

E-00000C-11-0328

ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Inquiry No. 2011 - 98623

Date: 9/2/2011

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

First:

Last:

Complaint By: Alan

Anderson

Account Name: Alan/Alicia Anderson-acct: [REDACTED]

Home:

Street:

Work:

City: Prescott

CBR: [REDACTED]

State: AZ Zip: 86305

is: E-Mail

RECEIVED  
2011 SEP 13 P 4: 0  
AZ CORP COMMISSION  
DOCKET CONTROL

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

After doing some research on the medical & privacy dangers of smart meters, I decided to ask APS to not put an unit on my house. They had no such "opt-out". I have nothing to gain by it's installation but risks. I know they are a monopoly but I wish to not be forced in such matters.

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\*

Arizona Corporation Commission  
DOCKETED  
SEP 13 2011

Utilities' Response:

9/9, rec'd following:

Hi Sheila,

DOCKETED BY [Signature]

I have investigated Alan Anderson's concerns and have found that he established electric service to his home in Prescott on 01/20/05. He is currently on the E-12, Standard rate and enrolled in Autopay. Autopay is an option for customers to have their payments automatically withdrawn from their checking or savings account each month.

Company records indicate on 08/24/11, APS delivered a door hanger notice to Mr. Anderson'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

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connect and disconnect the service remotely.

The following day, APS went to Mr. Anderson's residence to exchange the meter. The APS technician found a sign hung on the meter declining the installation of a smart meter due to his concerns regarding health risks. The APS technician respectfully agreed to hold off on installing the meter.

Sheila, the health and safety of our customers is a top priority of APS. Although the association of potential health effects from smart meters have been studied and reviewed by numerous worldwide scientific and regulatory bodies who found no conclusive evidence that smart meters have negative health effects, APS understands the sensitivity around the issue. Therefore, the Company is currently developing an opt out program allowing customers the ability to opt out of a smart meter installation. APS has agreed to postpone the installation of a smart meter at Mr. Anderson's residence until an opt out program has been developed. APS is committed to providing Mr. Anderson information regarding the opt out program once information is available.

I called Mr. Anderson on 09/09/11 to discuss his concerns and left a message for him. At this time, he has not returned my call. I will send an update if Mr. Anderson 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 entered into database and will be emailed to APS.

9/13--spoke w/Mrs Anderson who said APS had written them a letter and they're fine with the hold on installation of the Smart Meter. CLOSING  
\*End of Comments\*

Date Completed: 9/13/2011

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