

E-01345A-13-0069



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Deb Reagan

Phone:

Fax:

2014 FEB 18 A 8:54

Priority: Respond Within Five Days

Opinion No. 2014 - 115034

ARIZONA CORPORATION COMMISSION DOCKET CONTROL

Date: 2/14/2014

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

First:

Last:

Arizona Corporation Commission

Complaint By: Henry

Twombly

DOCKETED

Account Name: Henry Twombly

Home:

FEB 18 2014

Street:

Work:

DOCKETED BY [Signature]

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:

\*\*\*\*\* REFERRED FROM COMMISSIONER BITTER-SMITH'S OFFICE \*\*\*\*\*

Customer sent the following -

Subject: Fw: Urgent- Smart meters to be installed

Dear Commissioners,

I am very upset with you all and APS over the installation of smart meters. Why are you allowing APS to continue to install these meters, when they have been proven to be unhealthy for consumers? Isn't there a health study under way in this state? So why allow installation until you discover the results? You are failing to protect the public and continue to cater to business interests instead.

I have not been informed by APS or given a blue tag to put on my meter, even though I have opted out. Please see my attached letter. And why would APS give out blue tags, when it's in its monied interest not to? Why would you even endorse such a policy? You actually expected APS to act with integrity?

But I am expecting you to act with integrity. Thus far your rate policy with APS has been absymal, because you have allowed the environmental surcharge that benefits only a few, the LFCR fee to compensate for APS's own mismanagement, and now you are going to allow an opt-out fee for a service/product that people don't want because it's unhealthy. So now it's time to stand up and protect the public. Stop enabling the exploitation. People are hurting. Don't you give a damn about your fellow humans? You shouldn't even allow an opt-out fee, let alone condone the sleazy APS non-notifications about the blue tags. Please recalibrate your moral compass and do the right thing!

Sincerely,

Henry Twombly

ORIGINAL

**ARIZONA CORPORATION COMMISSION**  
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On Friday, January 31, 2014 5:43 AM, Jean Jenks <jeanjenks@live.com> wrote:

Hi Henry, do you know about this? - jean

From: susan lovit  
To: Biddie  
Sent: Thursday, January 30, 2014 6:23 AM  
Subject: Fwd: Urgent- Smart meters to be installed

Biddie---don't know if you know about this...these meters are very dangerous and illegal, but they are putting them in anyway....unless you call and opt out....I was told yesterrday that the meter guy will bring my blue tag next meter reading.....I have a movie on it that is long...if you want to borrow you can....I got this following e-mail yesterday....

APS will begin installing Automated (Smart) Meters in Cottonwood area beginning Monday. After that, Sedona will probably be next. APS will give one-day notice by hanging a tag on your door.

If you have a blue tag on your analog meter (see photo following), you will be safe. If not, even if you have opted out (e.g., refused), you'll need to send another written notice to APS and to the Arizona Corporation Commission via mailmaster@azcc.gov, with copies to Commissioner Brenda Burns burns-web@azcc.gov and Gary Pierce pierce-web@azcc.gov stating that you have opted out, but did not receive a blue tag on your analog meter. Here's why this is important.

The opt out fee will be determined by the total number of rate payers who have refused smart meter installations and have a blue tag. If the total number of rate payers opting out is low, APS will ask for a higher opt-out fee. Therefore, the utility is discouraging rate payers from opting out by telling them that currently there is no option to opt out, or saying that rate payers don't need a blue tag.

APS will attempt to justify that a high opt out fee is necessary because so few ratepayers have opted out.

The greater the number of people formally opting out, the lower the cost to read the meter.

It is unconscionable that the Arizona Corporation Commission is allowing APS to continue installing Smart Meters in the face of research documenting the dangers and Health Agencies in other states recommending to their commissions that the state or county refuse Smart Meters until they are proven safe.

Please share this with all of your contacts ASAP. This is your last chance to keep your analog meter.  
[Http://www.azcc.gov/Divisions/Administration/Contact.asp](http://www.azcc.gov/Divisions/Administration/Contact.asp)

<http://www.sedonasmartmeterawareness.com/WHAT-CAN-I-DO-.html>

NOTE: CUSTOMER ALSO ATTACHED COPY OF 8/29/11 LETTER SENT TO APS REQUESTING OPT-OUT.  
\*End of Complaint\*

**Utilities' Response:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

2/14 - Responded to customer with the following -

Dear Mr. Twombly,

Your recent e-mail to the Commissioners at the Arizona Corporation Commission was referred by Commissioner Bitter-Smith and has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

I will file your comments in the docket for the APS "Opt-Out" Application - E-01345A-13-0069 - and I will also verify with APS that you are on its "Opt-Out" list. At this time, there has been no decision reached by the Commission so there are no fees for declining the installation of a smart meter.

There is a health study being conducted by the Arizona Department of Health Services in Docket Number E-00000C-11-0328, the Generic Docket for the Investigation of Smart Meters. All the information in both dockets is accessible to the public using the Commission's e-Docket function on its website at [www.azcc.gov](http://www.azcc.gov).

Regards,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission

INQUIRY 2014 - 115035 ALSO SENT TO APS TO VERIFY OPT-OUT STATUS.

\*End of Comments\*

**Date Completed: 2/14/2014**

**Opinion No. 2014 - 115034**

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