

E-00000C-11-0328

ORIGINAL

OPEN MEETING AGENDA ITEM  
ARIZONA CORPORATION COMMISS



0000140639

UTILITY COMPLAINT FORMED

Investigator:

Phone: 2012 NOV 29 A 10: 00 Fax: (602) 542-2129

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2012 - 107148

Date: 11/28/2012

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

First:

Last:

Complaint By: Susan

MackKay

Account Name: Susan MacKay

Home: (000) 000-0000

Street:

Work:

City: Snowflake

CBR:

State: AZ Zip: 85937

is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

\*\*\*\*\*SMART METERS\*\*\*\*\*E-00000C-11-0328\*\*\*\*\*ELECTRIC\*\*\*\*\*

From: Susan MacKay  
Sent: Tuesday, November 27, 2012 6:29 AM  
To: Utilities Div - Mailbox  
Subject: Comments on Docket #E-00000C-11-0328

Docket No. E-00000C-11-0328

November 27, 2012

Arizona Corporation Commission  
DOCKETED

NOV 29 2012

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007

DOCKETED BY *JM*

Docket No. E-00000C-11-0328 Smart Meters

Dear Commissioners:

You indicated in your October 23, 2012, draft of Guidelines for the installation of smart meters by Arizona public utilities that an opt-out provision would be available to any utility customer who did not wish to have a meter that transmits information wirelessly (Guideline #8). As written, the substitution by the utility company of a digital PLC (power line communication) meter for a wireless meter would satisfy the opt-out requirement. Furthermore, a company which was using a PLC rather than a wireless system would presumably not have to provide any opt-out at all. This is not a valid opt-out program as it does not take into consideration the negative health effects of the PLC type of smart meters.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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The only valid opt-out, for those who are already electrosensitive or who are worried about the negative health effects of digital meters, whether of the wireless or PLC type, is the option of retaining our existing non-communicating electromechanical (analog) meters. It should be specifically stated in Guideline # 8 that customers can opt-out of the smart meter program by electing to keep their original non-communicating electromechanical/analog meters (or having them re-installed if they have already been removed by the power company), whether the power company is using a wireless or a PLC type of smart meter system.

Additionally, Guideline # 7 states that FCC guidelines for radio frequency (RF) are to be used for exposure limits. These are outdated, meant only as an interference level guideline rather than a health standard, and will not protect consumers from potentially harmful levels of RF exposure. Exposure limit guidelines should be based on the new research which is currently being done and should be refined as more data comes in.

Thank you for your attention to these comments.

Sincerely,

Susan MacKay

Snowflake, Arizona 85937

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and filed in docket # E-00000C-11-0328. CLOSED.

\*End of Comments\*

**Date Completed: 11/28/2012**

**Opinion No. 2012 - 107148**

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