

E-01345A-14-0113



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ARIZONA CORPORATION COMMIS:
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 116200

Date: 5/15/2014

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

Complaint By: First: Last:
Jean Burdo

Arizona Corporation Commission
DOCKETED

Account Name: Jean Burdo

MAY 16 2014

Street:

Work:

City: Prescott

DOCKETED BY

State: AZ Zip: 86303

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

*****DOCKET NO. E-01345A-14-0113****

From: Util-PublicComment
Sent: Wednesday, May 14, 2014 2:04 PM
To: Util-PublicComment

Subject: Public Comment

Name: Jean Burdo
Date: 05-14-14

CityStateZip: Prescott, AZ 86303

Docket: Formal Complaint against APS by Warren Woodward
DocketNo: E-01345A-14-0113

Utility: APS
Position: Other

Comments: APS' business practices are questionable and frankly I find them to be on the deceptive side. APS seems to lack ethics when dealing with their customers. Below are just a couple of my experiences that I've had with APS: APS claims that it has notified its customer base via an APS Door Hanger and/or letter. I never received a Door Hanger from APS notifying me of any Scheduled Meter Exchange. Nor do I recall ever receiving a letter from APS notifying me of changing out Analog meters to smart-meters. APS' lack of notification, also lines up with its company's inability to tell the truth about the dangers of smart-meters. APS has

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never disclosed to its customers that they have the option to OPT-OUT of a smart-meter, if they so chose to do so. I guess most people don't realize that they were automatically opted-IN to APS' smart-meter program without even realizing it. So, I guess it would be impossible to OPT-OUT since you didn't know that you were automatically ALREADY OPTED-in! This is just a sample of how deceptive APS IS and can be. I also suspect that many people didn't even realize they HAVE a smart-meter already on their home or residence. Since APS went around slapping up smart-meters on peoples residences, while they were at work. So much for having a CHOICE ey? I believe most people probably still do NOT realize that they even have a smart-meter on their homes or residences. How can you fight, what you don't know about? I recently went into APS' office located in Prescott, AZ and asked them about changing out a Well-meter located next to my property. I waited in line and asked the clerk for help on this problem. I was told that she would need to call a supervisor, at which time, she did. When I told the so-called supervisor about the problem of the Well-meter and that I wanted it changed back to an Analog meter, the supervisor did NOT cooperate at all with me. The supervisor handed me a card and said that I would have to contact the number on the card. I told her that the phone number on the card, was to APS' office, in which I was ALREADY standing in right now. She then told me, that I would have to wait in line AGAIN, and talk to one of the clerks, in order to help me with the problem. I said, "you're kidding me right?" She said, "No" and that I would have to WAIT in line AGAIN. I told her, that's why I was there talking to her, and that the clerk already knew about my problem, and directed me to her. So, basically the supervisor did NOT care to do her job, and just ignored me and went back to her office. This is how APS deals with the public and people who mention that they want their Analog meters back! They could give a hoot about customer service! BUT you better not miss paying your bill, or else! APS' has also NOT disclosed just how dangerous smart-meters ARE and they have BIASED bought-off scientists in their pocket, who do NOT reveal the truth of the dangers of smart-meters. I'm beginning to wonder if they have the ACC in their pocket as well. It's the ACC's job to ensure safe utilities to the public and smart-meters are NOT safe! The Dangers of Smart-meters: APS has also NOT disclosed a true picture of how dangerous smart-meters are. The truth of the matter is smart-meters are the equivalent of having a miniature cell tower attached to your house, which emit EMFs - electro-magnetic frequencies, also known as "microwaves" which are emitted into the home on a 24/7/365 basis. Many people have been adversely affected by these "microwaves" which have resulted in some pretty serious health issues. Those most at risk are: the elderly, and the very young, babies and children. Although, I would consider everyone to be at risk. I for one do NOT like the idea of being "microwaved" in my own home, because of the dirty electricity that smart-meters emit. Smart-meters also have a high-incident rate of FAILURE and some have even caught fire. Namely the ELSTER brand. I guess this is because they are poorly constructed and are being assembled in Mexico and then shipped back to the U.S. I guess APS doesn't mind giving work to a foreign country, while knocking Americans out of work, namely Meter-readers. Thousands of American meter-readers have lost their jobs due to the institution of smart-meters. I guess this is okay with APS, as long as they benefit and make more money! I think they call it putting profit ahead of people. APS has also endangered the publics health by refusing to disclose the real dangers of smart-meters and by instituting a full-scale rollout of the meters without the notification and permission of its customers, and also without the notifying customers of their ability to OPT-OUT of the smart-meter program, if they desired to do so. I consider APS to be a very deceptive company, and their business practices are deplorable. I have several other stories that I could share about APS' business practices, but I think you get the point. Jean Burdo

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket no. E-01345A-14-0113

End of Comments

Date Completed: 5/15/2014

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