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Teresa Tenbrink

From: Teresa Tenbrink on behalf of BitterSmith-Web
Sent: Arizona Corporation Commission, Monday, June 28, 2013 11:37 AM
To: Joyce Lake'
Subject: RE: Please do not grant APS to charge meter reader/meter reading fee onto the consumer.

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Dear Mrs. Lake,

I am the executive assistant to Commissioner Susan Bitter Smith. I am responding to you at the direction of Commissioner Bitter Smith. We received the email you sent, and take your concerns very seriously. Your email regarding the APS application for Opt out fees will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the application.

The concerns raised in letters received from customers will assist the Commission in the review of the application.

We appreciate your comments and the interest taken on the proposed rate increase. You can track the case's activity and progress by visiting the Commissions' e-Docket website, <http://edocket.azcc.gov/edocket/>.

Teresa Tenbrink
 Executive Aide to Commissioner Susan Bitter Smith
 Arizona Corporation Commission
 1200 W. Washington
 Phoenix, AZ 85007
 (602) 542-3625

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 2013 JUN 28 P 2:31
 AZ CORP COMMISSION
 DOCKET CONTROL

From: Joyce Lake [mailto:halfalake@yahoo.com]
Sent: Monday, June 24, 2013 11:34 AM
To: BitterSmith-Web
Subject: Please do not grant APS to charge meter reader/meter reading fee onto the consumer.

Commissioner Bitter Smith,

APS is installing 'SmartMeters' in our 13 unit apartment complex of which we pay the bill for accounts: 730204289, 322214280 & 631804285. After speaking with an APS customer service employee, I am writing to complain of the fact that APS is asking the Commission to grant them the right to still be allowed to charge it customers for the meter reader & meter reading when the purpose of these smart meters is to be read from their offices. If there is still a purpose for these charges, I am asking the Commission to tell the company to absorb the cost themselves. We already know there will be an increase in our bills for these smart meters & do not want to have to pay anymore than need be.

As a small business owner, I have seen my utility bill increase remarkedly from last year to this year & cannot afford to pay anymore so please do not allow them to charge us for the meter reader or meter reading,
 Thank you,
 Daniel & Joyce Lake