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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 103763

Date: 5/15/2012

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

Complaint By: First: Sue Last: Kubian

Account Name: Sue Kubian

Street:

City: Scottsdale

State: AZ Zip: :

Home: (

Work:

CBR:

is:

RECEIVED
2012 MAY 17 P 12:39
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Arizona Corporation Commission

Contact Phone:

MAY 17 2012

Nature of Complaint:

***** REFERRED FROM CHAIRMAN PIERCE'S OFFICE *****

*** E-00000C-11-0328 ***

DOCKETED BY [Signature]

Received a call slip from the Chairman's office requesting a call to Sue Kubian regarding smart meters. Ms. Kubian was upset about the fact that she might have to pay more if she did not have a smart meter.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I contacted the customer and listened to her concerns about health issues and safety issues pertaining to smart meters. She also feels that she should not have to pay more if she does not have a smart meter. She feels that the cost of these meters is already in her rates and so is the cost of reading the meter.

She has already contacted APS about opting-out of a smart meter so she does not currently have a smart meter installed. She feels that the company will eventually have the ability to control her usage and her appliances and she does not want that to happen. I offered to have someone in the executive office at APS contact her to address her concerns and she declined. She says she has a friend at APS she plans to contact.

I told her I would put her comments into the docket for this matter and copies would be provided to all the Commissioners. She thanked me for my time and my call.

End of Comments

Date Completed: 5/16/2012