

E-01345A-13-0069

OPEN MEETING AGENDA ITEM

ARIZONA CORPORATION COMM



0000158434

UTILITY COMPLAINT RECEIVED

Investigator: Deb Reagan

Phone: 2014 DEC -3 P 3:05 Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2014 - 119898

Date: 12/2/2014

Complaint Description: 01H Billing - Smart Meter
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sandra

Scanlan

ORIGINAL

Account Name: Sandra Scanlan

Home:

Street:

Work:

City: Paradise Valley

CBR:

State: AZ Zip: 85253

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

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Received the following -

APS's "smart meter" does not work correctly in every home. When APS first installed the "smart meter" in our home, they briefly turned the power off and installed the new meter. The second they turned the power back on, our burglar alarm started blaring and could not be turned off at the control panel. (The APS employee got in his truck and left.) Ever since, every time there is a power outage, when the power is restored, the burglar alarm blares for hours unless we are home to pull the wires out of the battery. We have spent endless hours discussing this with APS, Bonds alarm, electricians, all at our expense. In addition to the monetary expense, we have suffered hearing trauma from lengthy blaring of our home alarm (at times in excess of an hour.) Finally, a few months ago, APS agreed to reinstall the old meter. Since then, the blaring alarm problem has not reoccurred and we have been able to live in peace. In the best interest of the public, please do NOT grant APS the authority to change their customers additional fees for keeping their old meter. Especially since the problem begins and ends with APS's faulty meter, and not due to any fault on the part of APS's customers.

End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

DEC 03 2014

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

DOCKETED BY

INQUIRY #119899 SENT TO APS.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/2/2014

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