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:

INQUIRY #119899 SENT TO APS.

*End of Comments*
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 12/2/2014

Opinion No. 2014 - 119898