

ORIGINAL



0000161028

Re Docket # E-00000C-11-0328

**ACC Confession: "More and more often" APS 'Smart' Meters Don't Work
Information & Perspective by Warren Woodward
Sedona, Arizona ~ June 21, 2015**

Last April I made another Public Records Request of the Arizona Corporation Commission (ACC). I asked for all "smart" meter related emails and documents from January 1st, 2015 to the date of my request, April 28th.

Since the lawless and scandal-ridden ACC has so much to hide, what I received last Friday was mostly redacted. However, there were a few noteworthy unredacted email exchanges. Below is one such exchange.

This email exchange is between employees of the ACC Utility Division's so-called "Consumer Services" section. Mike Buck works there, and Connie Walczak is the manager of Consumer Services. The other people listed in the "To" heading of the emails are all Consumer Services workers.

Connie is explaining to Buck and the others that "more and more often" APS's "smart" meters are not communicating, that the problem can "go on for months," and so APS is estimating customers' bills as a result.

This news is not without irony since, in the past, APS has claimed that one of the advantages of "smart" meters was cutting down on the number of estimated bills due to meter access problems. Is anyone surprised that another APS "smart" meter claim turns out to be a lie?

Last October, APS admitted to replacing some 32,000 faulty "smart" meters between January 1st and August 31st of last year alone (see: <http://images.edocket.azcc.gov/docketpdf/0000156835.pdf>). With this new revelation in the ongoing "smart" meter fiasco, one wonders how many more "smart" meters have been replaced since then. Of course the ACC wouldn't know because, as with APS's "smart" meter related fires, the ACC is simply too negligent to investigate. After all, laws don't mean a thing at the ACC, especially A.R.S. 40-361.B which states:

"Every public service corporation shall furnish and maintain such service, equipment and facilities as will promote the safety, health, comfort and convenience of its patrons, employees and the public, and as will be in all respects adequate, efficient and reasonable."

Are APS's "smart" meters "adequate, efficient and reasonable" "in all respects?" No, not in any respect.

From: Connie Walczak
Sent: Wednesday, April 01, 2015 1:32 PM
To: Al Amezcua; Carmen Madrid; Deborah Reagan; Jenny Gomez; Michael Buck; Richard Martinez; Tom Davis; Trish Meeter
Subject: FW: APS SMART METERS

Arizona Corporation Commission

DOCKETED

2015 JUN 24 AM 11:05
RECEIVED
AZ CORP COM
DOCKET CONTROL

JUN 24 2015

DOCKETED BY
BAU

Re Docket # E-00000C-11-0328

FYI

What you might hear from APS is..... the meter stopped 'communicating' with the company. Seems the Smart Meters are doing this more and more often. It may be for only a brief period or a week or a month. APS seems to not have a problem with this 'non' communication, they have Schedule 8, 3.1 to rely on which enables them to estimate the bills. This can go on for months. They do not check the meter when they could retrieve the data, rather, they estimate usage. They do not feel the meter is malfunctioning if it begins communicating again. Even when it continues doing this for more than one month.

From: Michael Buck

Sent: Wednesday, April 01, 2015 11:04 AM

To: Richard Martinez; Jenny Gomez; Al Amezcua; Deborah Reagan; Carmen Madrid; Trish Meeter; Tom Davis

Cc: Connie Walczak

Subject: APS SMART METERS

Per Connie,

Has anyone in Consumer Services had any complaints concerning APS's inability to read their Smart Meter's and estimating the bill? Appreciate the information.

Thank you

Mike Buck