

E-01345A-13-0069

ORIGINAL



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: 2013 JUL 19 P 2:45

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 111711

Date: 7/19/2013

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

Arizona Corporation Commission

DOCKETED

JUL 19 2013

First:

Last:

Complaint By: Rachel

Eichentopf

Account Name: Rachel Eichentopf

Home:

Street: n/a

Work:

City: Williams

CBR:

State: AZ Zip: n/a

is:

DOCKETED BY
nr

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

***** E-01345A-13-0069 *****

Customer sent the following -

I am a Williams, AZ resident and I am writing to you regarding the new smart meter Arizona Public Service "APS" is intending to install at my home. We do not want them to install a smart meter for various reasons that are listed in the following letter below. We have heard a rumor that APS has requested that our local law enforcement arrest those that are refusing to have these devices installed in or around their homes. We know for a fact that this has happened to a lady in Colorado who had armed utility agents enter her property against her will and is now left with no electric meter or power; but at least her medical symptoms have gone away due to not having this meter on her home anymore. This is absolutely unconstitutional and just plain wrong. We do not agree with having to pay a fee up front or even an extra monthly fee to pay for their infrastructure. Please understand what a rural area we live in and income is a bit of an issue (very seasonal) but our health and privacy is also of great concern. The CEO of APS makes an extravagant amount of money and he stands to receive up to a 50% increase in his salary if he saves the company money by illegally installing smart meters in every home in AZ. I can't even fathom how much money that is! Not to mention all of the people they will be putting out of work because they no longer will have to come out and read the meter. Don't we have enough people on welfare. This seems like a very profit driven decision and for APS to think they can strong arm people into allowing them to make more millions, they are sadly mistaken! Please see the letter below that is being sent to APS by residents in Northern AZ and understand the legal and health concerns being caused by these smart meters. We wont stand for a corporation treating people this way. Also, please realize that many residents here have NO TRESSASSING signs on their property and APS stands to face some seriously angry and well armed individuals if they do trespass illegally onto people's property. Please don't let it come to this. We are counting on you guys to hold APS accountable and not let them monopolize the utility industry or illegally install surveillance equipment in people's homes. If they are insisting on doing this then we should have a choice to opt out that doesn't cost an arm and leg or choose a different utility company. Unfortunately, there is no other choice for us.

From: Concerned Citizen and Resident of Williams, Arizona

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Junipine / Red Lake Area

To: Arizona Public Service "APS"

07/15/2013

NOTICE OF NO CONSENT TO TRESPASS AND SURVEILLANCE, NOTICE OF LIABILITY

Dear Arizona Public Service "APS" and all agents, officers, employees, contractors and interested parties, If you intend to install a "Smart Meter" or any activity monitoring device on this property, you and all other parties are hereby denied consent for installation and use of all such devices on this property. Installation and use of any activity monitoring device is hereby refused and prohibited. Informed consent is legally required for installation of any surveillance device and any device that will collect and transmit private and personal data to undisclosed and unauthorized parties for undisclosed and unauthorized purposes. Authorization for sharing of personal and private information may only be given by the originator and subject of that information. That authorization is hereby denied and refused with regard to this property and all its occupants. "Smart Meters" violate the law and cause endangerment to residents by the following factors:

1. They individually identify electrical devices inside the home and record when they are operated causing invasion of privacy.
2. They monitor household activity and occupancy in violation of rights and domestic security.
3. They transmit wireless signals which may be intercepted by unauthorized and unknown parties. Those signals can be used to monitor behavior and occupancy and they can be used by criminals to aid criminal activity against the occupants.
4. Data about occupant's daily habits and activities are collected, recorded and stored in permanent databases which are accessed by parties not authorized or invited to know and share that private data by those who's activities were recorded.
5. Those with access to the smart meter databases can review a permanent history of household activities complete with calendar and time-of-day metrics to gain a highly invasive and detailed view of the lives of the occupants.
6. Those databases may be shared with, or fall into the hands of criminals, blackmailers, corrupt law enforcement, private hackers of wireless transmissions, power company employees, and other unidentified parties who may act against the interests of the occupants under metered surveillance.
7. "Smart Meters" are, by definition, surveillance devices which violate Federal and State wiretapping laws by recording and storing databases of private and personal activities and behaviors without the consent or knowledge of those people who are monitored.
8. It is possible for example, with analysis of certain "Smart Meter" data, for unauthorized and distant parties to determine medical conditions, sexual activities, physical locations of persons within the home, vacancy patterns and personal information and habits of the occupants.
9. Your company has not adequately disclosed the particular recording and transmission capabilities of the smart meter, or the extent of the data that will be recorded, stored and shared, or the purposes to which the data will and will not be put.
10. Electromagnetic and Radio Frequency energy contamination from smart meters exceeds allowable safe and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

healthful limits for domestic environments as determined by the EPA and other scientific programs. I forbid, refuse and deny consent of any installation and use of any monitoring, eavesdropping, and surveillance devices on my property, my place of residence and my place of occupancy. That applies to and includes "Smart Meters" and activity monitoring devices of any and all kinds. Any attempt to install any such device directed at me, other occupants, my property or residence will constitute trespass, stalking, wiretapping and unlawful surveillance and endangerment of health and safety, all prohibited and punishable by law through criminal and civil complaints. All persons, government agencies and private organizations responsible for installing or operating monitoring devices directed at or recording my activities, which I have not specifically authorized in writing, will be fully liable for any violations, intrusions, harm or negative consequences caused or made possible by those devices whether those negative consequences are justified by "law" or not..

This is legal notice. After this delivery the liabilities listed above may not be denied or avoided by parties named and implied in this notice. Civil Servant immunities and protections do not apply to the installation of smart meters due to the criminal violations they represent.

Notice to principal is notice to agent and notice to agent is notice to principal. All rights reserved.

Signed,

A very concerned citizen of the United States of America, that I thought was Land of the Free, Home of the Brave, not NAZI GERMANY!!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 7/19/2013

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