

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

would have to agree to have an APS residential classification of "dangerous property" assigned to our house. There is nothing dangerous whatsoever about our house in Sedona anymore so than in other house in our neighborhood or this City. I see no logical reason for this whatsoever. How do I know this designation will not be communicated to our local fire and police departments and affect their emergency response times?

Nevertheless, I was forced to agree to that false designation. I take this to be a form of retaliation or intimidation. What would you suggest that I do relative to this APS tactic? Very Sincerely, J. Rick Normand ***** -----

Forwarded Message ----- From: J Rick Normand To:

"Cc: "Pierce-web@azcc.gov" ; Tim

Ernster Sent: Saturday, July 28, 2012 1:26 PM Subject: DEMAND LETTER Re: Account #: 00XXXXXXXX Smart-Meter Opt-out Request

, As I write this it is now mid-afternoon on Saturday, July, 28, 2012. I've just had coffee with Sedona's Vice-Mayor, Mark DiNunzio, who is a trusted friend. In addition to comments on the subject problem with your firm by the subject account holder's fire & casualty insurance agent, he made some suggestions to me which prompted this letter. When I call you on Monday I am going to explain to you what I want from APS in behalf of my father [I have power-of-attorney to speak for him], who is your above referenced account holder. I want a letter on APS letterhead, signed by a corporate officer with authority to grant a permanent opt-out from APS Smart-Meter installation at the service address for the above referenced account, which unequivocally confirms the following: 1. That there will no APS Smart-Meter installed at any time at the home of James A. Normand

, which is the location and service address of the above referenced account, resultant of a request of you due to previously stated medical risks to him occasioned by an APS Smart-Meter, if installed, and due to the fact that his agent for fire & casualty insurance tells us that a claim to an insurer for fire damage will be disallowed if the cause of a catastrophic fire is determined to be a non-UL approved/rated APS Smart-Meter. Your [alleged benefits of] "Smart-Meters" pamphlet never mentions that APS Smart-Meters are UL approved and rated. 2. That there will be assigned to the real property at the service address of the above referenced account no internal [to APS] or published [to any third party] designation of "dangerous property" or "dangerous service address" or "dangerous residence" or any other property classification than the one currently existing. This demand is made since the aforementioned fire & casualty insurance agent also tells us that a special "dangerous property" designation by APS, irrespective of the reason for such designation, could also be grounds for denial of a claim for fire damage to the subject property. In that event APS would have maximum liability to the subject account holder for a catastrophic fire caused by our Smart-Meter. 3. That APS will assess and charge to the above referenced account no extraordinary fee or penalty at any future date for having opted out of Smart-Meter installation and usage. 4. That each and every future APS analog meter reading by APS meter reading personnel for the above referenced account and service address will continue to be absolutely accurate and truthful as to the power usage reading, reporting and billing to the subject account holder Just so you are aware, since as a former luxury home builder in this state who suffered many problems with APS, and due to the inordinately high volume of Smart-Meter complaints lodged with your company throughout this state regarding the herein mentioned issue, my father or I will take digital photographs of the face of the subject residence's analog power usage meter readings before and immediately after the departure of your meter reader every month. James A. Normand is always at the subject house which has one of the largest picture windows in the state...and he always sees your meter reader doing his duty. If I find a significant variance between the power usage recited on your monthly invoice sent to my father and what is visible in the photograph(s) mentioned herein, I think you can guess what the consequences will be. I am very serious about doing this! I would apologize to you for my name-dropping and intransigence, if not for having had so many bad experiences in the past with APS, and if not for knowing your massive complaint history, and if not for having so many acquaintances in this town who have had a bad history with your firm, as well. I simply felt that I had no other option but to take this tack since you took advantage of a very elderly and enfeebled customer when all he had done was make a legal and reasonable opt-out request to you in accordance with your published procedure(s). Consequently, anything I've said herein is likely non-negotiable. James A. Normand and this writer need for this letter demanded of you to be issued to us promptly. Very Sincerely, J. Rick Normand James A. Normand cc: Arizona Corporation Commission cc: City of Sedona Manager

End of Complaint

Utilities' Response: