

E-00000C-11-0328



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**ORIGINAL ARIZONA CORPORATION COM
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: 2013 NOV - 1 A 9:36

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2013 - 113602

Date: 11/5/2013

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

Complaint By: First: Robert Last: Gossler

Arizona Corporation Commission
DOCKETED

Account Name: Robert Gossler

Home:

NOV 07 2013

Street:

Work:

City: Oak Creek

CBR:

State: AZ Zip: 86341

is:

DOCKETED BY

Utility Company: Miscellaneous Electric

Division: Electric

Contact Name: Unknown

Contact Phone: (000) 000-0000

Nature of Complaint:

REC'VD THRU THE OFFICE OF CHAIRMAN STUMP OPPOSED TO SMART METER INSTALLATION
DOCKETED IN E-00000C-11-0328.

June 10, 2013,
Arizona Corporation Commission,
1300 West Washington,
Phoenix, AZ 85007.

Gentlemen:

We have not had the courtesy of a reply to my earlier letter of 3-11-13 (copy attached): nevertheless, here is an addendum to it addressing our resistance to APS installation of automated Smart Meters on our two APS accounts # and #

Having been granted by APS a 9-12-11 "temporary hold" on such installation, on 3-11-13 we asked APS to place our meters on the "alternate meter solutions" list. Herein is a copy of APS response of 3-15-13, in which they state their intent to "very soon" submit to the Arizona Corporation Commission, for approval, a proposed Automatic Meter Opt-Out for customers not wanting Smart Meters.

We admired APS back in the '70s and early '80s, when they audibly took pride in customer benefited cost cutting. While we are very grateful for, and support, their proposal, we also are aware of APS's current propensity to go for the "toppest" dollar possible on everything. Nor do we object to a realistic cost increase in exchange for this special dispensation.

However, in a recent (attached) Letter-to-the Editor, a Philip W. Allen of Sedona points out that Smart Meters will reap windfall savings for APS from not having to read such meters, which (they contend) will be accepted by 99% of their customers. Yet, he says, APS wants to charge each 0.5% opt-out customer \$30 a month to manually read his/her meter. He further indicates APS proposes charging each opt-out customer \$75 simply to "allow" him/her to keep the old analog meter. This is not realistic, it's outrageous! We also enclose a newspaper cartoon impression of this precious smart meter fad being forced on APS customers.

We note, however, that APS does not mention their future savings relative to absence of opt-out customer lawsuit costs when probably many of the 99.5% smart meter customer begin to sue APS because of physical

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and mental health problems these meters are purported to cause.
In any event, the purpose of this letter to the Arizona Corporation Commission is to request that any such increase be carefully analyzed and held by you within bounds of reality and fairness.
We thank you in advance for your consideration of this request! With respect,

Robert J. Gossner,
P.O.Box 20489,
Sedona AZ 86341-6489.

enclosures included company letter dated March 15, 2013, letter from customer to company acknowledging company response to latter dated 9/1/11, Company response letter to customer dated 9/12/2011, copy of customer letter to company dated 9/1/11, copies of news articles and cartoons. (see file copy for all).
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/5

Customer was called to acknowledge receipt of letter and advised it would be docketed. He thanked me for the call.

End of Comments

Date Completed: 11/6/2013

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