

E-01345A-13-0069



0000144042

ORIGINAL

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

RECEIVED

AZ CORP COMMISSION

DOCKET CONTROL Fax:

Investigator: Carmen Madrid

Phone:

Priority: Respond Within Five Days

2013 APR 15 AM 9 13

Opinion No. 2013 - 110138

Date: 4/12/2013

Complaint Description: 01H Billing - Smart Meter
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Bonnie & Harold Cromwell

Account Name: Bonnie & Harold Cromwell

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sedona

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

OPPOSED TO OPT OUT FEES**

Consumer states that she read in the Sedona local newspaper regarding the application filed by APS for opting out of the smart meter installations. She contacted the utility company and was informed that there would be a \$75 fee to opt out from having a smart meter and then every month they will be charged \$30 plus their regular bill.

She is against this fee and states that they are on a limited income and can't afford this additional fee. She states that there are a lot of people that can't afford this charge.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0069. closed

End of Comments

Date Completed: 4/12/2013

Opinion No. 2013 - 110138

Arizona Corporation Commission

DOCKETED

APR 15 2013

DOCKETED BY [Signature]