

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

ORIGINAL



0000173386

ARIZONA CORPORATION COMMISSION

September 16, 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 12 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**  
SEP 16 2016

DOCKETED BY *AK*

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2016 SEP 16 P 3:47

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



**JODI JERICH**  
Executive Director

## ARIZONA CORPORATION COMMISSION

September 16, 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 12 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

E-01345A-16-0123

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

---

**Investigator:** Trish Meeter      **Phone:** <<< REDACTED >>>      **Opinion Date:** 9/13/2016  
**Opinion Number:** 2016 - 134629      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Demand/ Opposed      **Closed Date:** 9/13/2016 2:24 PM

---

**First Name:**      **Last Name:**      **Account Name:**  
**Address:** <<< REDACTED >>>  
**City:** Paradise Valley      **State:** AZ      **Zip Code:** 85253  
**Home:** <<< REDACTED >>>

---

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

---

**Nature Of Opinion**

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

OPPOSED DOCKET NO> E-01345A-16-0036  
CALL REC"VD THRU COMMISSIONER TOBIN'S OFFICE

Caller wishes to offer her opinion regarding the APS rate application.

She is opposed to the demand charge portion of the application because of the fact it is structured using an average of her surrounding neighbors. Her 100 neighbors leave for the summer , thereby causing demand charge to kick in at lower kWh usage.

She wished to have personal information redacted and remain anonymous as well.

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
9/13/2016	Trish Meeter	Telephone	Investigation

---

docketed after redacting all info.

---



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

## Arizona Corporation Commission Utilities Complaint Form

---

**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 9/9/2016  
**Opinion Number:** 2016 - 134560      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 9/9/2016 9:46 AM

---

**First Name:** Randolph      **Last Name:** Omahana      **Account Name:** Randolph Omahana  
**Address:** <<< REDACTED >>>  
**City:** Sun City      **State:** AZ      **Zip Code:** 85351  
**Cell:** <<< REDACTED >>>

---

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

---

### Nature Of Opinion

**Docket Number:** E-01345A-16-0036      **Docket Position:** Against  
I am against the rate increase for APS. I am on a fixed income. I cannot afford it.

---

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/9/2016	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:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 8/31/2016  
**Opinion Number:** 2016 - 134278      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 8/31/2016 11:44 AM

---

**First Name:** RICHARD      **Last Name:** MILLIONES      **Account Name:** RICHARD MILLIONES  
**Address:** <<< REDACTED >>>  
**City:** BUCKEYE      **State:** AZ      **Zip Code:** 85326  
**Cell:** <<< REDACTED >>>      **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  
I am opposed to the permanent rate increase request by APS.

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
8/31/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

---

## Arizona Corporation Commission Utilities Complaint Form

---

**Investigator:** Mary Mee                      **Phone:** <<< REDACTED >>>                      **Opinion Date:** 9/8/2016  
**Opinion Number:** 2016 - 134552                      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed                      **Closed Date:** 9/8/2016 1:36 PM

---

**First Name:** Habib                      **Last Name:** Rathle                      **Account Name:** Habib Rathle  
**Address:** <<< REDACTED >>>  
**City:** Yuma                      **State:** AZ                      **Zip Code:** 85364

---

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

---

### Nature Of Opinion

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

**Docket Position:** Against

I am a pediatrician in Yuma. My solo practice and my wife's house get electricity from APS. I would like to comment on APS's application for a permanent rate increase.

1 - In the last 2 months, the cost to my practice of some vaccines has increased, and the local hospital, Yuma's largest employer, switched its employees to a new insurance company, that pays doctors 30% less than the previous one did. The commission should not rubber stamp a rate increase for APS.

2 - The state of Arizona should give major financial incentives to its citizens, to install solar panels on a large scale, so that 50% of homes and business can produce their own solar energy, by 2021. That will help the U.S. to do its part to mitigate global warming. It will decrease citizens' energy costs. It will democratize energy production, instead of having Enron - like monopolies, oligopolies and price gouging.

3 - Once the above is done, the Commission should require APS to decommission the Palo Verde nuclear power plant, before it becomes another Fukushima.

4 - Once batteries that store solar energy become affordable and widely used, APS and other similar companies should be relegated to a back-up role.

Sincerely,

[sig]

---

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/8/2016	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:** 9/8/2016  
**Opinion Number:** 2016 - 134551                      **Priority:** Respond within 5 business days  
**Opinion Codes:**    Rate Case Items - Opposed                      **Closed Date:** 9/8/2016 1:17 PM  
                                 Rate Case Items - Demand/ Opposed  
                                 Other - Net Metering

---

**First Name:** Dan                      **Last Name:** Heim                      **Account Name:** Dan and Sandi Heim  
**Address:** <<< REDACTED >>>  
**City:** New River                      **State:** AZ                      **Zip Code:** 85087  
**Home:** <<< REDACTED >>>                      **Email:** <<< REDACTED >>>

---

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

---

### Nature Of Opinion

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

This is in response to your request for public comments on the above docketed item. I appreciate the opportunity to do this w/o attending the actual hearing. Thank you.

Our home is in New River. We moved to Arizona in 1978 to enjoy the clear skies for astronomy, and to build an energy-efficient home powered by photovoltaic panels (PV). We installed 1.2 kW of peak capacity which provides 1/3 to 1/2 of our daytime demand. We were one of the first half- dozen or so grid-tied solar homes on the APS network. Many classes of students have toured our home to learn about energy efficiency.

We're on "time of use" rate pricing, so our appliances are set to run after 9 pm. We charge our hybrid vehicle on a similar schedule. That's also when we do our pre-cooling, since the house is earth-sheltered and contains a lot of thermal mass. We started out with a wholesale rate for any excess power, but in 2009 (thanks to the ACC) we were switched to net-metering and graduated to a retail rate. It's been a happy arrangement for almost 20 years now.

But APS threatens to change all this ...

The rate increase requested by APS would significantly alter the economics of our solar power system. It paid for itself in a little over 10 years, but still requires occasional maintenance. The utility records will show that we only rarely produce more power than we use, and have been merely off-setting daytime electricity we'd otherwise pay peak rates for.

So we'll be impacted by several aspects of APS's request: the demand-based rate, the reduction in off-peak hours, and the "modification of net metering arrangements" (whatever that means, but I suspect, bottom line, it means an increase in my base utility charge).

I strongly urge you to refuse this request by APS. Your refusal will continue to reward the early adopters of solar energy who started the solar business in this state, and will nurture that solar business to provide the means to expand solar in AZ, and make us the leader among states.

Sincerely,

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

**Investigation**

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

9/8/2016

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: 9/8/2016
Opinion Number: 2016 - 134550	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 9/8/2016 1:08 PM	

---

First Name: Julius K	Last Name: Ashlock	Account Name: Julius K Ashlock
Address: <<< REDACTED >>>		
City: Yuma	State: AZ	Zip Code: 85367

---

Company: Arizona Public Service Company	Division: Electric
---	--------------------

---

### Nature Of Opinion

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

Honorable Commission Members:

On or about June 6, 2016, I received a letter advising of a proposal submitted to your commission asking for a change of the rate structure for future solar customers. (A copy of the letter is enclosed with this letter.) Very little information regarding the details of the rate changes being sought were included in the letter. There was, however, a reference made to the effect of: "the benefits of solar energy being shared by all customers." I'm not sure what this statement meant, but if it means something like those who paid for solar generating panels should have to share their benefits with those who do nothing to better the environment and better their own financial situation with respect to their power bills, I feel this is wrong. I feel it is a very dangerous precedent that has no place in the economy of our free enterprise system in this country. Perhaps APS should look at the attitude of Southern California Edison. They encourage, and even help customers in the addition of solar generated power to their residential power service. They are smart enough to realize that for every megawatt generated by privately owned rooftop generating systems, Edison is one step closer to not having to build, fuel, and operate another generating facility. A very nice little side benefit of the rooftop solar panels is absolutely no environmental impact from these units. APS does say that those who have the solar units are using the grid, and not paying for the maintenance of said grid. Seems to me they could use some of the savings of not having to build, fuel, and operate a generating plant, (which by the way, still has to use the same grid) and maintain their grid.

If APS feels it needs an increase in the overall revenues of their operation, why don't they ask for that from all customers, and not pick on one just one segment of their customer base? Something to consider when you as a body deliberate over this proposal.

---

<b>Investigation</b>			
Date:	Analyst:	Submitted By:	Type:
9/8/2016	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:** Michael Buck

**Phone:** <<< REDACTED >>>

**Opinion Date:** 9/8/2016

**Opinion Number:** 2016 - 134539

**Priority:** Respond within 5 business days

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

**Closed Date:** 9/8/2016 12:45 PM

**First Name:** Cynthia

**Last Name:** Nikolaus

**Account Name:** Cynthia Nikolaus

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

**City:** Phoenix

**State:** AZ

**Zip Code:** 85023

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

**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

Please do not grant APS this unfair way of calculating our bills. They are greedy and just want more money. APS has hundreds of thousands of dollars to donate to charity. That comes from the money that my fellow customers and I pay every month. How about if APS cuts back on their charitable giving (of my money) and lets me donate to the charities of my choosing. Oh yeah! Then they wouldn't get the huge tax write-offs that they get! Members of the Corporation Commission, please do not let this greedy company take even more from its customers. Sincerely, Cynthia Nikolaus

### Investigation

**Date:**

**Analyst:**

**Submitted By:**

**Type:**

9/8/2016

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: Michael Buck	Phone: <<< REDACTED >>>	Opinion Date: 9/8/2016
Opinion Number: 2016 - 134538	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 9/8/2016 12:43 PM	

---

First Name: Heather	Last Name: Elson	Account Name: Heather Elson
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85023
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

---

Company: Arizona Public Service Company	Division: Electric
---	--------------------

### Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Another APS rate increase is ridiculous. This company already charges to read your meter and send you a bill! I am struggling and already working overtime in an attempt to make ends meet for my family of 4. I have a serious illness that makes me unable to keep my home above 77 degrees. APS is just attempting to gouge money out of consumers with no alternative. Let's face it they are a monopoly. Suggesting you can use SRP- which is much more customer friendly- is a joke. You still have to pay APS for the privilege. APS can not stand the fact that solar energy is cutting into their profits so they are doing everything possible to maintain their monopoly and their grip on consumers that have no alternative. Please show this company it cannot ride rough shod over middle America and the common man and get away with it. Thank you.

---

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/8/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.





## Arizona Corporation Commission Utilities Complaint Form

---

<b>Investigator:</b> Al Amezcua	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 9/9/2016
<b>Opinion Number:</b> 2016 - 134567	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 9/9/2016 10:31 AM	

---

<b>First Name:</b> Richard S.	<b>Last Name:</b> Mazzacone	<b>Account Name:</b> Richard S. Mazzacone
-------------------------------	-----------------------------	---

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

<b>City:</b> Peoria	<b>State:</b> AZ	<b>Zip Code:</b> 85383
---------------------	------------------	------------------------

---

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

---

### Nature Of Opinion

<b>Docket Number:</b> E-01345A-16-0036	<b>Docket Position:</b> Against
--	---------------------------------

Arizona Corporation Commission 1200 & 1300 W. Washington St.  
Phoenix, AZ 85007

ATIN: Utilities Division

RE: Arizona Public Service (APS)

Recently, APS has closed a good number of its satellite offices, where customers could pay their bills, ask questions and discuss their bills, services and other matters.

Now this option is taken away from the consumer, and all payments, questions, etc. have to be handled by phone or computer or by a busy "payment" store clerks who are not knowledgeable enough to answer questions or resolve bill problems! This leaves the consumer unable to confront an APS representative eyeball to eyeball to discuss any problems encountered. It just seems that the consumer is being abandoned - no service, no consideration, no interaction, no respect or no customer relationship for the people who use their service.

There are a good number of customers who don't have computers, don't want to be forced to get a computer-because they are people - not machines! -and are being discriminated against!

As a point of interest and concerns:

1. Some years ago, APS replaced meters and not do not need employees to read the meters! Yet the charge for reading the meter is still on the bill. What happened to and where did the money go that was saved?
2. With the money that APS is saving by closing their satellite offices, where is that money going? Is it going to help or reduce costs to the consumer or what??

As members of the Commission, you have a responsibility to ensure that all APS customers are treated fairly, equally and with respect.

Thank you for your attention and I look forward to your response.

Richard

E-01345A-16-0036

**Arizona Corporation Commission  
Utilities Complaint Form**

7662 W. Foothill Dr.

Peoria, AZ 85383 cc: APS

---

<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
9/9/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

---