



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112962

Date: 9/25/2013

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

First:

Last:

Complaint By: Adriana Z. Badal

Account Name: Adriana Z. Badal (Mayor, City of Bisbee)

Home: (000) 000-0000

Street:

Work:

City: Bisbee

CBR:

State: AZ Zip: 85603

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

*****DOCKET NO. E-00000C-11-0328*****
OPPOSE

September 17, 2013

Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

SEP 26 2013

DOCKETED BY

Re: Docket No. E-00000C-11-0328
Review of the Potential Impacts of Smart Meters
APS Fees for Opting Out of Smart Meters

Dear Chairman Stump and Members of the Commission:

On behalf of the City of Bisbee and our resident customers of APS, I would like take this opportunity to express several concerns about the pending rate application by APS to impose certain fees upon those customers who may opt out of the Smart Meter installation program. A number of our citizens have raised concerns about the installation of Smart Meters on their homes and businesses. These concerns include, but are not limited to, the possibility of health and safety impacts that may result from the constant electromagnetic transmissions from these devices; the loss of privacy that may result from the transmission of this data; the potential loss of service and disruptions in daily affairs due to malfunctions in the equipment; and the potential personal injury, property loss, or economic damages that could result from unauthorized "hacking" into this system.

We appreciate that the Commission is making an effort to obtain a more thorough review of the potential health impacts. We also support every effort that you can make to thoroughly address and evaluate the other types of potential impacts to consumers that may result from the use of this technology. Until all of these

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potential impacts are fully understood and evaluated, we do not believe that it would be appropriate to adopt any new fee structure for APS which would subject consumers to significant economic penalties if they are not comfortable with the use of this technology in their homes and businesses, due to these uncertainties. As you are well aware, your Constitutional obligation to these consumers is to make and enforce reasonable rules and regulations "for the convenience, comfort, and safety, and the preservation of the health" of the patrons of this public service corporation. Art. 15 § 3. We trust that you will continue to keep these standards clearly in mind when considering this rate increase. We trust that you will also insure that any rate that may be adopted will not exceed the amount of the actual expenses incurred by APS, and will not be used as a coercive tool to force compliance with this company program, against the will of certain customers.

Thank you for your consideration and your continued efforts to protect the health and welfare of our citizens.

Sincerely,
Adriana Z. Badal,
Mayor, City of Bisbee
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control
End of Comments

Date Completed: 9/25/2013

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