

E. 01345A-11-0224



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ORIGINAL

The following was rec'd in the Customer Service office as a follow-up from Mitch Ives regarding his issues with Smart Meters and APS. It will be docketed in E-01345A-11-0224.

Ms. Stoeller,

I thought you would like to know that I received a response from APS regarding my loss. They believe that the \$2,579 I was forced to spend to replace my (\$5,500) television was too high. They feel that they could have gotten a proper replacement for \$1,639.49, so they offered me the grand sum of \$100. How nice. This is the level of corporate responsibility that APS delivers to the taxpayers of Arizona. I think it's well past time that the Corporation Commission get serious about reigning in this rogue utility.

If DirecTV raises it rates unnecessarily or exhibits egregious customer service, one can go to Dish satellite, Cox Cable, Qwest, etc. If one finds their internet provider does something similar they have a choice among Cox, Qwest, even a satellite option. When it comes to an electrical utility, the Corporation Commission has failed to provide us with any other options. Being an Arizona citizen is like being a foster child. The Corporation Commission places us into a hostile environment without giving us any choice, fails to check any abuses we suffer, and doesn't allow us the option to leave. Perhaps that's why APS feels free to abuse us.

Please pass along this information to the Commissioners. Please see to it that they have my name, and tell them that I plan on becoming a "fixture" at every meeting. I also intend to dedicate my time and all of the resources of my video production company towards making the lives of APS and the Corporation Commission very uncomfortable until something is done to stop this abuse. If isn't the wholesale violation of our privacy with these smart meters, than it's the outright destruction of our personal property by an improperly trained employees of a utility that doesn't care. Why should they... no one is forcing them to?

You mentioned earlier that you cannot call my business line. My cel number is [REDACTED]. I will make myself available to any or all corporation commissioners should they wish to discuss any of this with me. I think you'll find me to be cordial and professional at all times.

Cheers

Mitch Ives

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Arizona Corporation Commission  
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