

E-01345A-13-0069



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

ORIGINAL

Priority: Respond Within Five Days

Opinion No. 2013 - 114365

Date: 12/30/2013

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

First:

Last:

Complaint By: Larry & Electra

Strubhar

Account Name: Larry & Electra Strubhar

Home: (000) 000-0000

Street: email

Work:

City: Phoenix

CBR:

State: AZ Zip: 85000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No.:E-01345A-13-0069

From: Util-PublicComment  
Sent: Tuesday, December 10, 2013 12:00 PM  
To: Util-PublicComment  
Cc:  
Subject: Public Comment

Name:Larry Strubhar  
Date:12/10/2013  
Address:  
Phone:  
CityStateZip:Cottonwood, AZ 86326  
Cell  
Docket:  
DocketNo:E-013458-13-0069  
Utility:APS  
Position:Con  
Email:

Arizona Corporation Commission

DOCKETED

JAN 09 2014

DOCKETED BY

RECEIVED  
2014 JAN -9 A 9:22  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Comments

Dear Sirs, I called APS in Phoenix and spoke to "Tom" this morning. My wife and I have been concerned over the safety issues surrounding smart meters and called to "opt-out" of the plan. We asked to have the digital meter on our house replaced with an analog meter and also to return our billing to the standard plan we always had. Tom made it clear that we would be responsible for "additional costs" and they would be much higher. We are concerned that APS is telling us about new and higher costs because of our choice.  
Thank you,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Larry and Electra Strubhar  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

1/08  
Emailed to the Phoenix office for docketing.  
FILE CLOSED.  
\*End of Comments\*

Date Completed: 1/8/2014

Opinion No. 2013 - 114365

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