

E-01345A-13-0069



0000150348

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion

No. 2014 - 115025

Date: 2/13/2014

Complaint Description:

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

First:

Last:

Complaint By:

Vernon & Jeanette

Shupe

Account Name:

Vernon & Jeanette Shupe

Home: (

Street:

Work: (000) 000-0000

City:

Sedona

CBR:

State:

AZ Zip: 86336

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

*****OPPOSED TO OPT OUT FEES*****

From: Util-PublicComment
Sent: Wednesday, February 12, 2014 2:16 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Vernon & Jeanette Shupe
Date: 02/12/2014
Address:
Phone:
CityStateZip :Sedona, AZ 86336
Cell:
Docket :Smart Meter
DocketNo: E-01345A-13-0069
Utility: Arizona Public Service (APS)
Email:

Arizona Corporation Commission

DOCKETED

FEB 14 2014

DOCKETED BY

RECEIVED
2014 FEB 14 P 12: 11
CORP COMMISSION
DOCKET CONTROL

Comments:We want to opt-out of the Smart Meter installation. APS was advised of our intention, via a telephone call to their Customer Service Representative Cassandra, on February 11, 2014. We would appreciate it if the Commissioners would support a "No-fee Opt-out provision, as well. Thank you.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0069. closed

End of Comments

Date Completed: 2/13/2014

Opinion No. 2014 - 115025

E-01345A-13-0069

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: \

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 115026

Date: 2/13/2014

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

First:

Last:

Complaint By: Howard & Thelma Shupe

Account Name: Howard & Thelma Shupe

Home: /

Street:

Work: (000) 000-0000

City: Sedona

CBR:

State: AZ Zip: 86336

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

*****OPPOSED TO OPT OUT FEES*****

From : Util-PublicComment
Sent: Wednesday, February 12, 2014 2:22 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Howard & Thelma Shupe
Date: 02/12/2014
Address:
Phone:
CityStateZip: Sedona, AZ 86351
Cell:
Docket: Smart Meter
DocketNo: E-01345A-13-0069
Utility: Arizona Public Service (APS)
Email:

Comments: We wish to opt-out of the Smart Meter installation. We spoke with Nelson, APS Customer Service Representative, on February 12, 2014, and told him we want to opt-out. We would also appreciate it if the Commissioners would support a "No-fee Opt-out" provision on this issue. Thank you for your attention in the matter.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0069. closed
End of Comments

Date Completed: 2/13/2014

Opinion No. 2014 - 115026

E-01345A-13-0069

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: . . .

Fax: . . .

Priority: Respond Within Five Days

Opinion No. 2014 - 115027

Date: 2/13/2014

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

First:

Last:

Complaint By: Kathleen Perry

Account Name: Kathleen Perry

Home:

Street:

Work: (000) 000-0000

City: Sedona

CBR:

State: AZ Zip: 86336

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

*****OPPOSED TO OPT OUT FEES*****

I have chose to opt- out of APS installation of smart meters on my property. APS indicated that they have recently applied for approval from AZCC for installation fees and/or monthly fees for home owners whom opt-out of smart meters installation as schedule in March for Sedona residents. There has been numerous documented health issues surrounding these smart meters and I am opposed to the installation on any properties in my neighborhood or city. There are alternative solutions for the cost for APS to provide one person to read meters. How about if the home owner takes a picture with date of the meter reading and sends to APS via text or email? Simple solution and no additional cost to APS. I am asking the commission to not allow APS to charge homeowners any additional opt-out fees or squeeze them into getting the meters because of additional monthly fees.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0069. closed

End of Comments

Date Completed: 2/13/2014

Opinion No. 2014 - 115027

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



E-01345A-13-0069

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax: ()

Priority: Respond Within Five Days

Opinion

No. 2014 - 115028

Date: 2/13/2014

Complaint Description:

01H Billing - Smart Meter

08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Jennifer

Braden

Account Name:

Jennifer Braden

Home: /

Street:

Work: (000) 000-0000

City:

Sedona

CBR: /-

State:

AZ

Zip: 86336

is: E-Mail

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

*****OPPOSED TO OPT OUT FEES*****

I understand that APS will begin installing smart meters in Sedona in March 2014, despite a huge public outcry that citizens do not want them here. I have opted out with APS so that one is not installed at my home. I am told that there is no charge for this opt out at the present time, but that there is a proposal before the ACC that may change our right to opt out, or to instigate a fee for opting out. Although the APS representative did not tell me the particulars of the proposal, I have been told by City representatives that they are asking for an opt out charge of \$75, plus a monthly charge of \$30. This is exorbitant and highly oppressive to Sedona residents. If there is a charge that must be instigated, I would hope that the ACC would consider approving a much lower amount than what APS is proposing, so that the residents of Sedona will not be so negatively impacted in an economy that is already overwhelmingly financially draining.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0069. closed

End of Comments

Date Completed: 2/13/2014

Opinion No. 2014 - 115028