

**Incompetence and Misinfo at the ACC's "Consumer Services"**  
**Information & Perspective by Warren Woodward**  
**Sedona, Arizona ~ June 28, 2015**

Among the emails and documents I recently received via a Public Records Request of the Arizona Corporation Commission (ACC) were some complaint forms from the ACC's Consumer Services section. Whenever someone calls or emails the ACC with a complaint or question about a utility, these forms are used to record the complaint or question as well as the ACC's response.

Below is one that unfortunately contains typical ACC misinformation.

A Tucson Electric Power (TEP) customer called in with the following question as described by Jenny Gomez who evidently took the call at the ACC:

"She wants to know if these meters will cause health problems like the radio wave kind and are they more accurate."

Gomez's misleading and untruthful response:

"I advised that the TEP meters are not radio wave and they are read through the electric lines and yes they are more accurate than the analog type."

The unfortunate customer who called in was grossly misinformed by Gomez.

TEP's meters transmit microwaves every 30 seconds. That is a matter of public record.

At TEP's website we find the following: "Our AMR meters send out readings approximately every 30 seconds." ( <https://www.tep.com/news/updates/meters/> )

As well, anyone can view the video archives of the March 23, 2012 ACC "workshop" meeting and watch the TEP/Unisource representative tell everyone that TEP's meters transmit every 30 seconds (at 4:54:08 here: [http://azcc.granicus.com/MediaPlayer.php?view\\_id=3&clip\\_id=469](http://azcc.granicus.com/MediaPlayer.php?view_id=3&clip_id=469) ).

As a sadly humorous side note, in the TEP/Unisource representative's world, every 30 seconds is not "continuous." If you had a dog barking next door every 30 seconds would that be continuous or not?

Additionally, not having done any comparative testing, neither Gomez nor the ACC is qualified to make statements about the accuracy of TEP's meters.

How can the ACC regulate something about which they know so little?

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (520) 628-██████████

Fax: (520) 628-6559

Priority: Respond Within Five Days

Inquiry No. 2015 - 121502

Date: 3/19/2015

Complaint Description: 19D Other - ACC Admin. Questions  
N/A Not Applicable

*Sensitive, personal  
information*

Complaint By: First: Unknown

Last: Blackburn

Account Name: Unknown Blackburn

Home: (520) 777-██████████

Street: n/a

Work:

City: Tucson

CBR:

State: AZ Zip: 85701

is:

Utility Company: Tucson Electric Power Company

*Company sensitive  
information*

Division: Electric

Contact Name: ██████████

Contact Phone: (520) 884-██████████

Nature of Complaint:

Customer of TEP called the ACC to advise that TEP will be replacing meters in her area. She wants to know if these meters will cause health problems like the radio wave kind and are they more accurate.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I advised that the TEP meters are not radio wave and they are read through the electric lines and yes they are more accurate than the analog type. She thanked me for this information.  
\*End of Comments\*

Date Completed: 3/19/2015

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