

E-00000C-11-0328



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ORIGINAL

ARIZONA CORPORATION COMMISSION
RECEIVED
UTILITY COMPLAINT FORM

Investigator: Richard Martinez 2012 OCT 15 P 12:08
Phone:

Arizona Corporation Commission
Fax: DOCKETED

Priority: Respond Within Five Days
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

OCT 15 2012

Opinion No. 2012 - 106246

Date: 10/5/2012

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

Signature box with initials 'ZSM'

Complaint By: First: Unknown Last: Unknown

Account Name: Unknown Unknown Home: (000) 000-0000

Street: na Work:

City: Phoenix CBR:

State: AZ Zip: 85001 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

(Docket No. E-00000C-11-0328)

16 Things APS doesn't want the public to know about smart meters.

As an individual who is in the know, I have to remain anonymous for my own protection. I have some facts about APS that I think you and your viewers will find eye opening. These are 16 facts that APS doesn't want the public to know. These facts are about the smart meters and the extent APS will go to in order to get these meters installed. With a little research you will find everything in this is true.

1) APS is currently attempting to plead their case to the Arizona Corporation Commission, asking for an ongoing month fee (about \$35 month) for their customers to pay should they choose to OPT OUT of having a smart meter at their home. APS is also planning to ask for another rate increase pleading their expenses and cost of doing business in a bad economy is affecting their ability to do business. APS is going to do this knowing that they are going to be saving money because of the installation of the smart meters it will affect just about every department in one way or another. They are going to save money because no meter reader will be coming to read the meter. That saves APS salary, vacation pay, and retirement pay. APS also knows by installing the smart meter this will cause a domino effect on the elimination of their work force. For example, no meter reader means there is no need for an administrator or production coordinator to schedule work or care for daily needs. This means no supervisors are needed. What about the servicemen who install your meter, turn the power on and off? No need for them either because the smart meter can not only read the meter, it can be turned on or off by APS remotely. Bye bye serviceman, well most of them because someone has to replace the smart meters that don't work, and there are 1,000' that don't. (Get to the later!!!!) No meter readers and no servicemen mean fewer trucks on the road. What does that mean, goodbye mechanics, most of them. APS has already started salvaging vehicles they no longer have a need for because the person who used to drive them has already been let go because of the deployment of these smart meters. Get the picture, this domino effect goes on and on, I could keep going! APS is in a win/win position if they get the proposed OPT OUT fees and rate increase. Savings on salaries, equipment all while cutting work force and possibly getting OPT OUT &

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rate increase approved by the Arizona Corporation Commission. They don't plan to pass these savings on to their customers either. No wonder APS has been so secretive about what they are up to. Not even the Arizona Corporation Commission knows they are trying to pull this off until now. Before we move on to #2 here are some other things APS don't want the public to know. Since the Arizona Corporation Commission has yet to rule on the OPT OUT customer can call APS right now and OPT OUT for free! They will try to talk you out of it and tell you how great the smart meters are, but it can and will be done if you insist. Customers can also contact the Arizona Corporation Commission and ask them to not approve the OPT OUT fees and rate increase. Customers can also ask the Arizona Corporation Commission to ban the use of smart meters. Customers would be wise to ask for an analog meter to replace the smart meter.

2) Ever wonder why APS is eager to install smart meters? Besides what was already mentioned in #1, here are some more facts. The smart meter runs on the high side, in other words high and in APS' favor. Smart Meters have been found to be inaccurate as well. With some research you will find this to be true start looking in California and you'll find this to be true.

3) APS has the ability to change the customer's rate on the smart meter remotely any time they want without the customer even knowing. They will of course tell you they never do it, but they have the capability to.

4) 105 degrees is bad for the smart meter. Why? The hot temperature causes the meter to malfunction. When the smart meter malfunctions they stop working but not communicating. When this happens APS can't read the meter. How do they bill you if they can't read the meter? They generously overestimate the customer's bill in their favor until they can replace the malfunctioned meter with a working one. That's going to take a while, tell you why later! With the Arizona weather in the summer running easily over 105 degrees this should be of great concern to the customer.

5) 1,000's of smart meters have failed to communicate. As already mentioned this enables APS to estimate the customer's bill generously in APS' favor. Because APS is getting rid of employees as they deploy more smart meters they don't have the man power to change these 1,000's of malfunctioning meters to working meter. What does this mean for the customer? Estimated bills until they get around to changing the meter.

6) Smart meters cause health problems. APS will quickly give the smart meter gives off less RF than a cell phone. However, what APS won't comment on is when an entire neighborhood has a smart meter what type of RF does all the combined meters give? Daniel Hirsch has answered these questions, he can be found on the internet, and his findings are well known to the electrical industry the dangers of RF and what this does. Smart meters have been known to cause sleeping problems, headaches, cardiac symptoms, and respiratory problems to name a few.

7) Smart meters themselves are fire hazards. See lawsuit in Maryland, Illinois, and Pennsylvania for smart meters being the source of fires.

8) Despite what APS tells you, smart meters are hackable. Do some research on David Chalk, a hacking expert, find out what he says about how easy it is to hack a smart meter.

9) Smart meters collect lots of data about the customer and their electrical usage. It can tell APS the times the customer used certain appliances and how often. Why is this important? APS can use this data to educate themselves on how they should best create their rates in their favor based on data collected from the smart meters. Then APS can turn around and ask the Arizona Corporation Commission to approve rates they came up with from the data collected from the smart meters that are heavily in their favor and ask the unsuspecting Arizona Corporation

Commission to approve the rate from the data collected from the smart meter. APS will have an advantage because they know when what time customers use their heavy duty appliances and they can tailor their rates to that.

10) APS did a pilot program to see how many of the automated smart meters that they had set some time ago have been tampered with and left in a dangerous state by whoever tampered with the meter or meter panel. This pilot program would also determine if jobs were to be made for prevention. Pictures were taken and reports were made based on successful finds of tampering and of dangers of how it was left after tampering. There were an astronomical number of them found. Situations where a child or citizen could be killed if they came in contact with how the tampering was left. This data was turned in with the intent to create jobs so as to protect the public from these hazards. APS doesn't want to create the jobs despite the findings because no other electric company who has smart meters in place is creating jobs to find these dangers. This is unbelievable I know, but it's true. The smart meter even tells APS when it's been tampered with but they have no interest in hiring people to find dangers they know exist and keep it at a minimum to protect the public from being exposed

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to these dangers.

11). APS has a Revenue Protection department. They only have three investigators to investigate theft for the entire state. This department needs help desperately to catch people stealing electricity and to prevent dangers created by theft that were described in #10. APS knows this but it appears they are only interested in downsizing the work force to cut costs and padding CEO Don Brandt's \$7 million salary. It doesn't appear they are interested in public safety or catching thieves that these smart meters often give them leads on. Catching thieves would help cut cost and can be passed on to the customer but only having three investigators to investigate the whole state speaks for itself. Also the very employees APS is getting rid of often find this theft and dangers during the course of their work and report them. However, with APS eliminating their jobs due to the smart meters they will not be around to see these hazards to report them. Even if the smart meter alerts APS it's been tampered with when or will they ever show up to investigate with only three investigators to handle the entire state?

12) When APS went to Prescott to install smart meters, so many customers OPT OUT and refused to let them install the smart meter that they didn't do the installation there because of the heavy customer opposition. But how did they keep it quiet so no one here found out about it???

13) When FOX10 News did their segment on smart meters, the next day after the broadcast, before those who work with the smart meters went out to work they were pulled in a meeting. In that meeting they were strongly advised to say or not to say certain things to customers who asked about the broadcast. The employees were read a what to say and not to say statement and given a handout of APS's version of why the smart meter is good and advised to share that information with customer.

14) California, Maine, Illinois, Texas, and Hawaii have fire problems, health problems, high bills, hacked smart meter problems with the smart meters. Lawsuits have been filed in these states and bans to smart meters are being worked on for much of what is in this letter. Especially fighting OPT OUT fees. This is well known in the electrical industry. There is no way APS is not aware of what is going on with the smart meters in these states. Yet they are on a mission to get all their customers a smart meter as soon as possible.

15). APS has what they call a phase A problem with these smart meters. The problem causes the meter not to communicate or to not connect or disconnect remotely. APS is getting refunded for these non-working meters from Elster. APS knows all these flaws and that the meter don't work right, but they are determined to get them installed as soon as possible, mostly because of what was stated in #1 & #2.

16) Smart meters are not the only automated means they have at customer's homes. When they first started their vision on automated meter reading, they started installing Power One Data meters. They plan to go back and replace them with the smart meters once everything is automated. Power One Data meters also put off the same dangerous RF and EM that is hazardous to all of their customer's health. Customers can also OPT OUT of these as well. THE OPT OUT FOR FREE RIGHT NOW IS THE BIGGEST SECRET APS HAS. THEY ARE MAKING THE CUSTOMER THINK THEY HAVE TO TAKE THE SMART METER, BUT THEY DON'T HAVE TO !!! THEY CAN NOT ONLY OPT OUT, THEY CAN ALSO REFUSE TO LET APS INSTALL THESE METERS. APS HAS DONE ALL IT CAN TO KEEP THIS SECRET SO THAT THERE WILL NOT BE A MASSIVE AMOUNT OF CUSTOMERS WHO WILL OPT OUT OR REFUSE INSTALLATIONS OF THE SMART METER.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/12/12

Emailed to Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 10/12/2012

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