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ORIGINAL

ARIZONA CORPORATION COMMISS

0000129533

UTILITY COMPLAINT FORM RECEIVED

Investigator: Sheila Stoeller

Phone: 602-542-4143

2011 SEP 13 P 12: 05 Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION

Inquiry No. 2011 - 98622

Date: 9/2/2011

Complaint Description: 01H Billing - Smart Meter
08Z Rate Case Items - Other

First:

Last:

Arizona Corporation Commission

Complaint By: Ronald P. Schnose

DOCKETED

Account Name: Ronald P. Schnose--acct #871280282

Home: (92

SEP 13 2011

Street:

Work:

City: Prescott

CBR:

DOCKETED BY [Signature]

State: AZ Zip: 86303

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

I wish to opt-out of the Smart Meter replacement program and was informed I don't have that option.

QUESTIONS:

I believe I recently read that APS had future plans to offer an opt-out choice for their Smart Meter Program. Could the customer be informed of that fact, if I'm correct, and what it might entail re costs, etc? I also believe this question might be part of your rate case before us. If so, could customer's meter installation be put on hold until rate case is completed? Please relay whatever info you have to customer and copy the ACC. Thank you.
End of Complaint

Utilities' Response:

9/12--rec'd the following:

Hi Sheila,

I have investigated Ronald Schnose's concerns and have found that he established electric service to his home in Prescott on 07/06/77. He is currently on the ET-1, Time Advantage 9pm-9am rate.

Company records indicate on 08/30/11, APS delivered a door hanger notice to Mr. Schnose's residence. The door hanger stated APS would exchange the meter providing service to his home to a smart meter within the next few days. A smart meter allows APS to obtain meter reads through radio frequencies and cell phone technology. Additionally, the smart meters implemented in this area have the capability of allowing APS to connect and disconnect the service remotely.

On 09/01/11, APS went to Mr. Schnose's residence to exchange the meter. The APS technician found a sign hung on the meter declining the installation of a smart meter. The APS technician respectfully agreed to hold off on installing the meter. Company records indicate Mr. Schnose has not contacted APS to discuss his concerns

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

regarding smart meters allowing APS the opportunity to address his concerns.

Sheila, upon receiving Mr. Schnose's Inquiry, I postponed the installation of a smart meter at his residence. Although Mr. Schnose's concerns regarding smart meters are unknown at this time, APS understands the sensitivity around the issue and will postpone the smart meter at his residence until an opt out program has been developed. The Company is currently developing an opt out program and APS is committed to providing Mr. Schnose information regarding the opt out program once information is available.

I contacted Mr. Schnose on 09/09/11 to discuss his concerns and left a message. At this time, he has not returned my call. I will send an update if Mr. Schnose returns my call.

Please let me know if you have any questions.

Thanks,

Elizabeth McFall
Consumer Advocate
End of Response

Investigator's Comments and Disposition:

9/2--Inquiry forwarded to APS via email.

9/13--spoke w/Mrs. Schnose and she acknowledged that they had rec'd APS's message. CLOSING file and will docket this inquiry in E-00000C-11-0328
End of Comments

Date Completed: 9/13/2011

Inquiry No. 2011 - 98622
