

E-01345A-14-0113



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 116089

Date: 5/7/2014

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

Complaint By: Diane Bradshaw

Account Name: Diane Bradshaw

Street: Work: (000) 000-0000

City: Sedona CBR:

State: AZ Zip: 86336 is: Home

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

From: Util-PublicComment
Sent: Monday, May 05, 2014 9:05 PM
To: Util-PublicComment

Subject: Public Comment

Name: Diane Bradshaw
Date: 5/5/14

Arizona Corporation Commission

DOCKETED

MAY 12 2014

DOCKETED BY [Signature]

RECEIVED
2014 MAY 12 A 9:47
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

CityStateZip: AZ

Cell:

Docket: In the matter of the formal complaint against Arizona Public Service Company filed by Warren Woodward.

DocketNo: E-01345A-14-0113.

Utility: Arizona Public Service Company

Position: Pro

Comments: I was never informed that a Smart Meter was going to be or had been installed on my property. Once I became aware of it, I asked APS remove it, which APS did. Soon after it's removal, without requesting it, I received a "Myths vs Facts" sheet. When I realized that the new replacement meter was digital, I again called APS and asked for the digital meter to be removed and to be replaced with the original kind, which they did.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
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5/9/14: Entered for the record and docketed CLOSED
End of Comments

Date Completed: 5/9/2014

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