

E-00000C-11-0328

ORIGINAL



0000134914

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: () () () () () ()

Fax: () () () () () ()

Priority: Respond Within Five Days

Opinion No. 2012 - 102568

Date: 3/5/2012

Complaint Description: 08A Rate Case Items - Opposed
01H Billing - Smart Meter

Arizona Corporation Commission
DOCKETED

MAR - 5 2012

First:

Last:

Complaint By:

Rita

Field

Account Name:

Rita Field

Home

Street:

N/A

Work:

City:

N/A

CBR:

State:

AZ

Zip: 00000

is:

DOCKETED BY

Utility Company:

Miscellaneous Electric

Division:

Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****ALSO REFER TO ACC INQUIRY NO. 102538*****

RE: Docket No. E-00000C-11-0328

REFERRED FROM EXECUTIVE DIRECTOR'S OFFICE:

From: Rita Field [mailto:ritafield@azcorp.com]
Sent: Friday, February 24, 2012 7:38 AM
To: Shaylin A. Bernal
Subject:

Hello Shaylin,

I cannot sleep because The Smart Meters are making a high pitched electrical humming in my ears. Insomnia, migraine headaches, ears buzzing.

I have an old car. I cannot be at the Meeting on March 23. Can someone take my statement by telephone?

I have been to the Emergency Room twice. The current from the Smart Meters is so strong it made my heart papitate. I thought I was having a heart attack.

People in Canyon Run Senior Village Apt are getting Sick. Cindy's skin cancer is worse. Look at my Dog's nose.

These Smart Meters are BAD BAD BAD.

3/1/2012 Email from Customer:

From: Rita Field [mailto:fieldrita@hotmail.com]
Sent: Thursday, March 01, 2012 5:52 PM

RECEIVED
2012 MAR -5 A 10:45
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

To: Guadalupe Ortiz
Subject: RE: Smart Meters - Docket No. E-00000C-11-0328

Thank You So Much,
Hello Mr Ortiz,

I am in much pain from the Smart Meters. Since their installation on Canyon Run Senior Village Apartments, I have a constant electrical buzzing sound in my ears, insomnia, migraine headaches, and involuntary eye twitching. I cannot go on functioning without sleep. I did not have these health problems before the arrival of the transmitting meters. My neighbor's Janette, and Jack can hear the buzzing sound, too. They don't know what it is, I told them.

There has been an excessive amount of EMS traffic at our apartment since the Smart Meters arrival. Two Deaths, in one week. The man across the hall had to go to the ER. I, myself have been to the ER, at YRMC, twice. On one occasion, the frequency from the Smart Meters was so powerfully strong, It caused my heart to palpitate. I am electro sensitive. I am not alone, there are many others, across the nation, who are complaining of the same health problems as me, since the installation of the Smart Meters.

I want the 88 smart meters on our building changed to Analog Meters. APS, said they would do it, but they have not. They changed my meter to another transmitting meter with a different brand name.

Please Mr. Ortiz, help me. I do not want to die. These are Torture Devices to sensitive people such as myself. When I was young, Detroit Edison, our electric company, sent us 3x5 green cards that had empty meters on them. We copied the numbers from our meters to the cards. They were self addressed, we just popped them in the mail.

These wireless Smart Meters are unnecessary, they hurt people, they hurt me. Please, if you have the resources to have the APS, come immediately, and change them to Analog Meters, I know my health will improve again.

Help Me, Please
Rita Field
928-541-7663

Best time to reach me, 8pm - 8am Monday thru Sunday
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/1/2012 Email to Customer :

From: Guadalupe Ortiz
Sent: Thursday, March 01, 2012 4:52 PM
To: 'fieldrita@hotmail.com'
Cc: Shaylin A. Bernal; Connie Walczak
Subject: Smart Meters - Docket No. E-00000C-11-0328

Ms. Field,

Your email dated February 24, 2012, sent to Shaylin Bernal, Executive Assistant to the Executive Director of the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I would be more than happy to contact you and file an opinion on your behalf to express your comments and concerns related to smart meters. Please provide me with your telephone number and the best day and time in which you can be reached. You are also welcome to contact me at (602) 542-2406, if this is more convenient.

The Commission will be accepting public comment telephonically at the upcoming workshop regarding Meter Guidelines scheduled to be held on March 23, 2012. For more information, please call Shaylin Bernal at (602) 542-3931.

Please note, the Commission does accept opinions verbally, in writing or in person. Consumers may come into the Commission's office, mail, fax or email an opinion for any matter pending Commission approval. For your convenience, below is the Commission's contact information:

Arizona Corporation Commission, Utilities Division
1200 W. Washington
Phoenix, Az 85007
Phone: (602) 542-4251
Toll free: 1 (800) 222-7000
Fax: (602) 542-2129
Email: mailmaster@azcc.gov

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
Phone: (602) 542-2406
Fax: (602) 542-2129
Email: Gortiz@azcc.gov

3/5/2012 Email to Customer:

From: Guadalupe Ortiz
Sent: Monday, March 05, 2012 8:52 AM
To: 'Rita Field'
Subject: RE: Smart Meters - Docket No. E-00000C-11-0328

Ms. Field,

I am very sorry to hear about the health issues that you believe are being caused by the smart meters at your apartment complex. Has your physician diagnosed these issues as being a result of the smart meters? If so, has your physician provided you a letter to this affect in which you could provide APS to support your case?

The information that you have provided with your email will be utilized to file an opinion on your behalf. The opinion will be docketed with the Commission's Docket Control Center to be made part of the record. The opinion will be taken into consideration by the Chairman and all Commissioners prior to a decision being rendered in this case.

For your convenience, a copy of this email will also be sent to the Executive office of Arizona Public Service Company ("APS") for investigation and response. I will follow-up with you to provide an update, once I receive a response from APS.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please feel free to call me at (602) 542-2406.

Thank You,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
Phone: (602) 542-2406
Fax: (602) 542-2129
Email: Gortiz@azcc.gov
CLOSED
End of Comments

Date Completed: 3/5/2012

Opinion No. 2012 - 102568
