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AZ CORP COMMISSION
DOCKET CONTROL

April 3, 2014

Commissioners and Executive Director
Arizona Corporation Commission (ACC)
1200 West Washington Street
Phoenix, Arizona 85007

Arizona Corporation Commission

DOCKETED

APR 04 2014

Re: Richard Martinez & Steven Olea

Ladies & Gentlemen,

I am writing to express my displeasure with ACC Utilities Division Director, Steven Olea.

On April 2, 2014 I received a letter from Mr. Olea dated March 31st. The letter contained misrepresentation of fact.

The background:

On March 4, 2014 I filled out an informal complaint form (available on the ACC website) and faxed it to the ACC. My informal complaint was against APS and Navopache for lying about the transmissions of their "smart" meters. My informal complaint was ignored.

At the same time, March 4th, I also filed consumer fraud complaints against APS and Navopache (for the same reason) with the Arizona Attorney General's office.

When the Attorney General declined to enforce the consumer fraud statute, and since my informal ACC complaint had been ignored, I decided to file a formal complaint against APS with the ACC. I did so via a letter to Mr. Olea on March 18th. This formal complaint included other instances of fraud committed by APS and, as such, establishes a pattern.

On March 24th, Richard Martinez from the ACC's Utilities Division telephoned me regarding my Attorney General complaints and my formal complaint made to Mr. Olea.

Unfortunately, in his March 31, 2014 letter Mr. Olea has misrepresented that

telephone call.

Mr. Olea wrote: "When Mr. Martinez offered to send you a copy of the Commission's Formal Complaint packet, you refused to fill out additional paperwork and insisted the Commission utilize your March 18th letter to me as your Formal Complaint."

While it is true that I "insisted" the Commission utilize my March 18th letter as my formal complaint, it is not true that I refused to fill out additional paperwork.

I balked at having to jump through bureaucratic hoops, hoops which are neither mentioned nor explained at the ACC website. Filling out more paperwork to stop a corporate crime in progress seemed just a waste of time and paper since I had already spelled everything out in my letter, much of which was information that at some point in the past 3 years the ACC has received and done nothing about anyway.

The truth of my telephone conversation with Mr. Martinez is that Mr. Martinez said he would see if not filling out a form would be possible for me. Mr. Martinez also said he would phone me the next day to let me know. Mr. Martinez did not phone me the next day – *or any day following*.

So, in actual fact, what we have here is a broken commitment by Mr. Martinez compounded by a lie from Mr. Olea. As both a ratepayer and Arizona taxpayer I do not appreciate either.

Can't the ACC do better than that?

At the very least, I expect Mr. Olea to be directed by you to correct his calumny to anyone he may have shared it with, especially the administrative judge to whom my complaint was forwarded.

Sincerely,

A handwritten signature in black ink, appearing to read "Warren Woodward", with a stylized, cursive script.

Warren Woodward

PS – I see you wasted time and money redoing the ACC's website. Instead of substantive improvements like fleshing out the Formal Complaint section with the actual form needed (*or even mentioning that a form is needed*), or providing for electronic docket filing, what we get are bigger pictures of the commissioners and a video starring chairman Stump. Can't the ACC do better than that?