people generally do not want to wait until the middle of the night to do simple household things like make dinner and do laundry. I am sure another solution could be found - such as the company reducing advertising spending etc. They do not need to be penalizing their customers.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.



E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134096 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 5:12 PM  
 Rate Case Items - Opposed

First Name: Kristin Last Name: Zevely Account Name: Kristin Zevely  
 Address: <<< REDACTED >>>  
 City: Phoenix State: AZ Zip Code: 85024  
 Cell: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

APS continues to penalize working families who work the normal 9-5. Now APS wants to change on-peak time to 3PM - 8PM. This is the prime time that a working mother comes home and throws in a load of laundry so its completed before she goes to bed at night...or she cooks dinner for her family by using the oven! By using this rate structure, its forcing working families to pull more money from their pockets just to do normal daily activities. Especially when I just read the other day that APS Chairman Don Brandt will be getting a raise from over \$9 million to \$12 million. Are these rate hikes to assist with maintain the infrastructure...or just to maintain the deep pockets of all the players in this monopolized company ? Which leads to one final question...how much money has APS used for electing the right people on your commission to get this docket passed? All of this seems like a way to increase huge profits for a monopoly and hurt the working class of Arizona. I implore you to strike down this docket!

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134099    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 5:14 PM

**First Name:** Carol    **Last Name:** Meyers    **Account Name:** Carol Meyers  
**Address:** <<< REDACTED >>>  
**City:** Phoenix    **State:** AZ    **Zip Code:** 85050  
**Home:** <<< REDACTED >>>

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

**Nature Of Opinion**

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

APS has always charged us way more than is necessary. They're just trying to get more money out of us just because.

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.





E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134104 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 5:17 PM  
 Rate Case Items - Opposed

First Name: William Last Name: Pfirmman Account Name: William Pfirmman  
 Address: <<< REDACTED >>>  
 City: Sun City State: AZ Zip Code: 85351  
 Home: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

I believe the changes related to the "Demand" usage is unnecessary, unfair and they do not justify the additional costs which they claim they have already expended. I was on a plan that included the "Demand" surcharge for one month several years ago and saw my bill, for that one month, increase over 50%. As a senior on disability, who hasn't seen an increase of more than 1.5% over the last 4 years in my income, I can not afford to pay for electricity based on the "Demand" rate policy.

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

# Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134107 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 5:18 PM  
 Rate Case Items - Opposed

First Name: Todd Last Name: Krueger Account Name: Todd Krueger  
 Address: <<< REDACTED >>>  
 City: Phoenix State: AZ Zip Code: 85014  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

### Nature Of Opinion

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

I am writing to express my opposition to the proposed "demand charge" that APS is trying to get approved. The "demand charge" as proposed does not reflect a rational free market method of recouping expenses and penalizes homeowners arbitrarily. As currently proposed the "demand charge" is designed to punish all APS customers by tacking on an unfair, and unnecessary charge to their bill based upon one hours use in any given month. Clearly, this "demand charge" is an attempt to gouge the public and should not be approved.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134113 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ In Favor Closed Date: 8/23/2016 5:19 PM  
 Rate Case Items - Opposed

First Name: john Last Name: maiefski Account Name: john maiefski  
 Address: <<< REDACTED >>>  
 City: phoenix State: AZ Zip Code: 85014  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company

**Nature Of Opinion**

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

This rate hike is upsetting and unjustified. APS continues to charge excessive rates for its business. I still do not understand the fee of 3.95 to pay for your bill online. they will nickel and dime us too death. and what recourse do we have? protect us from this rate hike and have aps recruit talent to advise them instead immediately going to the public...absurd rate hike 11.00!!

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez    Phone: <<< REDACTED >>>    Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134115    Priority: Respond within 5 business days  
 Opinion Codes:    Rate Case Items - Demand/ Opposed    Closed Date: 8/23/2016 5:20 PM  
    Rate Case Items - Opposed

First Name: Abraham    Last Name: Erazo    Account Name: Abraham Erazo  
 Address: <<< REDACTED >>>  
 City: Buckeye    State: AZ    Zip Code: 85396  
 Cell: <<< REDACTED >>>    Email: <<< REDACTED >>>

Company: Arizona Public Service Company    Division: Electric

**Nature Of Opinion**

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

To whom it may concern: I am an APS customer and I opposed the increase of rate due to being unreasonable. Current charges expensive. It is unreasonably for the average person to restructure the use of electricity from 3-8pm for the sake of not having their rates increased. When I take a look at my monthly bill there are charges that don't seem reasonable an example of is a "franchise fee" when reviewing all the information it is easy to understand that the consumer usage is minimal compared to all the taxes and fees already in place that I have to pay for on a monthly basis. What is worst is that as a consumer I don't have an option to use another electricity provider therefore I am forced to use a company that charges heavily on taxes and added fees on top of the electric monthly consumption. Respectfully, Abraham Erazo

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation
Entered for the record and filed in Docket Control.			



E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134122    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 5:23 PM

**First Name:** William    **Last Name:** Terry    **Account Name:** William Terry  
**Address:** <<< REDACTED >>>  
**City:** Black Canyon City    **State:** AZ    **Zip Code:** 85324  
**Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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

**Nature Of Opinion**

**Docket Number:** E-01345A-16-0036    **Docket Position:** Against  
The electric costs to much already!!

**Investigation**  
**Date:** 8/23/2016    **Analyst:** Richard Martinez    **Submitted By:** Telephone    **Type:** Investigation  
Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/24/2016  
 Opinion Number: 2016 - 134128 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/24/2016 8:26 AM  
 Rate Case Items - Opposed

First Name: Katy Last Name: Bushong Account Name: Katy Bushong  
 Address: <<< REDACTED >>>  
 City: New river State: AZ Zip Code: 85087  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

This is crazy we already pay HUGE bills!! And my father who is on disability cannot afford the bills he get now. I already have to compensate his entire APS leaving me with \$1000 in electric bills in the summertime. Between our two homes and he is on the low income plan. How are people supposed to live this is crazy!! I will definitely be looking into some type of solar or alternative. Completely unacceptable!

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/24/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0127

# Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/24/2016  
 Opinion Number: 2016 - 134141 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/24/2016 9:20 AM  
 Rate Case Items - Opposed

First Name: Marlene Last Name: Louden Account Name: Marlene Louden

Address:

City: State: Zip Code:

Company: Arizona Public Service Company Division: Electric

### Nature Of Opinion

Docket Number: E-01345A-16-0036

-----Original Message-----

From: Mar [mailto:momsuns@gmail.com]  
 Sent: Tuesday, August 23, 2016 4:33 PM  
 To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>  
 Subject: APS

Please, please, please.... do not let APS raise their rates. Being on Social Security, I cannot afford another increase. I know lots of senior citizens who also cannot afford the increase.

Also, everyone is trying to save money by installing solar, but yet APS wants to raise the rates of those people too.

Yes, they have old lines, etc to repair, but that should be expected and they should have saved the money for those repairs/replacements, as any corporation saves and budgets for upgrades and repairs.

We, as citizens, do not have option of who supplies our electric. It is decided by our location.

Thank you.

Marlene Louden

16424 N. 29th Street, Lot 31

Phoenix, AZ 85032

Date:	Analyst:	Investigation Submitted By:	Type:
8/24/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.



E-01345A-16-0036

E-01345A-16-0123

# Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134063 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 4:40 PM  
 Rate Case Items - Opposed

First Name: Theresa Last Name: Nelson Account Name: Theresa Nelson  
 Address: <<< REDACTED >>>  
 City: New River State: AZ Zip Code: 85087  
 Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

### Nature Of Opinion

Docket Number: E-01345A-16-0036 Docket Position: Against  
 Energy bills are already unbelievably high. I protest having to pay a higher rate for the one hour period aps is proposing for peak hour charges. It amounts to theft in my opinion. I only want to pay for the energy I use. Please stop this big business fleecing customers.

Date:	Analyst:	Investigation Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
 Opinion Number: 2016 - 134061 Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 8/23/2016 4:19 PM  
 Rate Case Items - Opposed

First Name: LuAnn Last Name: Bohnsack Account Name: LuAnn Bohnsack  
 Address: <<< REDACTED >>>  
 City: Phoenix State: AZ Zip Code: 85024  
 Home: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

**Nature Of Opinion**

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

It's unfair to base an entire month on 1 hour of usage! If they must raise the rates (which I question whether it's even necessary) do it for the peak hours. A least give us an opportunity to decrease our usage during that time so that we can control our costs. By doing this, the demand would decrease and APS costs would go down.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez Phone: <<< REDACTED >>>

**Opinion Date:** 8/23/2016

**Opinion Number:** 2016 - 134059

**Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Opposed

**Closed Date:** 8/23/2016 4:17 PM

**First Name:** Yvonne and Tom **Last Name:** Henckel

**Account Name:** Yvonne and Tom Henckel

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

**City:** Sun City

**State:** AZ

**Zip Code:** 85373

**Home:** <<< REDACTED >>>

**Home:** <<< REDACTED >>>

**Email:** <<< REDACTED >>>

**Company:** Arizona Public Service Company

**Division:** Electric

**Nature Of Opinion**

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

**Docket Position:** Against

APS, please do not raise our electric rates . They are already a financial burden to most of us, and to raise the rates even more is frightening. Its your job to find another way.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** <<< REDACTED >>>    **Opinion Date:** 8/23/2016  
**Opinion Number:** 2016 - 134058    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 8/23/2016 4:12 PM

**First Name:** Ann    **Last Name:** Kline    **Account Name:** Ann Kline  
**Address:** <<< REDACTED >>>  
**City:** Buckeye    **State:** AZ    **Zip Code:** 85326  
**Home:** <<< REDACTED >>>    **Cell:** <<< REDACTED >>>    **Email:** <<< REDACTED >>>

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

**Nature Of Opinion**

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

I have a family of 5. During the summer my aps bill is about half of what i pay for rent. Having to pay \$500 and up for electric during the summer is already too much. My winter bill is around \$200 to 300. We dont even turn the heater on. Raising the aps fees and making our aps bills anymore higher will hurt arizona families. They already make so much profit. I am tired of how greedy and money hungry aps is. They dont care about the people of arizona just their pocket book and what they can get.

		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/23/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

Arizona Corporation Commission  
Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 8/23/2016  
Opinion Number: 2016 - 134054 Priority: Respond within 5 business days  
Opinion Codes: Rate Case Items - Opposed Closed Date: 8/23/2016 4:10 PM

First Name: Frank Last Name: Benavidez Account Name: Frank Benavidez  
Address: <<< REDACTED >>>  
City: Phoenix State: AZ Zip Code: 85009  
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 Docket Position: Neutral

One of the things that should be taken into consideration in any rate increase is: What is the company's current prophet line due to its electrical business? A comparison should be made with its previous years or is this just a bid to increase share holder value at the expense of the customer. Sound investments should be based on bringing in future value and not as an excuse for stumping the public with the bill while increasing company worth. It is the AZCC's job to weight all the factors involved and to not betray public trust.

Date: 8/23/2016 Analyst: Richard Martinez Investigation Submitted By: Telephone Type: Investigation

Entered for the record and filed in Docket Control.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez    **Phone:** 520-628-6555

**Opinion Date:** 8/23/2016

**Opinion Number:** 2016 - 134051

**Priority:** Respond within 5 business days

**Opinion Codes:**    Rate Case Items - Demand/ Opposed

**Closed Date:** 8/23/2016 11:50 AM

Rate Case Items - Opposed

**First Name:** vanessa

**Last Name:** canales

**Account Name:** vanessa canales

**Address:** 11917 w larkspur rd

**City:** El mirage

**State:** AZ

**Zip Code:** 85335

**Cell:** (623) 806-4824

**Company:** Arizona Public Service Company

**Division:** Electric

**Nature Of Opinion**

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

**Docket Position:** Against

This is unfair to the customers as the new rate and the new hours will increase everyone's bill. Every is coming out of work from 3-8pm and need to cook and watch TV etc. It's going to cause more damaged if anything people will not be able to afford the electricity making them homeless. Your entire paycheck will go to the bill. I paid \$350 this month for a house of 1,200 sqft that only 2 people live in including myself which is ridiculous. It's not fair to us as the customers they just want more money and also the demand fee seems ridiculous as well.

**Investigation**

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

8/23/2016

Richard Martinez

Telephone

Investigation

Entered for the record and filed in Docket Control.

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigator:** Richard Martinez **Phone:** 520-628-6555

**Opinion Date:** 8/23/2016

**Opinion Number:** 2016 - 134050

**Priority:** Respond within 5 business days

**Opinion Codes:** Rate Case Items - Opposed

**Closed Date:** 8/23/2016 11:48 AM

**First Name:** Nicholas

**Last Name:** Haley

**Account Name:** Nicholas Haley

**Address:** 4805 E Baker Dr

**City:** Cave Creek

**State:** AZ

**Zip Code:** 85331

**Cell:** (970) 219-2420

**Email:** nicholas.j.haley@gmail.com

**Company:** Arizona Public Service Company

**Division:** Electric

**Nature Of Opinion**

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

**Docket Position:** Against

Arizona utilities make a habit of playing the rate change and their proposed charges like a shell game, making it impossible for the average resident of this great state to reasonably control their electrical expenditures. These actions are of companies desperate to keep a grip on control of their customers, not of a company trying to provide a quality "public service." The ACC seems to have no interest in looking out for the state's residents. With that sort of approach, it won't be long before the elected members are all voted out and the utility companies are run out of town. Won't be long before everyone can afford solar power and can rely on battery backup, then we can finally be done with this foolishness - which is exactly what the electrical utilities are afraid of and trying to keep from happening.

**Investigation**

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

8/23/2016

Richard Martinez

Telephone

Investigation

Entered for the record and filed in Docket Control.