

ORIGINAL



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COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH

ARIZONA CORPORATION COMMISSION

September 17, 2013

To: Docket Control

RE: Arizona Public Service Company
Docket No. E-01345A-13-0069

Please docket the attached ___3___ customer comments OPPOSING Smart Meters.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

SEP 18 2013

DOCKETED BY	MR
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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2013 SEP 18 P 12:17

RECEIVED

E-01345A-13-0069

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112835

Date: 9/17/2013

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

Complaint By: First: Stephen M. & Donna Last: Strong

Account Name: Stephen M. & Donna G. Strong

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sedona

CBR:

State: AZ Zip: 86351

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

OPPOSED

E-01345A-13-0069

ELECTRIC

To whom it may concern:

We hereby OPT OUT of all Smart meter installation(s). We presently have an operating non-digital analog electric meter in place at the above address (Sedona, AZ, 86351). Please leave said non-digital analog electric meter in place, a digital analog meter is unacceptable.

Thank you for your anticipated cooperation.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/17/13: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 9/17/2013

Opinion No. 2013 - 112835

E-01345A-13-0069

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: 520-965-2111

Fax: (520) 965-2111

Priority: Respond Within Five Days

Opinion No. 2013 - 112847

Date: 9/17/2013

Complaint Description: 01G Billing - Meter Read
08A Rate Case Items - Opposed

Complaint By: First: Charles L. Last: Decker

Account Name: Charles L. Decker

Home: (520) 426-1111

Street: 1000 N. Sedona Blvd

Work: (000) 000-0000

City: Sedona

CBR:

State: AZ Zip: 86351

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (520) 426-1111

Nature of Complaint:

OPPOSED

E-01345A-13-0069

ELECTRIC

This is to confirm my request today to Camilla (i.d. # 832547) of your company to opt out of any "smart" meter installation. I wish to keep my analog meter.

Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/17/13: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 9/17/2013

Opinion No. 2013 - 112847

E-01345A-13-0069

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112852

Date: 9/17/2013

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

First:

Last:

Complaint By: Lori L. & Lee A. Meyers

Account Name: Lori L. & Lee A. Meyers

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

OPPOSED

E-01345A-13-0069

ELECTRIC

I am hereby requesting a credit on my next billing for the charges of "Meter Reading" and "Metering" along with all connected fees and taxes. Since you have forced us all to accept your "Smart Meters" and laid off all of our meter readers, I now expect a full credit for these services. You are the ones touting the greatness of these "Smart Meters" and made it clear that one of reasons is you would no longer need to pay for meter readers. After all you were the ones that forced them on the public by threatening extra charges if we didn't go along with your desire.

Also since the installation of this supposed "Smart Meter", my electric bill is \$92.81 higher than last months bill and that wasn't supposed to happen either! So I thank you for that too!!! We aren't doing anything different in fact using the A/C less because the weather was cooler. Yet another slightly untrue statement emerges. If this continues, I want my old analog meter back and I will read it myself!!!!

So, please see to it that my next billing reflects the credits asked for as you no longer are paying meter readers.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/17/13: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 9/17/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2013 - 112852
