

E-01345A-13-0069



0000151916

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 115524

Date: 3/21/2014

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

First:

Last:

Complaint By: Nina Kay

Hurley

ORIGINAL

Account Name: Nina Kay Hurley

Home: (000) 000-0000

Street:

Work:

City: Cornville

CBR:

State: AZ Zip: 86325

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-13-0069

Dear AZ Corp. Comm:

I want to opt out of smart meter installation and I can not afford to pay the \$70 fee or the \$30 a month APS is asking for I live on \$613 a month if I pay that I don't eat. According to what I have read they can catch fire or damage appliances. My appliances are over 45 years old & I can not afford to replace them. I'm 75 years old & going blind. I do not need any more problems. Please do not let them charge us anything to opt out.

Sincerely,

Nina Kay Hurley

Cornville, AZ 86325

This was also sent to APS as an Inquire #115525 so that customer will not have a smart meter installed on her property.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

MAR 21 2014

DOCKETED BY

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2014 MAR 21 A 11:09

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

3/21
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 3/21/2014

Opinion No. 2014 - 115524
