

E-01345A-16-0036

E-01345A-16-012



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ORIGINAL Arizona Corporation Commission
Utilities Complaint Form

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 8/19/2016
Opinion Number: 2016 - 134010 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 8/19/2016 4:04 PM
Rate Case Items - Opposed

First Name: Nancy **Last Name:** Santori **Account Name:** Nancy Santori
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

I am against allowing a demand rate plan for APS because their smart meters are not accurate enough to provide a fair system. We are currently on a plan which charges a much higher rate between noon and 7 PM on week days. We always turn off our air conditioning and minimize our power usage during that period. On Wed., 08/03/16, we had a power outage which lasted from around noon to around 3 PM, and we used very little power from 3 to 7. A few days later I looked at the on-line APS report on usage for our house at 45607 N 23rd Pl, New River, 85087. I was surprised to see we were charged for 20 kwh of power from noon to 1PM and 3 more from 2 to 4 PM when the power was out, and zero power for the hours between 4 PM and 8 AM the next day when we actually did use some. Assuming the meter measured the amount of power correctly but charged it to the wrong period of day when the rate is high, we will be billed about \$4 more than we should be. If we were on a demand plan, the error would cost us a lot more. We will not bother to report this error to APS because it is not worth the hours it would take to get it resolved. It is not easy to get through to them and nearly impossible to get them to correct an error. We were planning to have solar panels installed on our roof this year but are putting the decision on hold because of all the problems people have reported in getting solar panels connected to the APS grid, and the huge surcharges APS is proposing for solar customers. We hope Elan Musk's home battery systems go into production soon so we can disconnect from the grid completely.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
8/19/2016	Richard Martinez	Telephone	Investigation

Entered for the record and filed in Docket Control.

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