

E-00000C-11-0328



0000150852

ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

AZ CORPORATION COMMISSION  
DOCKET CONTROL

Priority: Respond Within Five Days

2014 JAN 16 PM 2 51

Opinion No. 2014 - 114612

Date: 1/16/2014

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

Arizona Corporation Commission

ORIGINAL DOCKETED

First:

Last:

JAN 16 2014

Complaint By: Cheri

Woods

Account Name: Cheri Woods

Hom

DOCKETED BY

Street:

Work: (000) 000-0000

City: Cottonwood

CBR:

State: AZ Zip: 86326

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

E-00000C-11-0328

ELECTRIC

I am already on record as having refused a smart"/automated/AMI meter with APS. I "opted out" ((APS's phraseology for refusing) on October 21, 2013. I was not told I needed a blue tag. I found out last week (the week of January 5, 2014) that I needed a blue tag supplied by APS and installed on my current meter, so that it would be guaranteed the AMI meter installers would not change out my current meter for an AMI. I called APS and requested a blue tag, which I now have. This week neighbors of mine called APS to "opt out," and were told there was no "opt out" program. After lengthy persistence, they were finally told APS would put a note in their account, and that they were now "opted out." My neighbors then asked when a blue tag would be put on their meter, and were told none was needed. My neighbors then asked me what to do. I said call APS back and keep asking until you get a blue tag, that being the only thing I could think of to do. I don't know if they have been successful yet, as this was only three days ago. Today, I heard of another Cottonwood resident who was also told they do not need a blue tag. Someone was told, off the record, that APS is moving up AMI installation in Cottonwood to next week, rather than February, and that APS does not have to report any "opt outs" to the ACC for which APS had not issued a blue tag! If this is true, it effectively means that by not proactively issuing blue tags to start with, and by recently denying their necessity, APS would be able to report less "opt outs" than are actually taking place. This is most distressing. A public utility company should be servicing their communities with integrity and honesty. And, for the ACC to make fair and accurate rulings regarding the docket involved, it needs accurate information. It is upsetting enough that even though I may not have an AMI, the house that backs my property may have, exposing me to the RF blasts; that I may be forced to pay a surcharge for refusing an AMI - which is a potential health danger - and that the surcharge may be almost the same cost as what most of my monthly electric bills were before I paid for solar installation, effectively cancelling any savings I had hoped to see from my solar system; that I installed a solar array, connected it to the grid in good faith, and am now forever forced into a position where APS has full access to my fenced, gated and locked yard at all times - forget private property; that I will be paying thousands of dollars trying to shield my home from the RF blasts from AMI meters I will be surrounded by; but, to top it all off, the utility company, APS, may well be obfuscating, obstructing, and misleading the public as to their ability to exercise choice in the matter of AMI installation, and covering up the accurate data. I cannot say strongly enough how terribly crushing this is to my sense of freedom and of fair play.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

To have this happening smacks of facism to me. I am requesting that the ACC look into this matter to ascertain the accuracy of the above supposed reasons for APS's actions regarding the treatment of, and the information given to, people who have contacted APS to "opt out" of AMI meter installation. Thank you.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

1/16/14: Entered for the record and docketed

CLOSED

\*End of Comments\*

Date Completed: 1/16/2014

Opinion No. 2014 - 114612

---