

E-01345A-13-0069



0000151428

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL

Fax:

Priority: Respond Within Five Days

2014 FEB 28 AM 9 05

Opinion No. 2014 - 115234

Date: 2/27/2014

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

ORIGINAL

First:

Last:

Complaint By: Robert & Sharon Goodale

Account Name: Robert & Sharon Goodale

Home:

Street:

Work: (000) 000-0000

City: Cornville

CBR:

State: AZ Zip: 86325

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

OPPOSED

E-01345A-13-0069

ELECTRIC

February 21, 2014

Arizona Corporation Commission
DOCKETED

FEB 28 2014

Arizona Corporation Commission
Commissioner Wing
1200 West Washington
Phoenix, AZ 85007-2995

DOCKETED BY

RE: Proposed "opt out" fee for non installation of Smart Meters and ongoing monthly "opt out" charge for meter reading.

After reading in our local newspaper about a proposed fee that APS has petitioned the ACC to adopt regarding a fee for "opting out" for not having a "smart meter" installed and then a potential ongoing monthly fee to read the meter, my wife and I wish to express our displeasure with this proposal by APS.

We elected to install solar back in 2007 to help with our monthly electric bills and we felt it was the right thing to do ecologically. APS did provide a rebate against the roughly \$28,000 the system cost but even with that included we will not see a reasonable ROI timeframe on that investment. And now we are potentially looking at a \$75.00 fee to opt out and a monthly fee of possibly \$30.00 to allow APS to read my current meter. This will negate any savings I have managed to accrue since I have calculated that I have saved approximately \$2700 during the period I have been utilizing solar and helping APS out with their commitment to renewable energy sources. Going forward, if this fee is implemented I will wipe out that savings in a little over 7 years.

Worst yet, I spoke with some APS meter readers, that happen to be in our neighborhood this week, about the smart meters and how they relate to solar installations. I was quite surprised to learn that for these type of installations two "smart meters" will be installed in order to obtain the data from the household usage and the solar panel generation. So I hope that doesn't mean potentially a \$60.00/month due to two meters being required

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

for solar installations as well as the \$150.00 fee to "opt out".

The fact that there may not be whole communities who wish to opt out will necessitate APS having to "still provide" for meter readers but they are collecting a meter reading fee currently and have been able to support that activity with the current cost each month per household. There are obviously costs associated with this activity but I certainly cannot believe in the scale that APS is proposing. I have to imagine that they are able to write off a good portion of the "smart meter" activity as R&D and a cost of doing business.

We have also not been informed directly of any of the "smart meter" activity by APS like some other communities have had done. We did not get any postal communications nor a door hanger to be notified of the swap out of meters. The only postal communication I received was a letter a couple of days after I called to "opt out" with the statement "Thank you for contacting APS. We are happy to enclose the information you requested". I did not ask for any information but what was provided was a two page document titled "Automated Meters: Myth vs. Fact".

We feel that this is nothing more than corporate greed and a scare tactic on APS's part and are hopeful the ACC will agree and deny this proposal that APS is requesting.

Thank you,
Robert/Sharon Goodale
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/27/14: Entered for the record and docketed (Inquiry sent to APS # 115232)

CLOSED
End of Comments

Date Completed: 2/27/2014

Opinion No. 2014 - 115234
