

ORIGINAL



0000168737

RECEIVED

2016 FEB 29 P 4: 47

AZ CORP COMMISSION  
DOCKET CONTROL

1 Thomas L. Mumaw  
Melissa M. Krueger  
2 Pinnacle West Capital Corporation  
400 North 5<sup>th</sup> Street, MS 8695  
3 Phoenix, Arizona 85004  
Tel: (602) 250-2052  
4 Fax: (602) 250-3630  
E-Mail: Thomas.Mumaw@pinnaclewest.com  
5 Melissa.Krueger@pinnaclewest.com

6 Attorneys for Arizona Public Service Company  
7  
8

9 **BEFORE THE ARIZONA CORPORATION COMMISSION**

10 COMMISSIONERS

11 DOUG LITTLE, Chairman  
12 BOB STUMP  
13 BOB BURNS  
14 TOM FORSE  
15 ANDY TOBIN

Arizona Corporation Commission

**DOCKETED**

FEB 29 2016



14 DARCY PFEIFER,  
15  
16 Complainant,  
17 vs.  
18 ARIZONA PUBLIC SERVICE COMPANY,  
19 Respondent.

DOCKET NO. E-01345A-16-0041

**ANSWER TO FORMAL  
COMPLAINT  
AND  
MOTION TO DISMISS**

20 Respondent Arizona Public Service Company (APS or Company), hereby files its  
21 Answer to the Formal Complaint filed by Darcy N. Pfeifer (Complainant), on February  
22 2, 2016, (received by APS via the U.S. Postal Service on February 8, 2016). The  
23 Company will not attempt to refute the Complainant is allegations line by line, but does  
24 generally deny every allegation in the Complaint, except those that are specifically  
25 admitted or qualified.  
26  
27  
28

1 **SPECIFIC RESPONSES TO ALLEGATIONS OF FORMAL COMPLAINT**

2 The Complaint alleges that there are discrepancies between Complainant's  
3 perceived electricity usage and the amounts she had been billed, despite her attempts at  
4 energy conservation. APS denies all such claims and offers the following responses and  
5 factual information in support of its request that the Arizona Corporation Commission  
6 (Commission or ACC) dismiss the Complaint.

- 7  
8 **1. Complainant states she is on the "equalizer plans" "sticking by the best" on peak and off peak hours.**

9 **APS Response to Allegation No. 1:**

10 If the Complainant were on the Equalizer plan, her bill would be the same each  
11 month, based on her yearly average consumption of energy. The Complainant is not on  
12 the Company's Equalizer plan. The Complainant is on the Time Advantage 7pm – Noon  
13 plan, which she can take advantage of off-peak hours from 7pm to noon Monday  
14 through Friday and all hours Saturday and Sunday.

- 15 **2. Complainant claims that despite having air ducts tested, adding  
16 insulation, adding tint and thick drapes to windows, and installing sun  
17 shades to her home she saw no decrease in her energy bill.**

18 **APS Response to Allegation No. 2:**

19 APS has not received a rebate application from any of our participating  
20 contractors showing the Complainant had duct sealing, duct test or repair, or a tune-up  
21 of the air conditioning unit in the home the Complainant rents. APS has no certification  
22 of home improvements and cannot attest to any behavioral changes the Complainant  
23 may have made to lower energy consumption in the home.

- 24 **3. Complainant alleges that APS guaranteed that her bill would decrease  
25 after she made home improvements to reduce energy consumption.**

26 **APS Response to Allegation No. 3:**

27 APS has no documentation that any improvements were made to the home.  
28 Although APS participating contractors are licensed, bonded, insured and committed to

1 rigorous ongoing training, APS makes no warranty or guarantee that a customer's  
2 energy consumption will decrease after making home improvements or taking advantage  
3 of rebates offered by APS.

4 **4. Complainant alleges that APS offered no low income discounts to her.**

5 **APS Response to Allegation No. 4:**

6 APS has limited income programs such as our E-3 Energy Support Program or  
7 our E-4 Medical Support Care Program available to all of our customers who apply and  
8 meet the appropriate income qualifications (150% of federal poverty level). In fact, the  
9 Company first advised the Complainant of the E-3 program on May 2, 2012. The  
10 Complainant began taking advantage of the E-3 on October 28, 2013, and remains on  
11 the plan today. On the E-3 program, her bill can be discounted by up to 65%, depending  
12 on her monthly usage. Since November 2013, the Complainant has received E-3  
13 discounts to her bill totaling \$949.45.

14 On December 27, 2013, the Complainant requested to participate in the Pick a  
15 Due Date Program. At that time, the Company's customer service associate offered the  
16 Complainant agency phone numbers to seek financial assistance. The Complainant  
17 declined the numbers. (*See Exhibit A*).

18  
19 **5. Complainant alleges she requested the Company to test her meter on  
20 June 21, 2015, and the Company refused.**

21 **APS Response to Allegation No. 5:**

22 The Company tested the meter on June 24, 2015. The meter tested 99.4%  
23 accurate on a full load and 99.4% accurate on a light load, which is well within the plus  
24 or minus (+/-) 3.0% deviation limit approved by the ACC. *See Service Schedule 1,*  
25 *Section 6.4.1.* Per Service Schedule 1, Section 6.5, the Company is authorized to charge  
26 a customer for a meter testing they requested, if the meter is found to test with the  
27 acceptable limits. However, in the spirit of customer service, APS did not charge the  
28 Complainant that fee. (*See Exhibit B*).

1           **6. Complainant alleges the Company employee, who came to test her meter**  
2           **on June 24, 2015, broke her breaker box and AC fuse and did not test her**  
3           **meter.**

4           **APS Response to Allegation No. 6:**

5           The Company tested the meter on June 24, 2015, and found it was performing  
6           within ACC limits. The technician heard a “buzzing sound” when turning on the breaker  
7           for the air conditioning unit and noted so on the Meter Information System notes. (*See*  
8           Exhibit C). After testing the meter, the technician left a *Notice of Safety Concern on*  
9           *Customer Equipment* (Blue Tag), regarding the buzzing as a “potential safety concern”  
10          that needed to be addressed. (*See Exhibit D*).

11          **7. Complainant alleges her husband submitted a claim for reimbursement**  
12          **in August of 2015, and the Company has refused to pay.**

13          **APS Response to Allegation No. 7:**

14          The Complainant indicates in her Complaint that APS told her she could have her  
15          equipment fixed and then submit a claim to our claims department for reimbursement.  
16          The Company received the Complainant’s claim on September 17, 2015, and sent her an  
17          acknowledgment letter on September 29, 2015, which requested additional information  
18          needed for the claim to be considered, along with a self-addressed stamped envelope.  
19          Complainant request over \$1,000, but did not provide any invoices, receipts or work  
20          orders. (*See Exhibits E & F*). Additionally, on December 11, 2015, the Company’s  
21          Consumer Advocate Senior verbally instructed the Complainant that the Company  
22          needed receipts of repairs to process her claim and, as a courtesy, resent the September  
23          29<sup>th</sup> letter to her email address, along with the consumption history the Complainant  
24          requested. The Complainant has failed to provide any receipts, work orders or invoices  
25          to substantiate her claim for reimbursement. (*See Exhibit G*).

26          **8. Complainant alleges the Company came to test the meter on December**  
27          **21, 2015 when she was not at home.**

1 **APS Response to Allegation No. 8:**

2 Two APS technicians tested the meter on December 21, 2015. The meter tested  
3 99.9% accurate on a full load and 100% accurate on a light load. Again, in the spirit of  
4 customer service, APS did not charge the Complainant a fee for the testing. (See Exhibit  
5 H). While testing the meter, the technicians interacted with both the Complainant and  
6 her husband. After telling the customers that a Consumer Advocate would contact them  
7 to convey the results of the meter field test, the Complainant's husband became agitated  
8 and used profanity. As the technicians were leaving, the Complainant's husband said he  
9 had them on camera, and threatened to shoot them if they came back to his property. The  
10 technicians left promptly, called their supervisors about the threat, and then each  
11 memorialized their interactions with the customers in emails to their supervisors that  
12 same day. (See Exhibit I). APS Security placed an "unsafe condition" note on the  
13 Complainant's account for any future contact at the residence. APS Security reported the  
14 incident to the Phoenix Police Department.

15  
16 **9. Complainant disputes the amounts charged from June 11, 2011, to  
January 5, 2016, alleging perhaps the meter was faulty or old.**

17 **APS Response to Allegation No. 9:**

18 APS is billing the Complainant accurately for energy recorded by the meter. The  
19 AMI meter on the Complainant's home was installed on January 7, 2012. The meter was  
20 field tested on June 24, 2015, December 21, 2015, and again on January 22, 2016 (The  
21 January test showed the meter testing at 100% for full and light loads). Each diagnostic  
22 test showed the meter functioning well within normal ACC limits. APS obtained  
23 accurate meter reads each month, which is supported by the field tests. (See Exhibits C,  
24 H, J & K).

25 **AFFIRMATIVE DEFENSES**

- 26 1. Complainant fails to state a claim upon which relief can be granted.  
27 2. Complainant's claims are barred in part by the statute of limitations.

3. At all times, APS acted in conformance with its lawfully approved tariffs; Arizona Administrative Code, Title 14, Chapters 2 and 3; and all state and federal laws.
4. Under A.A.C. R14-2-210, a customer is obligated to pay bills for utility service that is rendered on the bases of accurate meter reads.
5. APS reserves the right to assert any and all additional defenses as more information becomes known about the facts surrounding this case, including all defenses set forth in Rules 8(c) and 12(b) of the Arizona Rules of Civil Procedure.

**MOTION TO DISMISS**

Complainant alleges no evidence that would demonstrate that APS did anything wrong or that her bills were incorrect. Furthermore, the Company's investigation of the complaint reveals it is wholly unfounded. Since the Complainant cannot prove any set of facts that would entitle her to relief, her Complaint should be dismissed. *See Orca Communications Unlimited, LLC v. Noder*, 236 Ariz. 180, 181, ¶ 6, 337 P.3d 545, 546 (2014).

WHEREFORE Respondent APS requests a declaration from the Commission as follows:

1. Dismissing Complainant's Formal Complaint with prejudice without any relief being granted to the Complainant; and
2. Declaring that the bills for electric service from APS to Complainant were not erroneous.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28

RESPECTFULLY SUBMITTED this 29th day of February 2016.

By:   
Thomas L. Mumaw  
Melissa M. Krueger

Attorneys for Arizona Public Service Company

ORIGINAL and thirteen (13) copies  
of the foregoing filed this 29th day of  
February 2016, with:

Docket Control  
ARIZONA CORPORATION COMMISSION  
1200 West Washington Street  
Phoenix, Arizona 85007

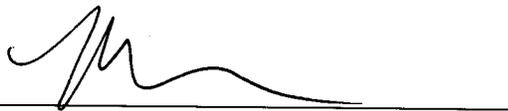
Copies of the foregoing delivered/mailed this 29th  
day of February, 2016, to:

Janice Alward  
Legal Division  
Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ 85007

Thomas Broderick  
Utilities Division  
Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ 85007

Dwight Nodes  
Administrative Law Judge  
Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ 85007

Darcy Pfeifer  
3033 West Gran Paradiso Drive  
Phoenix, AZ 85086



---

# **Exhibit A**

ESTABLISHED 12/27/2013 12:45:07 PM BY [REDACTED], CUSTOMER CARE CTR RESOL  
CA 228070284 CALLER NAME : MS DARCY N PFEIFER, PAYMENT AMOUNT : 683.75, INITIAL  
PAYMENT DATE : 01/27/2014, COMMENTS: SEE CREDIT AGREEMENT.

CALLER: DARCY N PFEIFER

TRANSFERRED FROM: [REDACTED]

\*\*\* CREDIT SUPV CALL \*\*

REASON: CRAGR RQST & UPSET THAT LAST 2 CRAGRS WERE SET WITH THE INCORRECT  
DUE DATES. PD \$300 TODAY.

ACTION: BAL \$383.75, DEPX SECURED \$660. SET CRAGR ON THE FULL BAL SPLITTING  
INTO 3 MONTHS & OFFERED TO RESET AGAIN IF BOTH CURRENT BILLS TOO HIGH TO  
PAY IN ADD'T TO CRAGR AMT DUE. NDS TO CL BACK TO RESET THE CRAGR BTWN 01/21 -  
01/24. SD OK.

SOLUTIONS: PADD. DECLINED AGENCY #S, SAYING THEY WON'T HELP, MAKES TOO  
MUCH., ON E-3 AS OCT & ADV'D SHE WILL QUALIFY NOW. CUST STILL DOESN'T BELIEVE  
IT. PROVIDED THE 211 & WEBSITE.

# **Exhibit B**

ESTABLISHED 06/19/2015 5:01:33 PM BY [REDACTED], CUSTOMER CARE CTR RESOL  
CA 928928285 SA 588951286 SI 677454283

\*SUP CALL\* DARCY P UPSET ABOUT HIGH BILL/USAGE AND FEELS SHE IS BEING  
OVERCHARGED AND FEELS SOMETHING IS WRONG WITH METER. CUST NOT HAPPY  
ABOUT. IT APPEARS PREPAY WAS GIVEN AS OPTION DUE TO LARGE DEBIT BALANCE  
OWING. I DID REVIEW CUST USAGE FROM LAST SUMMER TO CURRENT DATE AND NO  
DOUBT NOW THAT A/C IS IN USE, EXPLAIN WHY DAILY USAGE IS HIGH. I DID AGREE TO  
GIVE METER TEST AND WILL WAIVE FEE AS COURTESY. CUST WAS ON 140.1 WHEN SHE  
WAS ON STANDARD SVC SET UP BUT NOW ON 130.1. HOME IS 4000 SQ FT DUAL ENERGY.  
SUGGESTED HOME PERFORMANCE BUT SAYS LL ALREADY HAD THAT DONE TWO YRS  
AGO YET USAGE CONTINUES TO RUN HIGH AND SAYS A/C UNIT KEPT AT 88 DEGREES.  
CUST SAYS SHE'S NOTIFIED ACC FOR COMPLAINT.

# **Exhibit C**

Test Details

Meter Number   Mfg#  Owner

Tester     Type  Field  Shop F/S Test Date

Test Equipment   Remain in Shop  
 Test Reason Type   Complaint  
 Reason Code   
 Status  Retire

Read

N	Read
1	089064
2	027096
3	0010.5
4	
5	
6	

Registration/Percentage of Error(i.e + -0.1)

As Found		As Left	
FL%	<input type="text" value="0.6"/>	FL%	<input type="text" value="0.6"/>
PF%	<input type="text" value="0.0"/>	PF%	<input type="text" value="0.0"/>
LL%	<input type="text" value="0.6"/>	LL%	<input type="text" value="0.6"/>

Demand Meter  
 AS Found KW%   
 AS Left KW%   
 Pallet Details  
 Pallet Date   
 Pallet   
 Read

Comments

Meter Tested and Elements Balanced - Meter Tested OK  Reprogrammed Meter  
 Performed 25 Rev Check  Reset Registers to Zero

Reconfigure  
 Code   Program ID

Burden Test Results

CT Number	Result
	<input type="text"/>

Remark

# Exhibit D

Arizona Public Service Company

## NOTICE OF SAFETY CONCERN ON CUSTOMER EQUIPMENT ("Blue Tag")

- Immediate Hazard:** Your electric service was shut off or not turned on because of the safety related concern(s) noted below. Please call APS anytime at 602-371-7171 in Phoenix or toll free at 1-800-253-9405 to report correction of the item(s) noted below, to request that electric service be turned on, or if you have any questions.
- Potential Safety Concern:** The safety-related concern(s) noted below were observed. To maintain the integrity of your system, you should have these item(s) corrected as soon as possible. Please call APS at 602-371-7171 during normal business hours if you have any questions regarding the items(s) noted below.
- Bare accessible energized wire or parts:** Someone can contact an energized wire or part. This could result in serious injury.
- Broken or damaged meter base clips:** This may create a fire hazard and could cause the meter to "flash" when removed.
- Main breaker damaged or missing:** The main breaker is an important safeguard to your system. This could expose you to a fire hazard.
- Meter base not secure:** Your meter is coming loose from its attachment point at the electric panel. This may expose someone to the possibility of an electrical shock.
- Insecure or missing outside door cover:** The outside door cover on your electric panel box is not secure or is missing. This cover is intended to prevent access to the energized equipment inside the electric panel box.
- Improper grounding:** Your wiring is not grounded properly. Proper grounding can help minimize the possibility of an electrical shock.
- Missing inside panel cover:** The cover inside your electric panel box is missing. This protects against contacting an energized wire or part.

**OTHER:** buzzing sound when  
turning AC on and off

**COMMENTS:** Any of the safety concerns noted above could expose you to a potential shock or fire hazard. Use a qualified electrician to make repairs. A city or county clearance or permit may be required. If you are renting or leasing, please give this notice to your landlord.

Date: 6-24-15 Time: 1:30 Employee No.: 22011 Meter No.: AT0115

Address or Location: 3222 W. Camelback Road

**CUSTOMER DOOR**

850-04V Rev. 4-05

AC #1 wiring

**APS**

andrey@  
600.com

# **Exhibit E**



115-1277(ALH)

CUSTOMER ACCT #: 928928285

PLEASE FILL IN THE APPROPRIATE SPACES SO WE MAY GIVE THIS MATTER OUR ATTENTION

**1. PERSON OR COMPANY MAKING CLAIM**

FULL NAME: DARCY PFEIFER  
PHONE: [REDACTED]

MAILING ADDRESS: 3033 W GRAN PARADISO DR  
PHOENIX AZ 85086-2132

MARRIED  SINGLE  DIVORCED  
NAME OF SPOUSE (USE GIVEN FIRST NAME): Brian  
PHONE: [REDACTED]

ARE YOU A TENANT?  YES  NO  
IF YES, DO YOU HAVE AUTHORIZATION TO PURSUE THIS CLAIM?  YES  NO

**2. TIME AND PLACE OF INCIDENT**

DATE OF INCIDENT: 6-24-15  
TIME INCIDENT HAPPENED: [ ] AM  PM  
WEATHER:  CLEAR  DRY  RAIN  STORM

LOCATION WHERE INCIDENT OCCURRED: Home Address on file

HOW DID THE DAMAGE HAPPEN:

**3. THE INCIDENT**

Aps serviceman nestently caused damage to Circuit Panel/Breaker causing a buzzing sound and interminably irregular surges left scene of incident and home was at RISK.  
All of this was recorded by Home Surveillance

**4. DESCRIPTION OF THE DAMAGE**

EQUIPMENT/APPLIANCE	NAME	MODEL NUMBER	ORIGINAL PURCHASE DATE	REPAIR COST	*REPLACEMENT COST
20Amp Brk	Hom	P-2497	8/23/04	2e.25.65 51.50	\$660.00
Panel Box	Square D	SL40M2003	8/23/04	\$35.00	\$197
meter	Elster	R2SD	unknown	Property of	APS
<b>TOTAL</b>					<b>\$1067.00</b>

OTHER PROPERTY DAMAGE: Service calls 3x 69.00 each Total \$207.00

ATTACH REPAIR ESTIMATES, INVOICE OR PURCHASE RECEIPTS

\* If APS determines we are liable for your loss, we will pay the lesser of the reasonable repair cost or actual cash value of that item. ACV (actual cash value) is the replacement cost less depreciation.

SIGNATURE: [Signature]

DATE: 8/15/15

Mail completed form to: APS, P.O. Box 53999, M/S 9716, Phoenix AZ 85072-3999

RECEIVED

SEP 17 2015



APS CLAIMS SERVICES

# **Exhibit F**



P.O. Box 53999  
Phoenix, AZ 85072

September 29, 2015

Darcy Pfeifer  
3033 W Gran Paradiso Dr  
Phoenix, AZ 85086-2132

RE: APS File Number: 115-1277

Dear Ms. Pfeifer:

Thank you for returning the Claimant Report form.

In order to consider your claim, we need the additional information listed below. For your convenience, I am enclosing a self-addressed envelope.

- Written, itemized estimates for repair of equipment, on company letterhead, from a repair company,
- Provide receipts from a store for the replacement of parts.
- Service calls receipts/invoices associated with providing a repair estimate/invoice.

Sincerely,

Alison Holloway  
Claims Adjuster  
Mail Station 9716, P.O. Box 53999, Phoenix, AZ 85072-3999  
Phone: 602-250-3404 Fax: 602-250-3415  
Email: Alison.Holloway@aps.com

# Exhibit G

[REDACTED]

---

**From:** Consumer Advocate, (ConsAdv)  
**Sent:** Friday, December 11, 2015 4:36 PM  
**To:** [REDACTED]  
**Subject:** APS  
**Attachments:** Darcy Pfeifer Consumption History.xlsx; Darcy Pfeifer Claims Letter.pdf

Dear Mrs. Pfeifer:

This email is a follow up to our recent telephone conversation.

As discussed, I am providing you a detailed history of your home's energy consumption from June 2011 to current. Additionally, I have attached a copy of the letter sent to you by our Claims Services Department on September 29, 2015. Please be sure to fulfill the items required on this letter to continue your claim with APS.

Mrs. Pfeifer, per our discussion today I have agreed to place a collection hold on your account until Wednesday, December 16<sup>th</sup> as this is the date you will be available to allow APS to test the meter providing service to your residence. I will contact you again before Wednesday next week to confirm the scheduled date and time of the meter test.

Please feel free to contact me with any further questions at this time.

Sincerely,

[REDACTED]  
APS Consumer Advocate Sr.  
[REDACTED]

**Darcy Pfeifer**  
**3033 W. Gran Paradiso Drive, Phoenix**  
**APS Account No. 228070284**

<b>Meter Reading Date</b>	<b>Total kWh Usage</b>	<b>On Peak kWh</b>	<b>Off Peak kWh</b>	<b>Billed Demand</b>	<b>Energy Usage Amount</b>	<b># of Days</b>
11/14/2015	884	193	691	N/A	\$90.07	30
10/15/2015	2661	643	2018	N/A	\$341.27	30
09/15/2015	4440	990	3450	N/A	\$561.26	33
08/13/2015	3770	895	2875	N/A	\$483.94	29
07/15/2015	1912	509	1403	N/A	\$257.13	16
06/29/2015	1910	461	1449	N/A	\$247.18	15
06/14/2015	1402	292	1110	N/A	\$165.84	32
05/13/2015	877	187	690	N/A	\$99.81	29
04/14/2015	934	228	706	N/A	\$100.64	29
03/16/2015	683	133	550	N/A	\$55.21	29
02/15/2015	507	111	396	N/A	\$41.57	21
01/25/2015	274	53	221	N/A	\$21.81	11
01/14/2015	792	150	642	N/A	\$60.57	26
12/19/2014	87	21	66	3.6	\$8.51	3
12/16/2014	1038	207	831	3.8	\$94.98	32
11/14/2014	1544	488	1056	12.6	\$218.28	30
10/15/2014	2514	737	1777	11.7	\$357.00	30
09/15/2014	3899	1049	2850	13.4	\$484.75	32
08/14/2014	4232	1363	2869	13.6	\$522.74	30
07/15/2014	4125	1195	2930	12.4	\$490.78	32
06/13/2014	2961	1053	1908	12.5	\$412.44	30
05/14/2014	1079	300	779	7.9	\$165.29	29
04/15/2014	1118	338	780	13.8	\$175.73	29
03/17/2014	957	235	722	4	\$92.52	31
02/14/2014	842	235	607	4.1	\$87.93	30
01/15/2014	453	112	341	3.5	\$44.35	16
12/30/2013	1129	228	901	4.3	\$103.04	34
11/26/2013	988	249	739	4	\$92.71	29
10/28/2013	1432	430	1002	11.5	\$305.70	31
09/27/2013	3549	1172	2377	15.6	\$533.01	30
08/28/2013	4116	1478	2638	13.6	\$552.68	30
07/29/2013	4651	1443	3208	14.4	\$596.94	32
06/27/2013	3494	1305	2189	14.1	\$513.04	29
05/29/2013	2479	980	1499	13.7	\$430.46	30
04/29/2013	1140	273	867	5.2	\$148.82	32
03/28/2013	947	270	677	5.2	\$135.87	29
02/27/2013	887	245	642	6.1	\$141.13	29
01/29/2013	1018	240	778	4.5	\$126.17	32
12/28/2012	1060	239	821	4.3	\$124.95	30
11/28/2012	1399	351	1048	7.3	\$177.39	33
10/26/2012	2758	990	1768	12.4	\$408.30	29
09/27/2012	2761	979	1782	14.9	\$388.60	23
09/04/2012	1173	292	881	14.5	\$134.54	7
08/28/2012	5526	1686	3840	16	\$649.44	32

Darcy Pfeifer  
3033 W. Gran Paradiso Drive, Phoenix  
APS Account No. 228070284

Meter Reading Date	Total kWh Usage	On Peak kWh	Off Peak kWh	Billed Demand	Energy Usage Amount	# of Days
07/27/2012	4918	1605	3313	17.9	\$633.10	30
06/27/2012	4576	1543	3033	15.2	\$570.11	33
05/25/2012	3296	1243	2053	14.8	\$480.44	30
04/25/2012	1708	473	1235	11.6	\$238.50	30
03/26/2012	1116	259	857	4.7	\$134.44	32
02/23/2012	926	226	700	4	\$115.69	30
01/24/2012	821	186	635	4.4	\$109.87	26
12/29/2011	1100	272	828	5	\$134.42	30
11/29/2011	1519	407	1112	7.2	\$182.83	34
10/26/2011	2626	983	1643	13.1	\$402.79	29
09/27/2011	3757	1291	2466	15.2	\$507.29	29
08/29/2011	4738	1581	3157	16.2	\$588.58	32
07/28/2011	4815	1558	3257	N/A	\$683.79	30
06/28/2011	2531	840	1691	N/A	\$359.85	18

# **Exhibit H**

Test Details

Meter Number [E] [AT0725] Mfg # [013796192] Owner [APS] Search  
 Tester 1 [FIELD] 2 [ ] Type [Field] Shop [ ] F/S Test Date 12/21/2015

Test Equipment [JUNKWN - UNKNOWN]  Remain in Shop  
 Test Reason Type [COMPLAINT]  Complaint  
 Reason Code [ ]  
 Status [1 - SET] Retire [ ]

Read

N	Read
1	004848
2	030745
3	0004.3
4	[ ]

Registration/Percentage of Error (i.e. + -0.1)

As Found	As Left
FL% [-0.1]	FL% [-0.1]
PF% [0.0]	PF% [0.0]
LL% [0.0]	LL% [0.0]

Pallet Details  
 Pallet Date [ ]  
 Pallet [ ]  
 Read [ ]

Comments  
 Meter Tested and Elements Balanced - Meter Tested OK  Reprogrammed Meter  
 Performed 25 Rev Check  Reset Registers to Zero

Reconfigure  
 Code [FRD318] Program ID [00]  
 Remark  
 MFIMS - METER TEST

Burden Test Results	Result
CT Number	[ ]
[ ]	[ ]
[ ]	[ ]
[ ]	[ ]
[ ]	[ ]

Notes

Subject [ ] Entry Date [ ] Operator [ ]  
 Add Note [ ] Meter Status Flag [ ]  
 Research  Pending Test

Meter Attributes

Lan ID [ ]  
 Meter Version [ ] Radio Version [ ] Modern Version [ ]  
 Memory Capacity [0] Utility ID [ ] Device ID [ ]  
 Media [BLANK] Number [ ] Sim Number [ ]

Information

Phase [1] Wire [3] Volts [240/  
 Test Amp [30] KH [1.0] Reg Ratio [ ]  
 Model [REX D] Type [R2SD] Meter Descriptor [RES]  
 Purchase Date [09/06/2011] FS Value [48.00] / [0.00]  
 D/W [ ]  
 None  Delta  Wye  
 KYZ [ ] / [ ] Kr [1] Ke [ ]  
 Service Plan [130-ET-2 TIME ADV 7PM-NOON]  
 Mfg Name [ABB / ELSTER] Warranty Date [03/06/2013]

# **Exhibit I**

[REDACTED]  

---

**From:**  
**ent:**  
**fo:**  
**Subject:**

[REDACTED]  
Monday, December 21, 2015 2:20 PM  
[REDACTED]  
meter test at 3033 w gran paradiso meter # at0725

12-21-2015 I performed a complaint test at 3033 west Paradiso dr meter #AT0725, [REDACTED] was a witness also. When I arrived the male customer unlocked the breaker box, I asked him if he could turn the power off, which he then asked me to do it. I asked him to do it again and he asked for directions on how to do it as if something was to break I was going to be responsible because I instructed him on how to turn the main off. I then removed the meter and checked voltage and installed the test jack and meter to commence the test. Prior to me energizing anything female customer's phone started making weird buzzing sound and she stated that the sound was because whatever I was doing with the meter, which was impossible because the meter and the test jack where off, along with the main to the house. After completing the test the male customer asked for my results and I told him that his consumer advocate will be able to explain the results to him. He became agitated and called me a smart ass. When I finished reinstalling the meter and sealing it back up I advised him to turn his main breaker back on. Again he repeated to me that it was my instruction he was following as if I was responsible if anything was to happen. I gathered my things and headed to the truck, I did not hear him, but [REDACTED] heard him tell the female "that he has a camera and if he ever catches us on his property he will shoot us". We promptly left and called [REDACTED] and [REDACTED]. Meter tested accurately well within acc limits.

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**ent:** Monday, December 21, 2015 2:50 PM  
**To:** [REDACTED]  
**Cc:**  
**Subject:** Meter Test at 3033 W Grand Paraiso Drive

When we arrived [REDACTED] requested the male at the house turn the breaker off. The customer requested detailed instructions from [REDACTED] on how to flip the breaker off. He then returned to the garage advising his wife to get our names and ID #, his wife stayed out and observed.

Shortly after the meter was removed from the socket the female's cell phone began to make a strange buzzing static sound. She asked what would cause the APS meter to make her phone make the strange sound, to which we replied we do not know the meter is not powered on.

Shortly after her phone making the noise a few times the male exited the garage and advised his wife to turn off her cell phone and power it back on. That seemed to resolve her phone making the noise.

Once [REDACTED] completed the test he advised the male to flip on his breaker to restore their power. The male asked [REDACTED] to do it and [REDACTED] declined informing the customer he cannot turn on their breaker and instructed the customer to flip the breaker back to its original position, the male then called [REDACTED] a "smart ass". The male customer requested to see our documents for the testing and [REDACTED] replied we could not give him that information they would need to contact [REDACTED] for any further information, [REDACTED] and I began to leave the property. While leaving the property the male and female both made the comment of, "Oh so we're going to play that game?" It was not met with a reply. We began to load our equipment into the truck and the male told his wife, "Don't worry I have both of them on camera from earlier if they come back on our property I will shoot them." That comment was also not met with a response. We got in the truck and drove a few blocks off, [REDACTED] contacted [REDACTED] and [REDACTED].

# Exhibit J

Test Details

Meter Number   Mfg #  Owner

Tester     Type  Field  Shop F/S Test Date

Test Equipment   Remain in Shop  
 Test Reason Type   Complaint  
 Reason Code  Status  Retire

Read

N	Read
1	5338
2	30853
3	74484
4	6.0

Registration/Percentage of Error(i.e + -0.1)

As Found		As Left	
FL%	<input type="text" value="0.0"/>	FL%	<input type="text" value="0.0"/>
PF%	<input type="text"/>	PF%	<input type="text"/>
LL%	<input type="text" value="0.0"/>	LL%	<input type="text" value="0.0"/>

Demand Meter  
 AS Found KW%   
 AS Left KW%   
 Pallet Details  
 Pallet Date   
 Pallet   
 Read

Comments

Meter Tested and Elements Balanced - Meter Tested OK  Reprogrammed Meter  
 Performed 25 Rev Check  Reset Registers to Zero

Reconfigure  
 Code  Program ID

Remark

TESTED PER REQUEST,PERFORMED LONG  
 DIAGNOSTIC.COMMUNICATION WITH COLLECTOR OKAY

Burden Test Results

CT Number	Result

Notes

Subject	Entry Date

Add Note  Met  F

Meter Attributes  
 Lan ID   
 Meter Version  Radio Version   
 Memory Capacity  Utility ID   
 Media  Number

Information  
 Phase  Wire   
 Test Amp  KH   
 Model  Type  M

Purchase Date  FS Va   
 D/W  None  Delta  Wye Class   
 KYZ  /  K  
 Service Plan   
 Mfg Name  W

# Exhibit K

Darcy Pfeifer  
 3033 W. Gran Paradiso Drive, Phoenix  
 APS Account No. 228070284

Meter Reading Date	Total kWh Usage	On Peak kWh	Off Peak kWh	Billed Demand	Energy Usage Amount	# of Days
01/15/2016	911	195	716	N/A	\$91.40	30
12/16/2015	1153	201	952	N/A	\$107.00	32
11/14/2015	884	193	691	N/A	\$90.07	30
10/15/2015	2661	643	2018	N/A	\$341.27	30
09/15/2015	4440	990	3450	N/A	\$561.26	33
08/13/2015	3770	895	2875	N/A	\$483.94	29
07/15/2015	1912	509	1403	N/A	\$257.13	16
06/29/2015	1910	461	1449	N/A	\$247.18	15
06/14/2015	1402	292	1110	N/A	\$165.84	32
05/13/2015	877	187	690	N/A	\$99.81	29
04/14/2015	934	228	706	N/A	\$100.64	29
03/16/2015	683	133	550	N/A	\$55.21	29
02/15/2015	507	111	396	N/A	\$41.57	21
01/25/2015	274	53	221	N/A	\$21.81	11
01/14/2015	792	150	642	N/A	\$60.57	26
12/19/2014	87	21	66	3.6	\$8.51	3
12/16/2014	1038	207	831	3.8	\$94.98	32
11/14/2014	1544	488	1056	12.6	\$218.28	30
10/15/2014	2514	737	1777	11.7	\$357.00	30
09/15/2014	3899	1049	2850	13.4	\$484.75	32
08/14/2014	4232	1363	2869	13.6	\$522.74	30
07/15/2014	4125	1195	2930	12.4	\$490.78	32
06/13/2014	2961	1053	1908	12.5	\$412.44	30
05/14/2014	1079	300	779	7.9	\$165.29	29
04/15/2014	1118	338	780	13.8	\$175.73	29
03/17/2014	957	235	722	4	\$92.52	31
02/14/2014	842	235	607	4.1	\$87.93	30
01/15/2014	453	112	341	3.5	\$44.35	16
12/30/2013	1129	228	901	4.3	\$103.04	34
11/26/2013	988	249	739	4	\$92.71	29
10/28/2013	1432	430	1002	11.5	\$305.70	31
09/27/2013	3549	1172	2377	15.6	\$533.01	30
08/28/2013	4116	1478	2638	13.6	\$552.68	30
07/29/2013	4651	1443	3208	14.4	\$596.94	32
06/27/2013	3494	1305	2189	14.1	\$513.04	29
05/29/2013	2479	980	1499	13.7	\$430.46	30
04/29/2013	1140	273	867	5.2	\$148.82	32
03/28/2013	947	270	677	5.2	\$135.87	29
02/27/2013	887	245	642	6.1	\$141.13	29
01/29/2013	1018	240	778	4.5	\$126.17	32
12/28/2012	1060	239	821	4.3	\$124.95	30
11/28/2012	1399	351	1048	7.3	\$177.39	33
10/26/2012	2758	990	1768	12.4	\$408.30	29
09/27/2012	2761	979	1782	14.9	\$388.60	23
09/04/2012	1173	292	881	14.5	\$134.54	7
08/28/2012	5526	1686	3840	16	\$649.44	32
07/27/2012	4918	1605	3313	17.9	\$633.10	30

Darcy Pfeifer  
3033 W. Gran Paradiso Drive, Phoenix  
APS Account No. 228070284

<b>Meter Reading Date</b>	<b>Total kWh Usage</b>	<b>On Peak kWh</b>	<b>Off Peak kWh</b>	<b>Billed Demand</b>	<b>Energy Usage Amount</b>	<b># of Days</b>
06/27/2012	4576	1543	3033	15.2	\$570.11	33
05/25/2012	3296	1243	2053	14.8	\$480.44	30
04/25/2012	1708	473	1235	11.6	\$238.50	30
03/26/2012	1116	259	857	4.7	\$134.44	32
02/23/2012	926	226	700	4	\$115.69	30
01/24/2012	821	186	635	4.4	\$109.87	26
12/29/2011	1100	272	828	5	\$134.42	30
11/29/2011	1519	407	1112	7.2	\$182.83	34
10/26/2011	2626	983	1643	13.1	\$402.79	29
09/27/2011	3757	1291	2466	15.2	\$507.29	29
08/29/2011	4738	1581	3157	16.2	\$588.58	32
07/28/2011	4815	1558	3257	N/A	\$683.79	30
06/28/2011	2531	840	1691	N/A	\$359.85	18