

E-00000C-11-0328



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ORIGINAL

OPEN MEETING AGENDA :

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

DOCKET CONTROL
2013 FEB 12 AM 9 40

Opinion No. 2013 - 108308

Date: 2/5/2013

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

Complaint By: Elizabeth Kelly

Account Name: Elizabeth Kelly

Home: (000) 000-0000

Street: N/A

Work:

City: N/A

CBR:

State: AZ Zip: N/A

is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

*****DOCKET NO. E-00000C-11-0328*****

Arizona Corporation Commission
DOCKETED

FEB 12 2013

From:
Sent: Sunday, February 03, 2013 4:13 PM
To: Utilities Div - Mailbox
Subject: FW: New PV Performance meters (APS Ref #

DOCKETED BY [Signature]

TO AZCC DOCKET CONTROL

I am resending this to you to correct an error I made in your email address. Please file under Docket E-00000C-11-328.

Elizabeth Kelley

From: lkelly_45@msn.com
To: susan@susanpitcairn.com; agill@azcc.gov; thart@azcc.gov; pierce-web@azcc.gov; stump-web@azcc.gov; kennedy-web@azcc.gov; newman-web@azcc.gov; burns-web@azcc.gov; mailmaster@azcc.com
Subject: RE: New PV Performance meters (APS Ref # 1955375)
Date: Sun, 3 Feb 2013 15:54:30 -0700
Dear AZCC Docket control

Please insert these thought provoking comments sent to the Commissioners and staff by Dr. and Mrs. Pitcarin and this email message to you into Docket 0328t #E-00000C-11-0328. This is the Docket where citizens have been filing their health, safety and privacy concerns about smart meters and we think it should be broadened to incorporate comments about other types of utility meters and their transmission networks. Solar production meters also pose health risks due to electromagnetic radiation emissions, as they point out, which need to be evaluated prior to installing them. It is not only the automated Metering Infrastructure (AMI) "smart" meters which need to be more closely examined to ensure there is no risk potential presented to the health and safety

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of people or the environment. Power Line Communications (PLC) meters, Automated Metering Reading (AMR) meters and these new production meters also pose potential risks that need to be evaluated. We hope that you will give the metering issue, including mode of transmission, more focused attention and that you will develop policy proposal that permit residents of Arizona to "opt out" of these meters and not only the AMI "smart" meters.

We also prefer that the individual utilities in Arizona agree to comply with statewide policies as, otherwise, there will be glaring inequities among the utilities in terms of any policies they may adopt singly. We think that this is the way it is going right now with APS rumored to be releasing its own "opt out" policy on AMI meters shortly. The mission of the Arizona Corporation Commission in part is to ensure health and safety needs are met. We would welcome the opportunity to testify at a future open meeting or workshop about the health and safety concerns we have regarding alternatives to the electro-mechanical "analog" meters.

Sincerely,
Elizabeth Kelley MA
Coordinator, Arizonans for Safer Utility Infrastructure
Director, Electromagnetic Safety Alliance, Inc.
www.electromagneticsafety.org

Subject: Re: New PV Performance meters (APS Ref #)
From:
Date: Sun, 3 Feb 2013 10:52:21 -0700
To: agill@azcc.gov; thart@azcc.gov; pierce-web@azcc.gov; stump-web@azcc.gov; kennedy-web@azcc.gov; newman-web@azcc.gov; burns-web@azcc.gov

Dear Arizona Corporation Commissioners,

Recently I learned from Kathy Langstaff, at APS Customer Service, about the new wireless solar production meters are being mandated by the ACC, to be installed soon for PV customers.

It's unclear why it is necessary to install these new production meters; our double metering system already provides a presumably accurate measure of how much total power we generate monthly. When described as "total production," is this for the purpose of doing it in real time, perhaps as hundreds or thousands of broadcasts a day. Is this what you are wanting?

In regard to APS's developing plan to accommodate photovoltaic customers who do not want wireless production meters, we also do not want the signals sent over powerlines, an option used by some utilities. We have actually experimented with powerline networking (PLN) for our internet service and discovered large increases in "dirty electricity" (resonances and high frequencies) on our household circuits, which some epidemiologists have linked to cancer clusters and other problems. So we opted to remove them and install ethernet. (The PV inverter also, unfortunately, produces dirty electricity, which we are able to control to some extent with filters.)

The best solution to my knowledge for all or most automated meters would be (would have been) for power companies to use one of the unused telephone lines to most people's home to send data. I imagine it would require some negotiation with the phone companies. Another option would be to install dedicated cables. Costly? Maybe. But that would have been/will be worth it, considering all the people who feel their health has been ruined by wireless Smart Meter proliferation, as well as the public relations disaster that this whole imposition is creating.

I do think we will be seeing a lot of costly and divisive litigation on this topic as a result. It may take a while for our society and government to legally limit electronic technology as it did with smoking, but from all the evidence I've seen so far, it appears inevitable, particularly as more and more people discover they have become electrosensitive. Some public health experts consider that in a few decades as much as half the population will

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become electrosensitive, meaning, they will be unable to function normally in technological society as we know it. The Academy of Environmental Physicians has sounded a strong alarm about Smart Meters greatly adding to this danger; even opting out still means exposure throughout the entire mesh network in neighborhoods. There is currently a \$125 million lawsuit in California by a customer who alleges harm from Smart Meters and I know of a number of people personally who are gathering "before and after" evidence to build cases.

I appreciate that ACC and APS are allowing for some opt out or deferment, but I do not think you are really looking in depth at the evidence for harm with these devices. The industry studies assuring low levels of radiation have been repudiated by many others making actual measurements.

If an acceptable solution is not found, it's almost enough to make me want to take our PV system out or to consider going off the grid with batteries, which is also environmentally not-so-great. I must say that it is very disappointing to spend a lot of money to install what we thought was a pro-environmental technology and then have it morph into something that is potentially dangerous to the environment and to customers.

Another problem with this new plan is that it may ultimately thwart the needed adoption of solar energy. The public is increasingly aware of the documented effect of the proliferation of wireless technology to both humans and other species. Unless an acceptable wired solution is found for a "total" solar production meter (if this is even appropriate or needed), the word will quickly get around among green consumers and will become yet one more obstacle to the growth of solar energy, which is an important part of the solution to our energy challenges.

Can we not all find a way to meet our mutual goals in a way that works for everyone, including nature?

Sincerely,
Susan Pitcairn
(and Richard Pitcairn)
(APS Ref # _____)

Sedona, Arizona 86336

H
Fax: _____

On Jan 29, 2013, at 4:33 PM, <aps@aps.com> <aps@aps.com> wrote:

Dear Ms. Pitcairn,

Thank you for contacting us about our company's plans to upgrade our electric meters. I appreciate your patience while I researched the information you requested.

In the past, APS has estimated and reported to the Arizona Corporation Commission (ACC) the total electricity produced by all the customer-owned solar photovoltaic (PV) systems that are tied to the electric grid. On January 18, 2012, the ACC ordered APS to install "production" meters on customer-owned PV systems in order to accurately measure the total power generated by that solar equipment. These meters will be separate from the meters that are already installed and used to bill the electricity purchased from APS.

The data collected by these new meters will allow for better system planning by APS, and actual (not estimated) reporting to the ACC. The combined data will be a matter of public record, which will allow you and other customers to verify how much total electricity has been produced through the funding of solar incentives.

The production meters will be automated and wireless, and our company expects to begin installing them later

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this year. Letters will be sent to all of our solar customers prior to installation. Since you have advised us that you do not want wireless technology used on your property, we have noted your account to temporarily prevent an automated production meter from being installed.

In the very near future, APS will be filing a plan with the ACC to accommodate customers that do not want automated meters. Once a plan has been approved by the ACC, we will contact you again regarding the details.

Ms. Pitcairn, your long-term business is very important to APS, so I hope this interim information is helpful. If you have any additional questions or concerns in the future, don't hesitate to contact me again.

Best regards,

Kathy Langstaff
APS Customer Service

APS is committed to providing outstanding service and your input will help us do so. Please take a moment to complete this short survey, located at <http://survey.aps.com/checkbox/Survey.aspx?surveyid=1368>. We value your business and your feedback!

(APS Ref #: in 1/9/2013 Susan Pitcairn wrote:

Thank you, please do so. I have recorded some radio frequencies near the meter already, as installed originally last spring. There is a view to the cell towers, but it does seem higher at the area of the meter.

Dear Ms. Pitcairn,

Thank you for contacting us about our company's plans to upgrade our electric meters. As such, your recent email to Stakeholder Comments was forwarded to me.

Since your home has solar equipment and our meter is bi-directional, I am happy to investigate on your behalf. I will contact you again, once I have the information you are requesting; however, in the meantime, I wanted you to know your communication was received and is being worked.

Your business is important to us, so we appreciate your patience while we research your request. If you have additional questions or concerns in the meantime, don't hesitate to contact me directly at aps@aps.com <<mailto:aps@aps.com>>.

Sincerely,

Kathy Langstaff
APS Customer Service

APS is committed to providing outstanding service and your input will help us do so. Please take a moment to complete this short survey, located at <http://survey.aps.com/checkbox/Survey.aspx?surveyid=1368>. We value your business and your feedback!

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 2/5/2013

Opinion No. 2013 - 108308

E-00000C-11-0328

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 108305

Date: 2/5/2013

Complaint Description: 03Z New Service - Other
N/A Not Applicable

Complaint By: First: Katie Last: Kate

Account Name: Katie Kate Home: (000) 000-0000

Street: N/A Work:

City: N/A CBR:

State: AZ Zip: N/A is: E-Mail

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown Contact Phone: (000) 000-0000

Nature of Complaint:

*****DOCKET NO. E-00000C-11-0328*****

From:
Sent: Monday, February 04, 2013 2:46 PM
To: Utilities Div - Mailbox
Subject: NO SMART METERS>>>

I will join a developing movement/ organization that seeks to ban smart meters due to the health and environmental hazards that they present..... please do your homework, research the available documentation/ health studies and do not allow this potentially threatening devise to be installed... thank you for your intelligent choice in this matter . With love and light, kate
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 2/5/2013

Opinion No. 2013 - 108305