

E-00000C-11-0328



ARIZONA CORPORATION COMM  
UTILITY COMPLAINT FORM

Investigator: Tom Davis

ORIGINAL

Priority: Respond Within Five Days

Opinion No. 2014 - 115552 Date: 3/24/2014

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

Complaint By: First: Andrea Last: Hennessy

Account Name: Andrea Hennessy Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Sedona CBR:

State: AZ Zip: 86336

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

OPPOSED

E-00000C-11-0328

Arizona Corporation Commission

DOCKETED

MAR 25 2014

March 21,

3/24/14: Correspondence

Dear aps, and ACC  
2014

DOCKETED BY [Signature]

There is much concern in our community about the "smart meters" that are anticipated soon, and for what it's worth, I'd like to give you my input on this situation.

I don't recall ever being told or sold on Smart Meters. What is indicated on my bill is that seven out of twelve services may be provided by a competitive supplier. This includes the metering, the billing, the actual generation of electricity and two Federal categories which I have no idea what they mean.

Add to that the second portion of the statement which lists the taxes and fees and you have a complex conglomeration of categories which are meaningless to the average customer. So, if a ll of these services may be changed, who exactly is aps?

The times we live in are very complex. I am choosing to simplify rather than complicate. As paying customers we deserve openness and a reasonable amount of transparency in disclosure. We provide you with your paycheck and we expect this.

If the Smart Meter conversion is going to mean more expense to the customer and less transparency of this entity called aps, I would say this is not a good direction for you to go in. For these and additional reasons of my health, I ask to be opted-out of the new ("smart") meter installation.

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2014 MAR 25 12:25  
ELECTRIC  
CORP COMMISSION  
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely,

Andrea Hennessy

Sedona, AZ 86336

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/24/14: Entered for the record and docketed

3/24/14: send to APS as an Inquiry (# 115551)

CLOSED

\*End of Comments\*

**Date Completed: 3/24/2014**

**Opinion No. 2014 - 115552**

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