*Dear Arizona Corporation Commission,*

*On behalf of Chispa Arizona, a program of the League of Conservation Voters, I write to express deep concern regarding the lack of accessibility for APS customers and barriers to participation in the APS Rate case proceeding.*

*On Tuesday night during a public hearing, several customers were not allowed to provide their comments because they were Spanish speakers. The expectation that all APS customers are obligated to pay their bills but some are excluded from participation in a relevant public rate case is unjust, painful, and discriminatory.*

*Several APS customers were denied having a family member or community member translate simultaneously for them. Community members in queue reported that Spanish speakers were removed from the queue as staff was lining up participants for testimony. Spanish speaking APS customers that did make it through the queue were denied the opportunity to share their comments as English speakers could. These actions silenced participants and undercut any opportunity for subsequent translation and interpretation of testimony – an action that would at the very least have allowed the record to reflect the comments of all those who took the time to participate.*

*Approximately thirty percent of our state’s population is Latino/Hispanic. There are nearly* [*1.3 million Spanish-speakers* [statisticalatlas.com]](https://urldefense.proofpoint.com/v2/url?u=https-3A__statisticalatlas.com_state_Arizona_Languages&d=DwMF-g&c=aLv4kG3eFBuAUFgZFQ07JQ&r=slmhnhO8uMsyw5lR1q0L-kZIEkzIYWZbFkWYW90rkkQ&m=joW1mcxYEiwqkHXyCPOZRISmJjdfFafeWA43n-NiscY&s=KD228WL3CWCxWxELOqsJUXFH_B2acL_ydlncenXG24g&e=) *in Arizona. It is the responsibility of this body to ensure impacted members of the public have comparable opportunities to make their voices heard on issues impacting them.*

*Our environment, health, our family finances are deeply personal. Every experience and perspective is unique. The voices of those silenced this week are too often not engaged and too often not considered in decision-making spaces – these are exactly the voices that must do more to prioritize.*

*We ask that the Arizona Corporation Commission do more to ensure all voices are heard. We request that the ACC have translation available at future proceedings. Please consider how the public is allowed and welcomed into the fourth branch of government to ensure participation of everyone.*

*Sincerely,*

*Laura Dent*

*Executive Director, Chispa Arizona*