

ORIGINAL

OPEN MEETING AGENDA ITEM



0000141711

— APS Customer Complaint - Docket # E-00000C-11-0328 —

APS Customer Complaint: APS Has Not Yet Provided Analog Bidirectional Meters for EHS Solar Customers

RECEIVED

2013 JAN 24 P 4:36

I have not been provided the analog bidirectional meter I need as a solar customer. On June 15, 2012 APS would have provided me with an analog meter, if I had not been a solar customer. APS has overlooked serving solar customers the safe analog bidirectional meters that APS staff members have told me I need. At the ACC March 2012 Workshop, APS' Mike Goguen said APS was refurbishing analog meters for EHS customers that need them or want them. APS Dina placed me on a renewables@aps.com refurbished list for an analog bidirectional meter on June 18, 2012. Last week I was told by APS that there now is no analog bidirectional meter list. Therefore, APS needs to order analog bidirectional meters or have them made. They were prevalent not long ago. I am told that plenty of customers will want them when they become available. It is APS' responsibility as a monopoly electrical service provider to provide safe meters for their customers at no extra cost.

So, since I require a safe meter for my situation, and since Isaac at the APS Construction Help Line told he knows of plenty of people who would also like an analog bidirectional meter, I renew my complaint so that EHS people such as I am and everyone else that needs them or would like them, can be served by safe solar meters.

It has also come to my attention through APS Vice President and Chief Customer Officer, Tammy McLeod, that APS has the idea that because it wants to use my private information, APS apparently thinks it is OK to risk my life in order to gather and to use my private information and in order to deny me a safe analog bidirectional meter that I need as an EHS person. I do NOT consent to the gathering of my private information by APS.

I do NOT consent to the use of my private information by APS.

Arizona Corporation Commission

DOCKETED

JAN 24 2013

DOCKETED BY 1 [Signature]

— APS Customer Complaint - Docket # E-00000C-11-0328 —

I do NOT consent to the preposterous idea that anyone, other than myself, has the right to assign APS a right to take and use my private information in order to deny me a safe analog mechanical bidirectional meter that I now need for my health and safety! How can anyone assign to APS a right that they do not have!

The only form of information I consent for APS to gather, is the information available from a properly installed, authentic analog mechanical bidirectional meter being read on a monthly basis. I do own an analog mechanical meter that chronicles my solar panel information that APS may read.

Respectfully submitted on behalf of a better world for all of us!

Patricia Ferre

-----  
January 23, 2013  
SENT BY CERTIFIED MAIL

Mr. Donald E. Brandt  
Chairman & CEO  
Arizona Public Service Company  
P. O. Box 53999, Mail Sta. 8602  
Phoenix, AZ 85072-3999

Dear Mr. Brandt,

Although I appreciate the removal of the Elster “proprietary information” market research meter from my home, I do not consent to the Itron CENTRON meter placed on my home under false information given to me by the APS staff person that made an appointment to change out the Elster meter on my home for an “analog bidirectional meter” that I had requested. Since June 18, 2012, I had been placed on a wait-list by APS staff for a *refurbished analog bidirectional* meter on [renewables@aps.com](mailto:renewables@aps.com). APS staff told me it is the meter that I needed on June 15, 2012. I happened to catch the APS installer when he had finished installing an Itron CENTRON. The APS installer kept insisting that

the Itron CENTRON is an “analog bidirectional meter” and finally that it is what “*APS calls an analog bidirectional meter.*” Since APS does not properly train its staff about the difference between “analog/mechanical” and digital, or between a lie or truth, however the issue may be, I now clearly state with what to me is redundant language:

I do not consent to any bidirectional meter for my solar system, except an analog mechanical bidirectional meter, the type that is safe for me biologically, considering that I an EHS and have been told by my doctor to be very careful with my exposure to electro-pollution or electrosmog.

I do not consent to a ‘smart’ automated meter.

I do not consent to a meter that is digital.

I do not consent to a meter that has a *optical port*, the kind that the meter reader currently uses to manually read the offending Itron CENTRON, placed on my home. The *optical port* meter reading device, or the usage of the Itron Centron port, has made me sick after I observed the meter reader downloading information, from a distance. It is not acceptable for me and probably abusive to your staff that have to be exposed to its use daily. Based on my physical reaction to the optical port device, I can’t imagine that the optical port device is safe for staff to use long term.

At the Arizona Corporation Commission meeting in March 2012, APS’ Mike Goguen stated that analog meters would be available to EHS customers that need one. It is my opinion that a captive population being served by a monopoly electrical service corporation needs to provide safe meters and safe electrical service for all customers. THIS IS NOT YET THE CASE FOR EHS SOLAR CUSTOMERS! This needs to be remedied.

Particularly it needs to be remedied before the planned change of Payson and the Mogollon Rim area into the ubiquitous APS ‘Smart’ Automated Grid Killing Fields!

I consent to a properly installed analog bidirectional meter and to the updated metering regulations that applied to them when they were in use.

Patricia Ferre  
APS Account # (deleted)