

E-00000C-11-0328

ORIGINAL

OPEN MEETING AGENDA ITEMS
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



0000141982

Investigator: Scott Friedson

Phone: 2013 JAN 31 P 4: 04

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 108183

Date: 1/31/2013

Complaint Description: 19I Other - ADEQ/EPA Questions
N/A Not Applicable

Complaint By: First: Sheila Last: Marler

Account Name: Sheila Marler

Home: (000) 000-0000

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85326

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

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

January 29, 2013

APS

Arizona Corporation Commission
DOCKETED

JAN 31 2013

Regarding: Account of Sheila Marler

DOCKETED BY [Signature]

To Whom it May Concern:

I'm writing about the enclosed letter that I received from you. I've recently been made aware of health and privacy issues associated with the Smart Meter. I'm writing to tell you I want to opt out of this meter.

Sincerely,
Sheila Marler
cc: AZ Corporation Commission

Dear Sheila Marler:

At APS, we make every effort to keep you informed, and we want to let you know that we will be upgrading tile electric meter at your home in the next few weeks.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Although the new meter will appear similar to the meter that currently measures your usage, it will offer many advantages. Once the new meter is installed, you will be able to login to your account on aps.com to view information about your household energy usage. You also will find tools designed to help you make more informed decisions about your service. This includes:

The ability to compare rate plans to see which plan would best meet your needs. You will also be able to switch to a new rate plan immediately without having to wait for the next billing cycle, as you would with your current meter.

Detailed energy usage information that will also help you better understand your usage habits, enabling you to identify other opportunities to reduce your monthly bill.

When the meter is exchanged, you will experience a momentary loss of power. Typically, the interruption to your service lasts less than five minutes; and APS will make every effort to minimize your inconvenience. In addition, we'll leave a door hanger within three business days prior to exchanging your meter so you'll know when to expect the upgrade of equipment. During this three-day window, we ask that you unlock any gates and breaker panels and secure your dogs or other animals away from the electric meter and breaker panel.

Any APS employee contacting you regarding official business will display proper identification. If you have any questions, please feel free to contact us at 602 371 3656 in the metro Phoenix area, or 800 281 3349 outside of Phoenix.

Please login or register your account on aps.com to learn more about how your new meter can benefit you. We appreciate the opportunity to serve you

Sincerely,
APS Customer Service
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Entered for the record and filed in docket no. E-00000C-11-0328. CLOSED.
End of Comments

Date Completed: 1/31/2013

Opinion No. 2013 - 108183
