

E-00000C-11-0328



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ORIGINAL
ARIZONA CORPORATION COMMISSIC...
RECEIVED
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez Phone: Fax: ZUM SEP 13 11: 31

Priority: Respond Within Five Days AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2011 - 98993 Date: 9/12/2011

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

Complaint By: Daniel Hart

Arizona Corporation Commission
DOCKETED

Account Name: Daniel Hart

Home: SEP 13 2011

Street:
City: Chino Valley

Work: DOCKETED BY [Signature]
CBR:
is:

State: AZ Zip: 86323

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

DOCKET NO. E-00000C-11-0328

I do not want their new "smart meter". I called them and they say they have no opt out option at this time. They are forcing me to accept it. I do not want it because:

1. They individually identify electrical devices inside the home and record when they are operated causing invasion of privacy.
2. They monitor household activity and occupancy in violation of rights and domestic security.
3. They transmit wireless signals which may be intercepted by unauthorized and unknown parties. Those signals can be used to monitor behavior and occupancy and they can be used by criminals to aid criminal activity against the occupants.
4. Data about occupant's daily habits and activities are collected, recorded and stored in permanent databases which are accessed by parties not authorized or invited to know and share that private data.
5. Those with access to the smart meter databases can review a permanent history of household activities complete with calendar and time-of-day metrics to gain a highly invasive and detailed view of the lives of the occupants.
6. Those databases may be shared with, or fall into the hands of criminals, blackmailers, law enforcement, private hackers of wireless transmission, power company employees, and other unidentified parties who may act against the interests of the occupants under metered surveillance.
7. "Smart Meters" are, by definition, surveillance devices which violate Federal and State wiretapping laws by recording and storing databases of private and personal activities and behaviors without the consent or knowledge of those people who are monitored.
8. It is possible for example, with analysis of certain "Smart Meter" data, for unauthorized and distant parties to determine medical conditions, sexual activities, physical locations of persons within the home, vacancy patterns and personal information and habits of the occupants.
9. APS has not adequately disclosed the particular recording and transmission capabilities of the smart or the extent of the data that will be recorded, stored and shared, or the purposes to which the data will and will not be put.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/12/2011

Opinion No. 2011 - 98993

E-00000C-11-0328

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98995

Date: 9/12/2011

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

Complaint By: First: Sherry Last: Ratner

Account Name: Sherry Ratner

Home: (000) 000-0000

Street:

Work:

City: Cornville

CBR:

State: AZ Zip: 86325

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

DOCKET NO. E-00000C-11-0328

To Arizona Corporation Commission

I am writing this letter to request that people in semi rural areas not be forced to get smart meters from APS. Smart meters may be fine in cities, but it is against the civil rights of an individual to force installing a smart meter that operates on a technology similar to cell phones if the individual person does not want a smart meter. My APS meter is attached to my house in an area where I spend most of my day.

I am a retired person who is very sensitive to electricity and electronic devices. They make me feel ill. I can choose if I turn on a computer. I cannot choose if smart meter is turned on, so installing a smart meter is against my civic rights because it exposes me to extra radiation and I cannot turn smart meters off. This is against my civil rights.

Cell phone technology has not been around long enough to evaluate long term physical harm from exposure.

I choose not to have a microwave oven or a cell phone, so why should I be forced to have a smart meter from APS.

APS says they will not move my meter. This is unfair.

What about civil rights of a person to remain healthy and not be exposed to radiation that is additional on a state where so many people do have health insurance. Please think about the civil rights of a person. Do not force people to have smart meters.

Sherry Ratner
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/12/2011

Opinion No. 2011 - 98995

E-000000-11-0328

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98991

Date: 9/12/2011

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

First:

Last:

Complaint By:

J.

Treuel

Account Name:

J. Treuel

Home: (000) 000-0000

Street:

Work:

City:

Prescott

CBR:

State:

AZ Zip: 86303

is:

Utility Company: Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

DOCKET NO. E-00000C-11-0328

9/3/11

J Treuel

Dear Members,

One can only be distressed over APS changing all the meters in Prescott. The new meters run non stop not just when one is using the electric which is increasing consumer cost. They are also elemenating jobs (meter reader) trucks, gas, repairmen, bookkeepers when all jobs are scarce. Please consider how they are increasing their assets while they are asking for another rate increase too.

We retirees have our backs to the wall with fixed incom & no chance for pensions going up.
It's wonderful for APS & disastrous for the consumer.

J Treuel

Prescott, AZ 86303

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/12/2011

Opinion No. 2011 - 98991

E-000000-11-0328

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98992

Date: 9/12/2011

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

Complaint By: First: Jim Last: Bricker

Account Name: Jim Bricker

Home:

Street:

Work:

City: Prescott

CBR:

State: AZ Zip: 86305

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

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I am challenging the alleged mandatory installation of Smart Meters to report our electrical bills due to concerns that they violate my privacy, can provide informaton that may impact my security and often result in inflated bills. Can I refuse the installation of such meters? Thanks

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 9/12/2011

Opinion No. 2011 - 98992
