

E. 01345A-13-0069

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



0000148033

Investigator: Trish Meeter

Phone: (602) 542-0622

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Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2013 - 112718

Date: 9/10/2013

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

First:

Last:

Complaint By: Judy

Novak

Account Name: Judy Novak

Home: (000) 000-0000

Street: n/a

Work:

City: Prescott

CBR: judes@q.com

State: AZ Zip: n/a

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

DOCKET NO. E-01345A-13-0069 OPPOSED OPT OUT CHARGES

Arizona Corporation Commission

DOCKETED

SEP 11 2013

9/10

From: Judy [mailto:judes@q.com]

Sent: Thursday, September 05, 2013 7:29 PM

To: Pierce-Web

Subject: Rate Increase For APS Smart Meter Customers

DOCKETED BY [Signature]

To Whom It May Concern:

Please excuse me but I do not have a Docket #. I searched the internet but was unable to find one. I am hoping you can help me with it.

My understanding is that Arizona Public Service is going to start charging customers a fee that opted out of the Smart Meter Program. This fee will be to cover someone having to read the meter. I opted out of having the Smart Meter because of severe headache suddenly coming on as soon as the Smart Meter was installed. My mother died of brain cancer and for that reason I am very afraid of these new meters.

My bill now reflects a charge of \$2.70 for Metering and another charge of \$1.86 for Meter Reading. This charge appears on everyone's bill, even the people who have had the new Smart Meter installed. I have heard that the new charge for reading an old meter is going to be going into effect. My question is, why hasn't the Meter Reading charge been removed from out bills? It has been several years now since the Smart Meters were installed but we the customers are still being charged the same as the old meter. Has anyone looked into this charge?

I am asking you NOT to approve the rate increase for the Smart Meter Opt out customers. How can I be charged

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a fee for protecting my health? PG&E in California has thousands of lawsuits against them from customers who have been affected by these meters. How can I make a choice between a Smart Meter or my health? Please, please, I beg of you to intervene and stop any rate increase for customers of Arizona Public Service who have the old meter attached to their house.

I thank you in advance for anything you can do to STOP the increase in my billing.

Sincerely,

Judy Novak  
Prescott, AZ  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

docketed  
\*End of Comments\*

**Date Completed: 9/10/2013**

**Opinion No. 2013 - 112718**

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