

ORIGINAL

E-00000C-11-0328



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112218

Date: 8/13/2013

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

First:

Last:

Complaint By: David

Pierce

Account Name: David Pierce

Home:

Street:

Work:

City:

CBR:

State: AZ Zip: n/a

is:

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Arizona Corporation Commission

DOCKETED

Contact Phone:

AUG 15 2013

Nature of Complaint:

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

DOCKETED BY [signature]

RECEIVED
2013 AUG 15 A 9:59
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Received the following e-mail -

Subject: Electrical Utility Metering

I would like to express my concern about the new smart meter accuracy. In all of the research that I have done no meters are rated above 85 C or 185 degrees F. For my personal meter location it is on a west facing wall that receives 4 to 6 hours a day of direct sunshine. The temperature is so high internally that the display has been destroyed.

As a commission that is designated to regulate the utility industry, how can you justify allowing the utility to operate the meter so far outside its temperature rating. Think of the thousands of customers that have their meter mounted on that side of their dwelling. I work with electronics and know the frustrations of calibration when you are dealing with temperature compensation. No measuring device should operate outside of its temperature range and be allowed to measure a product that is billed for. .

I have other means of measuring my consumption and the quantity that I am billed for is always larger than what I measure. If the proper research is done it may well be that even the utility is losing out on revenue due to this issue.

Please reply as to how this can be rectified or at least studied and the results posted where the public has access.

Respectfully;
David Pierce

ARIZONA CORPORATION COMMISSION
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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: 8/13/2013

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