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ORIGINAL

ARIZONA CORPORATION COMMISSION

August 26, 2016

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Customer Comments

Docket No. E-01345A-16-0036 and E-01345A-16-0123

Please docket the attached 11 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 29 2016

DOCKETED BY 

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2016 AUG 29 A 9:09

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/24/2016
Opinion Number: 2016 - 134135 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 8/24/2016 8:42 AM

First Name: Melvin **Last Name:** Hildreth III **Account Name:** Melvin Hildreth III
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

Docket Number E-01345A-16-0036 it will not accept it in the box above. I am disabled and a rate increase would not be good for me. They already charge to much. Their bill is very confusing and has 20 different charges on it. Ask them to explain them to you once you will be amazed. I see this as nothing more than greed. Please do not let them get away with this! Thank you and have a beautiful day!

E-01345A-16-0036

E-01345A-16-0173

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/24/2016
Opinion Number: 2016 - 134133 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 8/24/2016 8:40 AM

First Name: Concerned **Last Name:** Citizen **Account Name:** Concerned Citizen
Address: <<< REDACTED >>>
City: Mesa **State:** AZ **Zip Code:** 85204
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I'm against APS's rate case. I do not support it! Especially the 1 hour max peak demand charge setting the rate for all peak hours. It's not a fair or appropriate rate system in any sense. Also, why is APS justing the rate hike by saying its to pay for grid investments that it has already performed. How did it pay for those investments? Shouldn't a business plan improvements and establish the funding source prior to implementation? Thanks for your time!

E-01345A-16-0123

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 8/26/2016
Opinion Number: 2016 - 134183 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 8/26/2016 8:22 AM

First Name: Carolyn **Last Name:** Brown **Account Name:** Carolyn Brown
Address: <<< REDACTED >>>
City: Surprise **State:** AZ **Zip Code:** 85387
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

1.) The demand charges proposed are excessive, punitive, and unfairly target working people. Working mothers and fathers MUST do their cooking, cleaning, laundry, yard work and other duties that require electricity AFTER they get home from work and before it gets dark (3-7 p.m.). Retired people can do things at any time of the day. It is discriminatory to charge demand fees, especially if it is a "lump sum" charge if a certain limit is exceeded. 2.) Modifying net metering will deter customers from installing solar, and lead to a decline in the solar industry in AZ. This is the opposite of what we need! Clean energy can supply the majority of energy in AZ, if given the chance. We could be a model for the rest of the US! For AZ to only get a small percentage of our energy from solar at this point in time is shameful! 3.) APS wants to corner the market on solar. Their latest "apsFYI" from August 2016 boasts, "For the past five years, we've been hard at work building nine grid-scale solar plants around the state as part of our AZ Sun Program. These large solar farms are equipped with thousands of solar panels that track the sun across the sky and convert its rays into electric energy that we deliver to our customers." There is a big problem with this...they pass the cost of construction onto all of their customers, then charge them full price for the electricity generated. Why is it not better to have the CONSUMERS pay for their own solar displays? 4.) The large solar farms are at risk for terrorist attacks, just as nuclear and hydroelectric dams, etc. are. Rooftop solar will be the safe back up solution to attacks on other parts of the grid. 5.) God knows we need clean energy generation in AZ! The air quality here is terrible for the majority of the year, due to ozone and particulates! 6.) APS and the other utilities need to realize that the future of energy is GREEN. They will have to re-think their business model and downsize accordingly. They have had a monopoly on electricity generation. Now, consumers want to generate their own power. Competition should be encouraged, not stifled! The corporation committee members should be advocates for fair energy policies. They should not accept contributions from ALEC, energy companies or any partisan groups.

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/26/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

E-01345A-16-0036

E-01345A-16-023

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/24/2016
Opinion Number: 2016 - 134139 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 8/24/2016 9:29 AM

First Name: Travis **Last Name:** Hill **Account Name:** Travis Hill
Address: <<< REDACTED >>>
City: New River **State:** AZ **Zip Code:** 85087
Home: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Asking customers to pay the highest rate they may have used one day for all is a terrible idea. There are numerous analogies to use here, from hospital visits based on my highest bill this year, water being billed based on my highest days use, paying the same all month for gas, or food, etc. These all aren't based on actual costs and are simply a way for APS to provide a higher rate of return. It's nonsense they have even asked.

E-01345A-16-0036

E-01345A-16-023

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/24/2016
Opinion Number: 2016 - 134137 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 8/24/2016 8:46 AM

First Name: Michael **Last Name:** Peters **Account Name:** Michael Peters
Address: <<< REDACTED >>>
City: Surprise **State:** AZ **Zip Code:** 85379
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I already pay more then 200\$ in fees when I use only 100\$ in electricity the fees are getting to be outrageous and it's not like we can choose another electricity company we are forced into one..a fee increase is completely absurd and an abuse of the system

E-01345A-16-0123

E-01345A-16-0036

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 8/22/2016
Opinion Number: 2016 - 134028 **Priority:** Respond within 5 business days
Opinion Codes: Other - Net Metering **Closed Date:** 8/22/2016 11:21 AM
Rate Case Items - Demand/ Opposed
Rate Case Items - Opposed

First Name: Curtis **Last Name:** Dreese **Account Name:** Curtis Dreese
Address: <<< REDACTED >>>
City: Sun City West **State:** AZ **Zip Code:** 85375
Email: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric
For Assignment **Phone:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Nature Of Opinion

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

From: Curtis Dreese [mailto:cwdreese@gmail.com]

Sent: Thursday, August 18, 2016 6:03 PM

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,

E-01345A-16-0036

Arizona Corporation Commission
Utilities Complaint Form

Curtis Dreese

<<< REDACTED >>>

Sun City West, AZ 85375

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/22/2016	Michael Buck	Telephone	Investigation
Entered into the record and docketed. Closed.			

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

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 8/23/2016
Opinion Number: 2016 - 134043 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 8/23/2016 8:06 AM

First Name: Graham **Last Name:** Reilly **Account Name:** Graham Reilly
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85254
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

Moving peak rates to 3-8 would create a hardship on families that need time to be together instead of worrying about turning on the A/C or cooking dinner and being charged extra for that.

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/23/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 8/22/2016
Opinion Number: 2016 - 134020	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 8/22/2016 10:28 AM	

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

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

Docket Number: E-01345A-16-0036

Docket Position: Against

I and thousand of hard work class, seniors, low salary folks CAN"T afford 5.74% rate increase from APS. Our salary do not even get an increase and if it does is like 0.1 to 1.0 increase. So , from where we will be able to pay an increase in our electricity bill? For years, every month when I receive my bill I see the Cost of electricity you used individual charges. Many times I question those that has asterisk near it . At the bottom of page it said that mean " These services are currently provided by APS but may be provided by a competitive supplier. They have 16 !!!!! items as charge to their consumers. Ones that I looked at and ask myself what is this ???? such: Customer account charge- ok they are charging me for using their service that I paid for System benefits charge- what benefit? it sure is not in my pocket? for sure for then Metering *- Are they charging the consumer like a rent on the meter that is installed in the house ? Meter reading *- I guess is to pay the guy that come to read the meter? APS has thousand / millions of customers . I'm sure the guy salary is not even 1% of all the total billed to us. Billing *- what ????? you are charging me to send me a bill \$2.24 Four Corner adjustment*-what is this \$ 4.63 In AZ that I know , we only have APS and SRP to provide electricity service. Is like if you not eat by a bear you will for sure be eaten by lion...one thing is for sure no escape. Why is there ? why we have only 2 company to provided such so essential service? We are in a state that is blessed to have sun for 365 day a year. Why it is still so expense to be able to afford solar power? why we don't see more solar power in commercial and residential area? So , I begged you . Please do not allow this company increase our electricity bill . Renata Wong

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/22/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

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

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 8/22/2016
Opinion Number: 2016 - 134013	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 8/22/2016 10:55 AM	

First Name: Sylvia	Last Name: Messner	Account Name: Sylvia Messner
Address: <<< REDACTED >>>		
City: Cave Creek	State: AZ	Zip Code: 85627
Home: <<< REDACTED >>>		

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

Docket Number: E-01345A-16-0036	Docket Position: Against
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There are many retired people living in this state and many non-upper class. In any case, APS seems to raise it's prices every year while individuals' incomes remain the same or for some less and the services for APS remain the same as well as not moving towards more economical services such as solar. I am sure they are making sufficient profit at this time!.

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/22/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee	Phone: <<< REDACTED >>>	Opinion Date: 8/22/2016
Opinion Number: 2016 - 134033	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 8/22/2016 11:44 AM	

First Name: Dawn	Last Name: Hurrelbrink	Account Name: Dawn Hurrelbrink
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85016
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

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

Docket Number: E-01345A-16-0036

Docket Position: Against

Please do not allow APS to raise my electric bill again! I keep my AC between 79-80 to keep the costs down in the summer but it's still very expensive to keep paying for these outrageous price increases that APS requests on a regular basis. This just isn't fair to consumers to constantly receive these price increases.

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/22/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 8/25/2016
Opinion Number: 2016 - 134181 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 8/25/2016 2:56 PM

First Name: Rick **Last Name:** Stuart **Account Name:** Rick Stuart
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85053
Home: <<< REDACTED >>>

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

Nature Of Opinion

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

My SS Disability has not increased but APS and other utilities are always trying to justify a rate increase. I am not frivolous. I minimize my use of AC and lights as it is.

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/25/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED
