

E-01345A-14-0113



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116090

Date: 5/7/2014

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

ORIGINAL

Complaint By: KELEA EDGAR NEVIS

Account Name: Kelea Edgar Nevis

Street: Work: (000) 000-0000

City: Florence CBR:

State: AZ Zip: 85132 is: Home

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Tuesday, May 06, 2014 11:44 AM
To: Util-PublicComment

Subject: Public Comment

Name: Mrs KELEA EDGAR NEVIS
Date: 05/06/2014

CityStateZip: Florence, AZ, 85132

Docket: Warren Woodward
DocketNo: E-01345A-14-0113
Utility: APS
Position: Other

Arizona Corporation Commission
DOCKETED
MAY 12 2014

DOCKETED BY [Signature]

RECEIVED
2014 MAY 12 A 9:47
AZ CORP COMMISSION
DOCKET CONTROL

Comments: We NEVER received notification that APS would be installing smart meters in our subdivision. We were told they mailed the notification but out of 84 homes in our subdivision NO ONE received this notification. There was a ring of the doorbell at a very early morning hour (6-7 a.m.'ish) and the worker was standing there saying what he was going to do. I said "no thank you" and he immediately began arguing with me. I quickly went to throw on my clothes (I had answered the door in my pj's) and began to contact the other neighbors regarding what was happening. I printed signs, for the neighbors who didn't want the meters, to put on their existing meters declining the smart meter exchange. After following the worker door to door to tell the neighbors what was happening he phoned his boss and the police on us. Because we were going door to door providing signs and tape for the neighbors to exercise their rights to refuse these "smart" meters. When I phoned APS to express my displeasure and "opt out" of the smart meter program I was harassed by the telephone worker and told how I was going to have to pay huge fines and a monthly fee to keep my dumb meter. The installation worker (after gaining

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another worker as back up) returned to the subdivision and went to homes where the people had left; ripped the signs off and installed the meters anyway (I have a before and after pix) forcing those neighbors to phone in and request they be removed. That was a great waste of resources! I have talked to several meter readers in various states and they have all told me - DO NOT get a smart meter.

Comments: My previous comment had an incorrect time noted in my remarks. The worker (after listening back to a video I made) arrived at our door at 7:30 a.m. on 11/21/2013.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/9/14: Entered for the record and docket. CLOSED

End of Comments

Date Completed: 5/9/2014

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