

E-01345A-13-0069



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

RECEIVED

ORIGINAL

Investigator: Tom Davis

2015 APR -1 A 11:43

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2015 - 121720

Date: 3/31/2015

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

Complaint By: Cynthia Dahlstrom

Account Name: Cynthia Dahlstrom

Home: (000) 000-0000

Street: unknown

Work: (000) 000-0000

City: Sedona

State: AZ Zip: unknown

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

OPPOSED

E-01345A-13-0069

ELECTRIC

REFERRED FROM CHAIRMAN BITTER SMITH'S OFFICE

Arizona Corporation Commission

DOCKETED

APR 01 2015

From: Cynthia Dahlstrom
Sent: Monday, March 30, 2015 2:29 PM
To: BitterSmith-Web
Cc: Stump-Web; Rburns-Web; Little-Web; Forese-Web
Subject: Unauthorized Installation of Smart Meter

DOCKETED BY
jm pc

Dear Susan Bitter-Smith,

I wish to express my shock at the blatant disregard of regulations by a service person working for APS who removed my non-transmitting analog meter and installed a smart meter on my home. My name and information has been on the opt out list since Feb. of 2014. In fact, I have a letter from APS customer service confirming this fact dated March 2014 along with a 24 hour phone number if I have any concerns about the smart meter.

When I received an update from Sedona Smart Meter Awareness earlier this month, I doubled checked to see if I still was on the opt out list (which I was) and that my analog meter was still happily doing its job (which it was).

I awoke last Monday, March 23rd, to my power being out. I was not concerned since there is new construction going on in the area and power was restored in around 15 minutes. Never at that time did anyone come to the door to ask permission to come onto my property... much less inform me of their mission. Therefore, as for as I'm concerned, APS was trespassing when they illegally removed my analog meter.

I did call APS customer service this morning using their special phone number. Kristi said APS would send a