

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
247560	COMPLAINT	WEB	10/29/2012	10/30/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: A new meter was placed on my house. It has come to my attention that this meter puts out radiation. I did not ask for this meter, there was nothing wrong with my old meter, which did not put out radiation. I am told that in order to have this meter changed back that I have to pay \$75 plus \$10 more per month, that it is called an opt out program, well I didnt not opt in in the first place, this was done without my knowledge of the dangers and without my permission. So SDG&E gets to have bigger profits by firing meter readers while endangering peoples health, I dont think so.</p> <p>Utility Comment: SDG&E said it was you the PUC that said people had to pay \$75 plus \$10 more per month for the opt out program, you set forth these costs not them.</p> <p>Request of CPUC: 2nd complaint. Sent one last week, no response. I want you to have SDG&E remove this disgusting meter from my home, at no charge for something I did not want, need or ask for or informed about that can harm myself and my family. This should be your cost for not informing the public and letting them have a choice about this meter. I would say most people would decline. Why should the people again, have to pay for your error in judgment. I thought this state was about clean air, how could these meters on all of these properties be OK for the atmosphere, let alone the elderly, babies, small children, you know, the people. I have enough health problems without adding more. These are hard financial times for so many of us and you want to charge \$75 plus \$10 more per month for what. I do not want myself and my family to be put at risk, you took that choice away from me, I want this removed at no cost to me and not to be charged \$10 more per month. This is unfair business practice.</p> <p>Utility Name: SDG&E</p>
227626	COMPLAINT	LETTER	5/31/2012	8/14/2012	San Diego Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.

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217416	COMPLAINT	WEB	4/5/2012	5/2/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: Smart Meters installed at complex in big banks. Health issues EMF/RF Radiation being released, loss of control over services I pay for, privacy infringement, Price Increases, Hacking. My whole family have been experiencing headaches, inability to sleep, nausea, vertigo, ringing in the ears, heart palpitations, skin rashes, etc. since moving in 3/23/2012 that we have never before experienced. My 2 children are particularly affected since there is a cluster right outside the bedroom window.</p> <p>I already have health issues and have noticed an increase since moving here.</p> <p>Utility Comment: They said I could not have an analog meter installed and did not even inform me that I do have the option of having one installed that I have to pay for even though I called AFTER the CPUC decision was made.</p> <p>Since they were already installed when I moved in I did not have the choice for the delay list. I even offered to buy an analog meter.</p> <p>Request of CPUC: I want to have the option to OPT-OUT at no extra cost. I have not been given one good reason to be charged more. I have a right to my health and the American Government was supposedly formed to protect the rights of the people, not corporations. Forcing me and my family to potential dangerous health effects goes completely against our Republican form of Government and Constitution and you are supposed to "regulate" and "protect" the public.</p> <p>Utility Name: San Diego Gas and Electric</p>
215245	COMPLAINT	LETTER	3/1/2012	4/24/2012	San Diego Gas & Electric Company	NULL	consumer did not specify the health issues.
226625	COMPLAINT	LETTER	5/31/2012	8/3/2012	San Diego Gas & Electric Company	NULL	The consumer is requesting that the Smart meters be removed, due to health reasons....sent email to ARH to remove case from my queue.
224015	COMPLAINT	WEB	5/18/2012	8/1/2012	San Diego Gas & Electric Company	NULL	Complaint / Concern: I live in 360 square feet a downstairs studio. It is one room. A smart meter has been installed right on my wall on the outside. I have been feeling dizzy. I cannot move away from this device. My tenants upstairs pay the electricity bill because their living
248968	COMPLAINT	LETTER	11/7/2012	12/4/2012	Pacific Gas & Electric Company	NULL	smartmeter fees charged and feels should not be due to health issue
227133	COMPLAINT	LETTER	5/31/2012	8/8/2012	Pacific Gas & Electric Company	NULL	Customer has health concerns and also disputes the opt out fee for 75.00.

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235387	COMPLAINT	WEB	8/2/2012	8/14/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: A large portion of my house has become off limits within the radius of a smart meter installed next door. The meter is positioned a few feet away from my living room window and has affected my health for close to a year.</p> <p>I am self-employed and have had to rearrange my surroundings in an attempt to avoid emissions from the smart meter. In addition, I have not been able to maintain my yard near the smart meter due to overpowering radio frequency signals intermittently crossing into my yard.</p> <p>Utility Comment: PG&E has stated the smart meter cannot be deactivated or replaced with an analog meter unless my neighbors agree to opt out, and that the cost to move the wireless meter is \$3,000 if and only if my neighbors agree.</p> <p>There is no viable option to choose from. Request of CPUC: 1)Provide my neighbors with a non-radiation emitting meter. 2)Move the smart meter away from my house. 3)Shield the smart meter so that the radio frequency signals do not cross into my yard.</p> <p>Deactivating and moving smart meters should be an option open to all county residents and free of charge to PG&E customers. Utility Name: PG&E</p>
227835	COMPLAINT	LETTER	5/31/2012	8/14/2012	Pacific Gas & Electric Company	NULL	Consumer is opposed to the installation of the smart meter due to possible health and privacy issues.
227804	COMPLAINT	LETTER	5/31/2012	8/14/2012	Pacific Gas & Electric Company	NULL	Consumer states that she is afraid of the possible health risks if she allows the installation of the smart meter. She is also opposed to the charges to Opt Out to keep her analog meter.
227574	COMPLAINT	LETTER	5/31/2012	8/14/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
228316	COMPLAINT	LETTER	5/31/2012	8/15/2012	Pacific Gas & Electric Company	NULL	consumer states there has been increase in her health where she has had increased seizures, her bill has increased and the meter may have possibly caused her heater to overheat. She does not want to have to pay the fees involved to Opt Out.

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228274	COMPLAINT	LETTER	5/31/2012	8/15/2012	Pacific Gas & Electric Company	NULL	Consumer states his bills have doubled since the meter was installed and he wants it to be removed. He claims that he was notified before the meter was installed and he is also afraid of possible health effects.
214732	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	Consumer states she believes the smart meter is detrimental to her health and she does not understand why she has to pay to opt out. She is also concern about her privacy.
214668	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	Consumer wants smart meter to be removed due to developed headaches and humming noises that are affecting his sleep and mental health.
215888	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health issues, and opposes the opt-out fees. Sent smart meter closing letter.
215805	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states the smart meter was installed without her permission and she believes after her research, there are health concerns.
215698	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	consumer is opposed to the installation of the smart meters due to privacy issues and possible health issues.
216521	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
216519	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Unable to send smart meter closing letter, no address provided..
216513	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	Consumer is opposed to the fees associated with the OPTOUT option. She is concern about possible health issues as well.
216440	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns. Sent smart meter closing letter.

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216404	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter to be removed. Sent smart meter closing letter.
215270	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer believes there are health, privacy and billing issues regarding the smart meters. He is opposed to the fees associated with the Opt Put option.
215239	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer states he has been experiencing tinnitus, headaches, insomnia, sleppless nights among other health issues since the smart meters for his condo and neighbors condos were installed. He would like them all to be removed.
215207	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer states his bills have increased since the meter was installed. He believes there are health & privacy issues regarding the meter.
217865	COMPLAINT	WEB	4/8/2012	5/2/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Smart meter installation without notification to use & without an option to not have it installed I contacted them about my concerns after my wife started getting sick with headaches, not sleeping, sinus problems and nervousness which she never had but now has since the smart meter was installed. I asked them to remove it & they said no. I asked them to turn off the transmitter & they said no. After more emails to them they say I can opt out for \$75 plus a \$10 monthly fee for reading the meter. I told them why should I pay for something you installed without permission & pay a fee for a reader that is already coming out every month since the smart meters dont work up here. Utility Comment: They basically said to bad e can do what we want on our property which I pointed out ti them that the panel is mine & property id mine & house it is attached to is mine. They also never addressed the issue of turning it off or my wifes health problems Request of CPUC: Waive \$75 fee or let me instal my own certified analog meter & waive \$10 monthly fee since they already have to have a reader come out & read it any way along with everyone elses up here!!! At the least please have them turn off the transmitter since it is useless up here & not hooked into a system & never will be according to my meter reader. e should have had an option to not have it installed instead of installing it & then give us an option to have it removed for fees, one ongoing Utility Name: PG&E
214424	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns. Sent smart meter closing letter.

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214396	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	Consumer states she does not want the meter for health and billing reasons. and that it was installed without her consent.
214281	COMPLAINT	LETTER	3/1/2012	4/19/2012	Pacific Gas & Electric Company	NULL	Consumer states there are 30 gas smart meters on one side of her apartment and 30 electric smart meters to the other side of her apartment and this has caused severe health issues such as 1) inability to concentrate, 2) unable to sleep, 3)uncontrollable sweating, 4) intermintant bvertigo, 5) ringing in her ears, 6) Heart palpitations, 7) uncontrollable shaking and lastly her dog goes for walks. Consumer wants these meters removed. She believes they are a health hazard. Referred to HAW.
217094	COMPLAINT	WEB	4/3/2012	4/12/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Without authoriztion, without consent to enter premise, PG&E removed analog meter and replaced it with smartmeter. In violation of Seaside City ordinance NOT to install. In violation of their date to inform (May 1), trespass on personal property, installed an unwanted, unsolicited source of radiation from microwaves, and radio waves, and survelliance and transmission of data, all violations under the respective laws.</p> <p>Utility Comment: I was told I could make no changes, was not informed of process, not informed of wait list to make changes, and certainly no address of issues at hand: Health and Privacy. I intend to file documentation with PG&E. I will also file with the City of Seaside.</p> <p>Request of CPUC: 1. Force removal of smartmeter at this address now. I am already experiencing health problems from exposure. 2.No utility company/agent may enter/make changes without consent. 3.This is a matter of privacy rights and right to health.</p> <p>Utility Name: PG&E</p>

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217093	COMPLAINT	WEB	4/3/2012	4/12/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Today, 3 April, I discovered that PG&E, at our property, Removed Analog meter, installed smartmeter without consent, without authorization, in violation of Seaside City ban of smartmeters. They Have deposited an unwanted, unsolicited source of radiation from microwave, radiowaves; and installed a surveillance devise for the premises, in violation of laws of property rights, privacy rights, and city ordenances.</p> <p>Utility Comment: Yes, I did call and ask them to remove the meters at once. They (she) refused, did not inform of wait list to Uninstall, basically No to everything. I know that we can file docs stating refusal, May 1 is deadline to get on list to change, a suit can be filed against, for legal (see above)</p> <p>Request of CPUC: 1. Force removal of smartmeters at this address. 2. Force elimination of FEE TO REMOVE WHAT Was never authorized (California Initiative to Eliminate smartmeter fee, among several) 3. CPUC take a stand, JUST ONCE, NOT for business, money, govt, but ethically for health, and for constitutional rights. Utility Name: PG&E</p>
215016	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	Consumer is concerned about health issues, privacy and high bill and is opposed to the installation of the smart meters.
214991	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	Consumer states she is on the delay list and is concern for her future health because she does not want the smart meter to be installed at all. She states she already has sleeping problems and believes it will be escalated if she gets the smart meter.
214902	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer is afraid of health issues that may arise since he already has to have surgery for a tumor in his brain. He is opposed to the meter being installed in his home.
216148	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns. Sent smart meter closing letter.
216146	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	consumer wants smart meter to be removed due to possible health and privacy issues. Consumer also opposes the fees associated with the OPT OUT program.

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216145	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	Consumer states she wants the smart meter to be removed due to health issues it has caused since it was installed without her permission. consumer states she suffers from insomnia, headaches, blurred vision among other things.
216109	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and does not want sm installed at his home. Sent smart meter closing letter.
216107	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer is concern with possible health and privacy issues.
216059	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states that he has different health conditions is very concerned about the samrt meter which has increased these conditions since it was installed.
216045	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer does notwant the smart meter installed due to the he possible health risks she has heard about.
216007	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states he is afraid of radio waves affecting his health due to the smart meter and he wants it to removed now.

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206588	COMPLAINT	WEB	2/3/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I want to keep my analog meter and I do not want to pay to keep it. My husband and I are 16 year survivors of hormonal cancers. We feel that SmartMeters will compromise our ability to stay cancer free. We have done a fair amount of research on this. Our neighbors on both sides had these meters installed without their knowledge and since that time I have had constant insomnia, although I, too, did not know at the time that their SmartMeters had been installed. We instructed the installers not to replace our analog meters. We do not feel we should have to pay for what we never had installed in the first place. We are low income seniors, but not low income enough to qualify for the discount.</p> <p>Utility Comment: We received a letter telling us that we will receive information about how to opt out at another time. That information has now come via the media report on the CPUC decision to favor the utility over the health of the citizenry.</p> <p>Request of CPUC: I want the CPUC to rescind the ruling of 2/2/12. I am grateful to be allowed to opt out, but I feel it should be the burden of the Utility to prove that SmartMeters arent harmful, rather than the citizens burden to prove that they are harmful. I feel this is a decision made to favor maximizing profits, handing us over to the health insurance industry. I feel the CPUC should be ashamed of itself and history will show this is the wrong decision. We should not be forced to pay for what we dont have installed at this time.</p> <p>Utility Name: PG&E</p>

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206237	COMPLAINT	WEB	2/2/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Passing the smart meter as a standard/automatic installation (still with fees?) is one thing. To apply fees for non-installation and a monthly charge for those who do not want to have a smart meter/grid installed or used is an additional tool to allow those with money to have more privacy and control over information.</p> <p>Even at the low-income rate of \$5 a month to continue without a smart meter adds up to \$60 dollars a year, \$300 for five years. Sixty dollars out of my years budget pays for at least a month of pge. With this additional fee I have to cut down on basic care costs yet again. Please reconsider allowing additional fees to PGE or its parent company for the thousands that do not believe a smart meter is a necessity.</p> <p>Request of CPUC: Reevaluate allowing PGE and/or parent companies to add fees to our utility costs. Specifically CPUC passed smart meter fees for not installing/using to utility customers. Low income and above low income families are having a hard enough time trying to make what money we have cover basic daily needs (nothing fancy, like a take out burger). To add what initially works out to a first year cost of \$185 (regular price) or \$70 (low income) is a financial burden (other basic family needs are cut to pay a bill.</p> <p>Additionally, big business has moved ahead to cut down on the number of people they employ while their profits continue to rise (how many pge/parent company employees will lose their jobs in the next two years?). Your actions have hurt city, county and state health in socially, economically and physiologically. Please change your focus: think at least a generation ahead.</p> <p>Utility Name: PGW</p>
215855	COMPLAINT	LETTER	3/1/2012	4/30/2012	California Pacific Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PACIFIC POWER GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer disputes having to pay not to have a Smart Meter installed. Sje also has health concerns.</p>

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250783	COMPLAINT	WEB	11/21/2012	11/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am under threat of smart meter installation via extortion. I would like to know the real benefits of the smart-meter to the public, in particular the residential customer. Edison says I can log in to monitor my energy usage. Who the heck would want to do that? Ive upgraded all of my lights and appliances for energy efficiency and have an almost predictably level energy usage every month, with the exception of December because of Xmas lights. I couldnt possibly get my usage lower.</p> <p>For the last 5 years Ive had a wireless meter. The meter-reader simply drives by and records my usage over WiFi. It takes them about 4 seconds in all. I cant understand how I should have to pay \$75 plus \$10/month for about 4 seconds worth of time. Please explain how these fees have been determined and how they are applicable to me.</p> <p>Utility Comment: My first concern is that my meter is right next to my sons bed. Hes very prone to migraines. The room is small so there is not really any re-arranging that can protect him from the cell signal. My neighbor started suffering headaches a week ago out of the blue for no apparent reason. He just discovered that his meter had been replaced at exactly that same time without his knowledge.I have not yet contacted them because I do understand that they are using strong-arm tactics, enabled by the CPUC rulings. I do not believe they are able to offer me any real assistance in my efforts to delay further the installation of the meters until after the real effects are known. For some reason I do not get the feeling that you, the CPUC, is actually concerned for the publics health. And if the feeling is justified, then what are you concerned with? Request of CPUC: BAN SMART-METERS until most of the reported health effects have been fully invenstigated. Ive done the research and there is plenty of credible evidence for reasons to halt implementation due to health concerns. However, Ive found absolutely nothing definitive as to why this is "good" or "safe" for us. Its good for someone, but right now I do not believe its the people that are subjected to its imposition. The entities that are pushing this technology seem to be the same type of entities that claim (bad) global climate change because of human behavior is a myth. I would also like to know why the meter has to transmit so often? The old meters were read once per month. These apparently transmit many, many times per minute. Why? I could live with once per day when nobody is home (noon time). Who does this transition really benefit and exactly how? Are there any pending lawsuits or other legal action that can keep them from extorting us?</p> <p>Utility Name: Souther California Edison</p>

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247434	COMPLAINT	WEB	10/26/2012	11/1/2012	Southern California Edison Company	NULL	Complaint / Concern: why do i need to pay penalties and monthly fees for not wanting to install samrt meter at my home which is not healthy form me and my family having radiation at this high levels Utility Comment: they said that the CPUC approved it and i should file a complaint if i wish to. Request of CPUC: to have Edison stop charging customer who will not want to install the smart meter Utility Name: Edison
246865	COMPLAINT	WEB	10/22/2012	10/25/2012	Southern California Edison Company	NULL	Complaint / Concern: We feel that after careful review of the smart meter information, That there is too much risk to allow SCE to install the smart meter. The charges of opt out seem to be excessive. More time is needed to address health issues and cost. This meter is next to area where I and my spouse sleep. We cannot afford the cost, but we cannot afford the risk. Please help us feel safe at night without the high cost. We will join any class action lawsuit that will address the cost. Utility Comment: N/A Request of CPUC: More research and lower cost to opt out. Utility Name: Southern California Sdison

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246577	COMPLAINT	WEB	10/19/2012	10/22/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I have lived here 6 yrs. In late July-Aug, I started being awakened nightly by shaking and buzzing from below my house. Sleep deprived, I cant sleep here. This shaking worsened in August and continued at higher level since. I have spent over \$10,000 with electricians/plumbers. The only change was roll-out of SCE's Smart Meter program in July. I opted out. During this time 3 people stayed at my house, all awakened from shaking. Other symptoms include: increased electrical sensitivity, headaches, dizziness, nausea, vomiting, tightness in my chest, and small lumps/cysts in my breasts. I had a mammogram on Sept 17th and they found an increase in cystic activity. People with compromised health are more sensitive to this pulsing and the microwave radiation itself.</p> <p>Utility Comment: I called Edison, spoke to Jacqueline in the Smart Meter Center. She acknowledged the smart meters communicate can underground, and could cause pulsing beneath the ground. She said they could do nothing about it, as I opted out of the program, and the meters were selected by my neighbors on their property. They refused to tell me where the "master" or "collection" meter is, which emits and receives a higher level of microwave radiation.</p> <p>Request of CPUC: I need a PUC emergency injunction and hearing to demand immediate neighborhood remediation to be taken off the smart meter grid. I am very ill with doctors reports. I could sell my home but love this community and should not be forced to leave due to new technology Edison is using causing danger to public health. I need to know what Edison put in that is making me sick in my home and for the CPUC to make Edison immediately fix the problem to make me whole as I was before the smart grid installation . Two electrical poles in front of my home have new metal round cannisters and apparatus possibly linked to the meters, and could be exacerbating the problem. I want to know what has been added to the infrastructure that has caused me these severe health problems.</p> <p>Utility Name: Southern California Edison</p>

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248418	COMPLAINT	WEB	11/4/2012	11/15/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: 1. The Electronic Meter program will put people out of work and eliminate much needed jobs. 2. The threat to domestic security by remote control in the wrong hands undermines my family and residential security. 3. My right to privacy will be violated by allowing monitoring of my individual devices and systems within the home and, will VIOLATE MY RIGHT TO PRIVACY AS GUAANTEED UNDER THE CONSTITUTION. 4. The potential for health hazards from radio frequency and electromagnetism has not been established and needs to be researched more. 5. Charging my account a \$75.00 opt out fee and a \$10.00 a month regular fee is wrong and is viewed as an unfair penalty. In addition the fees were implemented to discourage rate payers from opting out of the program. 6. The cost of this program far outweighs the benefits and will only cost rate payers more money. 7. This program does nothing for a poor economy/high unemployment and folks struggling to pay their bills in these difficult times.</p> <p>Utility Comment: They explained it was my right to opt out and explained the benefits to customer billing. I mentioned that I am a retired SCE Major Accounts Manager and have worked on special projects related to ITRON (meter manufacturer) and knew the potential that these meters can provide. The reps were polite and customer focused.</p> <p>Request of CPUC: To reconsider this program and the potential liabilities it my have for ratepayers. To reconsider the opt out fees and charges and refund the fees/charges to customers. To explain in public discussion the privacy issues and potential health risks. To explain to the public the future of this program and the potentialites that it is capable of becoming.</p> <p>Utility Name: Southern California Edison</p>

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254109	COMPLAINT	WEB	12/14/2012	12/19/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I have received a "Notice of proposed rate changes by Southern California Edison Company (SCE)", Application "(A.) 11-03-014, et al" for the purpose of raising opt-out initial and monthly fees for declining the installation of "smart" meters. Since I am unable to attend any of the public meetings in December 2012 regarding this, I am hereby voicing my complaint against this proposal and am incredulous that an increase of any kind regarding smart meter opt-outs is even being considered by SCE! I am intensely against "smart" meters for both health and privacy issues and do not wish to be forced to comply to accepting a product that may compromise me in both of those areas by either making it monetarily impossible for me (and others) to reject it or by denying us the option to do so.</p> <p>Request of CPUC: I respectfully, but strongly implore the CPUC to reject this and all such future increases to opt out of smart meters. That said, to address the specific issues related to the 2 above listed applications before the CPUC from Edison and SoCalGas:</p> <ol style="list-style-type: none"> 1. There should be no digital, powered-down meters, which can be turned back on. 2. It is unconscionable to charge customers fees to avoid something that is unwanted, potentially harmful to health and privacy. It is doubly unconscionable to charge the exorbitant fees in both of the above applications - these amounts are punitive, in an attempt to force customers to comply with this ill-advised technology. 3. There should be no additional fees to opt-out. We already are paying for Smart Meters through increased ratepayer fees and as taxpayers through billions of dollars in government subsidies. 4. Yes, the opt-out should be extended to local governments and communities. <p>Utility Name: Southern California Edison Company</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
249949	COMPLAINT	WEB	11/15/2012	11/27/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Smart Meters have been proven a health hazard from numerous studies due to the high levels of radiation. Smart meters violate FCC standards and are a public safety and health hazard. (see attachments). With a cancer history in my family I choose to eliminate any devices which omit high levels of radiation from my home this includes a smart meter. Southern California Edison has billed me \$85.00 (\$75.00 opt out fee and \$10.00 opt out charge) for not having a smart meter. This is extortion! I should not be penalized for exercising my right to live freely in my own home and be free of excess health damaging radiation caused by smart meters or any other dangerous device. I request that these fees be stopped. There are other ways to transmit my meter usage data without the use of a smart meter.</p> <p>Utility Comment: I was told they would make a note of my complaint about the extra charge. That is all they would do.</p> <p>Request of CPUC: Do not force individuals to use smart meters if they are opposed to them. Do not penalize individuals for exercising their right to omit health endangering devices and products from their own private homes.</p> <p>Utility Name: Souther California Edison</p>
252882	COMPLAINT	WEB	12/7/2012	12/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am forced to pay a penalty for not having a meter that is not UL appoved and exceeds health standards for microwave radiation. plus my home must now be shielded from my neighbors radiation levels in my home, my sanctuary where I raise my children. Formal complaint on the health issues with SMART meters.</p> <p>1. Mandate the Federal Communications Commission (FCC) revisit its exposure guidelines for radiofrequency radiation (RF) immediately. %uFFFFD</p> <p>Utility Comment: None</p> <p>Request of CPUC: I want EDISON to pay for any and all shield expense incurred for radiation mitigation .</p> <p>Utility Name: Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
249604	COMPLAINT	WEB	11/13/2012	11/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The opt out for Smart Meters is unfair, costly and punitive. I have to pay \$75 dollars to have the Smart Meter removed and \$10 dollars each month thereafter which seems to be a penalty for wanting to prevent a hazard to my health and those that visit me. I have recently had pneumonia with a long recovery period. I feel that the Smart Meter poses a danger to my health so I am opting to remove it. I now have to pay to have it removed in addition to a monthly penalty fee. What is wrong with this picture? I am a senior citizen on a limited budget who would like to live a long, healthy life. Please reconsider your approval of the penalty fees authorized by the So. Cal Edison Co.</p> <p>Utility Comment: They referred me to the CPUC because this commission approved the penalty fees.</p> <p>Request of CPUC: I want the monthly penalty fees to be rescinded as unjust and unfair for those that are aware of the health hazards that the Smart Meters presents and therefore opt out.</p> <p>Utility Name: So Calif Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
249595	COMPLAINT	WEB	11/13/2012	11/15/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I want to voice my disapproval at the fees imposed upon us to maintain our health. Smart Meter opting out costs \$75 and \$10 a month thereafter. Why should only someone who can afford this unethical fee hike be allowed to protect him/herself from radiation? Why should we be punished for making a personal choice about what we will/will not allow to be done to us by industry? Why should we have to pay to NOT have a product and service that will be harmful to our physical health? Furthermore, why should each of three of us living in the same building have to pay the fee for the one time removal of all three meters, plus the one visit to the house to read the meter? That alone is an unethical and fraudulent fee.</p> <p>Utility Comment: The informed me of the fees to remove the smart meter but said nothing about the \$10 a month extra to not have one, which I know is the case, and so they were not honest with me about the choice I was making and the consequences, which is unethical.</p> <p>Request of CPUC: Be a better regulator and protector of our rights to safety, privacy, the pursuit of life, health, happiness and freedom WITHOUT PENALTIES AND PUNISHMENTS AS CONSEQUENCES!</p> <p>Utility Name: Southern California Edison</p>
252964	COMPLAINT	WEB	12/7/2012	12/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I opted out of the Smart Meter program due to health and safety concerns and they are charging me a \$75 fee and a \$10 monthly fee to opt out. I find this absolutely ridiculous and potentially illegal. I should not have to pay these fees just to protect the health of my family!!!</p> <p>Utility Comment: The fees are mandatory</p> <p>Request of CPUC: Mandate that SCE cannot charge opt out fees for the Smart Meters and issue refunds for all those who have already paid them</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
252661	COMPLAINT	WEB	12/5/2012	12/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Having a smart meter installed in my home without my consent! Finding facts about the health issues with Rf frequencys. To be at the mercy of a push of the button! And constant monitoring of my usage is a violation of my privacy. And to have this forced on me and telling me I have to pay a penalty for opting out of the program with an additional monthly service fee when I had no choice having it installed! And you want me to pay for this big brother monitoring system on my bill over a period of time! We never voted for this or agreeg to it! I dont like what the potential dangers this device can do to us consumers. Not to mention security risks from outside sources.</p> <p>Utility Comment: That it was not an issue with them but with you guys! They said you were the ones, the CPUC who are mandating this unconstitional project and I should respond to you!</p> <p>Request of CPUC: I want my analog meter back! Let me say it again. I WANT MY ANALOG METER BACK! I want my privacy back! And I dont want to pay this fraudulent opt out fee you so cleverly scammed on us consumers to force us into these devices. This is a federal program being forced on states and I believe it is only for the purposes of the federal government to contol and gain information they have no right in doing.GIVE ME MY METER BACK!</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
252816	COMPLAINT	WEB	12/6/2012	12/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: "Smart Meters" have been installed in my condo complex without notice, permission, or understanding of dangers to residents. I called SCE, PUC, had to go through difficulty in "opting out" as well as being penalized by oppressive fees to maintain my own safety re radio-magnetic/wireless radiation. Despite that, my neighbors meter radiates into my home; the aggregate of multiple meters in this large complex increases radiation greatly. I have constant headaches, eye pain, multiple symptoms noted in SEVERAL studies, including the SAGE REPORT, as the consequences of installation of these devices. I am not safe in my home and cannot walk through the neighborhood in face of his. http://emfsafetynetwork.org/?page_id=2292</p> <p>An acquaintance in another condo complex has just been diagnosed with a brain lesion, which symptoms mirror those of this kind of wireless/microwave radiation caused by "Smart Meters". http://www.webmd.com/brain/brain-lesions-causes-symptoms-treatments</p> <p>Utility Comment: The basic response was non-responsive and did not address the FACTS or the issue.</p> <p>Even though much evidence has existed for decades and TO DATE in many reliable studies and anecdotal health reports which I have submitted to them, they are ignored.</p> <p>Only those "self-promoting" type of "studies" are cited by them and they are baseless IN FACE OF FACTS.</p> <p>The INTENT AND PURPOSE of using these dreadfully harmful devices is more than suspect, but the refusal to remove them in face of horrid health effects (including even interference with pacemakers) is beyond criminal and reprehensible. Request of CPUC: I want these meters removed immediately as hazardous and dangerous to all, including innocent babies. I want all fees charged to me as extortion for trying to protect myself in face of their known facts that this would be futile, refunded. I want an apology issued by the CPUC and SCE and all those in government responsible for this deliberate violation of peoples right to live in a healthy, unfettered way and to protect themselves from such unconstitutional, criminal behavior and KNOWN DANGEROUS EFFECTS.</p> <p>Even the World Health Organization has now acknowledged that such devices are potentially a cause of cancer. HOWEVER TH IMMEDIATE EFFECTS OF BRAIN BARRIER HAZARDS ARE DANGER ENOUGH AND APPEAR IMMEDIATELY, WHILE CANCER TAKES MORE TIME TO BE EVIDENCED.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
252487	COMPLAINT	WEB	12/5/2012	12/6/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: A Smart Meter was installed without my knowledge in October 2011. I wish to remove it without fee/monthly charge for health reasons. One year later, October 2012, I underwent surgery for a subdural hematoma. The meter was installed opposite the bedroom wall. There is growing concern that Smart Meters could be linked to medical problems. To be safe, and to prevent potential future medical worries, I want the meter removed.</p> <p>Utility Comment: to contact PUC</p> <p>Request of CPUC: require SCE to waive fee for medical concerns. Why should the homeowner pay the utility a monthly fee for technology that could prove to be harmful to the public. There is growing concern about EMFs and the impact on health. Evidence is mounting that this is a real threat and the public should have the right to refuse this new technology without financial burden.</p> <p>Utility Name: socaledison</p>
252481	COMPLAINT	WEB	12/5/2012	12/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Regarding the "Notice of proposed rate changes by Southern California Edison Company (SCE)": I am unable to attend a meeting, and therefore am complaining in writing about the proposed rate increases for those of us opting out of smart meters. I am extremely opposed to said meters for health and privacy reasons, and find it unacceptable that SCE is doing everything in its power to punish and coerce those of us who have taken a stand for our rights to be free of this intrusion into our lives and property. By raising these rates, they appear to be attempting to make it financially impossible for us to make the choice that we believe is best for us.</p> <p>Utility Comment: I have not done so.</p> <p>Request of CPUC: I urge the CPUC to reject any and all increases related to the opting out of smart meters. California Public Utilities Code Section 453 c states: "No public utility shall establish or maintain any unreasonable difference as to rates, charges, service, facilities, or in any other respect, either as between localities or as between classes of service". The current opt-out charge is already violating this code. To raise the rate would seriously undermine the trust we have in this organization. Please tell SCE NO!</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
229675	COMPLAINT	WEB	6/25/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: We are extremely concerned about the health dangers of smart meters.</p> <p>The safety of these devices is very questionable and we feel strongly that we should not be forced to use them or have to pay a ransom to opt out of them.</p> <p>Utility Comment: Edison says we have no choice other than paying a ransom of \$75 plus an extra \$10 per month to opt out. This is extortion!</p> <p>Request of CPUC: NO SMART METERS! When it potentially impacts our health we should have a choice!</p> <p>Utility Name: S C Edison</p>
242810	COMPLAINT	LETTER	9/24/2012	10/2/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health and safety issues. Also opposes the opt-out fee.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
229984	COMPLAINT	WEB	6/27/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I strongly protest "Smart Meters" and all Opt-Out fees:As customers of Southern California Edison (SCE), a private company and a monopoly, we have no other option, therefore it is extortion to make us pay for NOT getting a meter. Discriminatory pricing: We have a Solar Power. SCE charges us 2 or 3 times what they pay us for the same electricity. Our solar installation generates electricity to the grid every day, but with a Smart Meter SCE will charge us exorbitant rates to use it when we want to ("peak hours"). Also, since gas and electric are separate here, we would be double billed. It puts thousands of meter readers out of work. The radiation from so many smart meters endangers public health. It doesnt lower rates for consumers, but raises them. Potentially jeopardizes home safety because electricity usage reveals when no one is home.</p> <p>Transmissions and data are vulnerable to hackers. Utility Comment: Corix, the installer of Smart Meters, told me that their instructions are to install these meters without residents permission, knowledge, and even against peoples will. They have broken into yards, even when people were home, gotten into "scuffles" and BROKEN Federal law, which says they must get permission of residents to install these meters. They are not. SCE has lied to people I know, telling them they dont have any analog meters to replace the Smart Meters they installed without permission and against the will of the residents. One mans well pump was destroyed by improper wiring of a sm. \$5000 damage. Request of CPUC: SCE and Corix should be prosecuted for breaking the law, trying to extort money from the public by claiming they can charge us fees for opting out, and immediately STOPPED from any further installation of Smart Meters until they are PROVEN NOT TO BE A HEALTH HAZARD. Futhermore, their pricing structure should be revised so as to be non-discriminatory toward solar powered customers, as discussed above. My town of Ojai has voted to ban these meters. CPUC SHOULD RESPECT THE WILL OF LOCAL COMMUNITIES TO OPT OUT, which it is required to do by law.</p> <p>Utility Name: SCE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
229978	COMPLAINT	WEB	6/26/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: 3 reasons: I live next door to a small apartment building which has multiple smart meters facing my single family residence. The meters are located less than 20 feet from our house. Since there is no evidence that equipment (meters and transmitters) are harmless, we are concerned for our health, long and short term. There is too much information out about how strong and how far 24/7 transmitting EMFS and RFs is bad for peoples health and well-being.</p> <p>We also know that this jeopardizes the value of our property.</p> <p>We do not feel that we should have to pay \$75 fee to remain analog plus \$10 per month extra charge.</p> <p>Utility Comment: We sent letter to Edison and cc-ed you, CPUC. We certified, registered the letter and Edison did receive, that was 5 weeks ago. WE have heard nothing back from either of you.</p> <p>Request of CPUC: No banking of "smart meters allowed when next to residential single family. No fee upfront or monthly for people that choose to remain analog.</p> <p>Utility Name: Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
231564	COMPLAINT	WEB	7/6/2012	8/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Too many prominent people, experts, companies, and agencies have documented how smart meters can a hazard to your health, and long term testing does not appear to have been done to satisfy most of them. ALL potential health risks need to be completely taken into account. There is no way this program should be allowed to go forward at this point in time regardless of what cost the Utility companies have encountered. And what a slap in the face to Customers who pay month in and month out, including those years where we were all overcharged in the so called energy crises years, to be charged an Opt Out Fee? And on top of that, they want to charge a monthly fee? I just cant get my hands around the thought of being billed fees for something that very may harm me and my children. Amazing!!</p> <p>Utility Comment: Tried to make a case for how the smart meters are not harmful, how using a cell phone 10 or more times harmful, and how he (the SCE Rep) has had a smart meter for a little over 1 year with no problems. Of course, I had to advise him how 1 year is not a sufficient time frame to rule out long term health problems. How can an SCE Rep advise me this is completely safe when they are not an expert in anything other than taking Customer calls?</p> <p>Request of CPUC: Stop the installation of smart meters until long term testing has been properly completed, and immediately stop the ridiculous opt out and monthly fee associated with this.</p> <p>Utility Name: SCE</p>
227129	COMPLAINT	LETTER	5/31/2012	8/8/2012	Southern California Edison Company	NULL	Customer disputes the SM. for health and the cost of opting out of the meter.
227094	COMPLAINT	LETTER	5/31/2012	8/10/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and meter removed. Sent smart meter closing letter.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
233344	COMPLAINT	WEB	7/19/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I do not want to pay \$75 nor the monthly charge of \$10 to have a device (smart meter) that has been determined by experts to be potentially unsafe removed from my residence. There is evidence that it is potentially dangerous and has not been thoroughly studied. The device is on the outer wall of my infants bedroom and I am not willing to take any chances with my childs health until further studies are completed. Until this device is studied further and determined to be safe, I have a right to my utility and to have this potentially dangerous device removed from my property without paying a "fine" and/or being discriminated against for exercising my right.</p> <p>Utility Comment: They told me that they cannot remove the device until I agree to pay the charges - or fine, in my opinion.</p> <p>Request of CPUC: I want an order to be made that they remove this device. I do not want to be charged either.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
242029	COMPLAINT	WEB	9/19/2012	10/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The force full installation of the new smart meters. And how a OPT OUT fee is being demanded. A fee is not right in this case. The secrecy and the misdirected information of the smart meter being an improvement to the system when there is nothing wrong to begin with the old analog meters.</p> <p>And plenty is wrong with the new smart meter. The Doctors and Engineers that know of the electronic radiation that these meters are generating and are tunes to specifically. View the video "Death by Smart Meters" and other series.</p> <p>The invasion of privacy that happens when these meters have your pattern of electrical use, and can be hacked or sold.The fire hazard that they are do to being plastic and not being cleared or classified as all electrical devises should be. UL #</p> <p>Utility Comment: They just said that the fees are not set by them, and the CPUC fees are subject to change. As for the new meter concerns they just want for us to opt out. If only the contractors would listen to reason.</p> <p>Request of CPUC: A retraction to the OPT-OUT fee is in order. NO penalty should be placed in refusing something that is a danger to our health, privacy and the property damage of a potential fire of this units.</p> <p>The second look and halt of the fees for the next 120 days is a good start and it must be finalized that one can opt out for no charge.</p> <p>And to hope that a information campaign on all forms of media TV radio in our Spanish and English languages is not to much to hope for.</p> <p>Utility Name: Southern California Edison</p>
227730	COMPLAINT	WEB	6/12/2012	8/15/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am OUTRAGED that SCE is charging a \$75 opt out fee and \$10 monthly opt-out charge to customers who choose to (1) have a choice and (2) not incur the health hazards associated with smart meters. This unfairly taxes customers who choose not to have these meters installed and discriminates against those people who cannot afford to incur the extra fee (even with the reduced fee for income qualified people, it is not going to be enough to allow them to opt out of this program). I am looking forward to participating in the class action lawsuit against these fees.</p> <p>Request of CPUC: STOP SCE FROM TAXING CUSTOMERS FOR OPTING OUT OF HAVING A SMART METER.</p> <p>Utility Name: southern california edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
236674	COMPLAINT	WEB	8/13/2012	9/4/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: You have abdicated your duty to protect consumers. Neither Edison, or You, have a right to use equipment on customers that carry unnecessary health risks and invasions into our privacy.</p> <p>While the \$10 monthly opt out charge is clearly excessive, an argument could be made for it requiring more man hours but a \$75 fee for work that is not done to opt out of having a radiation meter installed is an outrage. What do you exist for if not to watch out for consumers. Now we find that JP Morgan Chase has screwed California consumers for hundreds of millions of dollars while you were asleep at the switch and like the rest of our government, you want to take it out of our hides. I hope there is a class action suit and I hope the state goes bankrupt and takes your damn pensions. You have a hell of a lot of nerve.</p> <p>Utility Comment: Nothing of value</p> <p>Request of CPUC: I want the smart meter "opt out fees" reversed and the amount already paid refunded. \$75 to NOT install a dangerous meter is not exactly looking out for consumers</p> <p>Utility Name: SC Edison</p>
228508	COMPLAINT	WEB	6/18/2012	9/5/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I opted out of the Smart Meter.</p> <p>SCE came to change out my meter but refused to give me an analog meter. The installer said I had to take another wireless meter.</p> <p>I am having sever health problems and my kitchen sink where I stand for long periods if right next to the meter exposing me to RF.</p> <p>Utility Comment: The installer said I could not have an analog meter.</p> <p>Request of CPUC: I want the CPUC to tell me what I need to do in order to get an analog meter.</p> <p>Utility Name: SCE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228480	COMPLAINT	WEB	6/15/2012	8/23/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I find it outrageous that Edison wants to charge me additional fees for not installing a smart meter. They want to force me to install one OR pay \$75 opt out fee and \$10 per month extra to keep my existing meter. There are several health risk factors that are unknown and we have two small children that we dont want exposed to the radiation that is emitted from these meters. If we had a government run by the people for the people we would be able to have the freedom to choose which meter we wanted on our owned property for no additional charge! Tax-Paying Citizen.</p> <p>Utility Comment: They said the fee was set by the CPUC.</p> <p>Request of CPUC: I would like the additional charges to opt-out of this program removed.</p> <p>Utility Name: Edison</p>
228453	COMPLAINT	WEB	6/15/2012	8/15/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I wish to strongly protest the CPUCs ruling that Edison can charge me a \$75.00 "initiation fee" and \$10.00 per month forever thereafter to continue with my present meter,ie, "Opt Out", rather than have a "smart" meter installed. To "initiate" a meter that is already in place costs \$75??? Outrageous! To force customers to pay a monthly fee to NOT use a meter that has raised serious, unresolved health issues is really dastardly, shame on YOU, CPUC!! I thought the CPUC was supposed to protect the customers, not try to GOUGE THEM into compliance with a policy that appears to be putting meter readers out of work, on top of the previously mentioned issues!! This is really outrageous. As a retired teacher, I can ill afford these fees. I wish to Opt Out and NOT have these fees levied. Thank you for your consideration.</p> <p>Utility Comment: They said the CPUC had approved these fees, and that is why I am furious that the CPUC is not protecting Edison customers from this unbelievable policy of gouging the customers.They said I should contact the CPUC.</p> <p>Request of CPUC: I am requesting that the CPUC abolish the fees for those of us who wish to OPT OUT of Smart Meters. The installation of Smart Meters happened practically before most customers had even known it was happening!!</p> <p>Utility Name: Southern Calif. Edison</p>
227667	COMPLAINT	EMAIL	5/31/2012	8/14/2012	Southern California Edison Company	NULL	<p>The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227652	COMPLAINT	EMAIL	5/31/2012	8/14/2012	Southern California Edison Company	NULL	The customer disputes having the Smart Meter and having to pay to opt out. Also health concerns.
227521	COMPLAINT	EMAIL	5/31/2012	8/9/2012	Southern California Edison Company	NULL	The customer complains that since the installation of the Smart Meter he has experienced severe headaches, insomnia and ringing in the ears. Her husband is also experiencing related health concerns the customer was the meter removed.
230630	COMPLAINT	WEB	6/29/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I was recently notified of the SCE plan to install new meters that function using RF.I am aware of the health risks of exposure to RF waves - a family member has premature dementia and hearing loss due to exposure during his employment, so I wished to NOT participate in the new meter program. Being forced to pay an OPT OUT FEE as well as a monthly non participant charge in order to safegaurd my health is totally unacceptable!!!I was told it was your organization that approved these fees.If there hasnt been a law suit yet Im sure there will be.Paying for something is obviously required - paying to NOT choose risk to health and wellbeing is NOT!!</p> <p>Utility Comment: In order to OPT out of the program I would be forced to pay a \$75.00 "OPT OUT FEE" and would be billed a monthly fee of \$10.00 for not allowing the intallation. It was quite obvious that the person on the other end of the phone was not a direct SCE utility employee but someone hired to simply field the calls from consumers not wanting the new meters.</p> <p>Request of CPUC: I would like to see you recind the imposed charges. These penalties are unacceptable when there is a potentila health risk motivating the action to not participate.</p> <p>Utility Name: Southern Calif. Edison (SCE)</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227215	COMPLAINT	WEB	6/10/2012	8/8/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SCE is threatening to charge me a \$75.00 fee plus an additional \$10.00 fee plus a 5 per month fee if I do not opt to allow them to deploy one of their SmartConnect meters on my home. I am concerned that they are currently over charging me for my electric use as I do not opt to have this on my home. If I do not respond by July 9th 2012, they will send someone out to install this on my home of which I do sit behind a 6 chainlink fence and do have a dog and fear they will do against my wishes... Plus I know of a few people that are having major issues with this meter, failures... I feel SCE is violating my rights to my health; I dont use a micro 24.7, or my cell or anything else, this thing would run 24.7.</p> <p>Utility Comment: They will charge me the \$75.00 fee plus \$10.00 fee and an additional per month cost. I have no choice but to allow them to install or pay.</p> <p>Request of CPUC: That SCE not violate any Laws, Do not charge me for services not rendered or provided to me (sorry but fee to activate something that does not exist is not services rendered or provided plus not charge me a monthly fee for something that SCE has been doing for years and that is to read meters at no charge). Do not violate my rights to privacy. Do not discriminate against me or harrass me that I do not authorize this smartconnect meter installed. I believe SCE is retaliating against me and will force me to pay higher because I have the original meter and not one of their smartconnect ones.</p> <p>Utility Name: Southern California Edison</p>
227864	COMPLAINT	EMAIL	5/31/2012	8/14/2012	Southern California Edison Company	NULL	The customer disputes having a Smart Meter installed and is now suffering from health problems.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
240452	COMPLAINT	WEB	9/8/2012	9/14/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: the southern cal edison, removed the newly installed analog meter reading system and replaced it with a so called smart meter. This is a new home with out a microwave oven, there have been no long term studies on saftey of emf emmitted though this so called smart meter. the only one who benifits is the electric company. I was never notified they were installing this un safe meter. When we asked to have it replaced we were told were would have to pay 75.00 opt out fee and 10 per month there after. We never opted in? Why should i bear this cost? I have been trapped my long term health is not worth this game.</p> <p>Utility Comment: We were told we were notified, we were not. We were told the only way to have it raplaced was to pay the 75.00 and 10 a month. Again my long term heath is not worth 75.00 it is the principal this is railroading, a trap. it is not fair or right. Horrible business practice!!</p> <p>Request of CPUC: I want a full refund and I think there needs to be a full disclosure on the contraindications of this un smart meter.....</p> <p>Utility Name: southern cal edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
235918	COMPLAINT	WEB	8/7/2012	8/29/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Hello, My concern is that I would like to refuse installation of SCEs new "smart meter" and not incur any type of penalty.</p> <p>I live in an older home in XXX that has the electric meter very close to high activity areas, less than 3ft from both the kitchen sink and bathroom. I have small children in the house that I dont want to be that close to the new technology involved with the "smart meter".</p> <p>There are studies that indicate that there may be health issues of various kinds associated with the new meters.</p> <p>I have refused the new meter, but would like to do so without penalty.</p> <p>Sincerely, XXX</p> <p>Utility Comment: there is currently a one time assessment of \$100, and a monthly fee of \$10 for refusing the new meters</p> <p>Request of CPUC: I would hope that the CPUC could get SCE to consider "mitigating circumstances" (such as my meter location) and allow property owners to refuse installation of the new meters without penalty.</p> <p>Utility Name: SoCal Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
234679	COMPLAINT	WEB	7/28/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: We want to opt out of the Smart Meter. It was installed without our knowledge or consent. Additionally we were not given the opportunity to opt out prior to its installation. There are health and security as well safety concerns about the meter both for our equipment and ourselves. We would like to have t the opt out fee and monthly charge for opting out removed from our area.</p> <p>Utility Comment: They said they would charge \$70.00 to swap the meter back to the non-Smart Meter type meter and there would be a \$10.00 monthly fee to have someone come out and read the meter thereafter.</p> <p>Request of CPUC: Continue to waive fees and ongoing charges for individuals who decide to opt-out for the installation of Smart Meters in thier business and/or residence.</p> <p>Utility Name: SCE</p>
228081	COMPLAINT	EMAIL	6/12/2012	8/17/2012	Southern California Edison Company	NULL	The customer is disputing the opt out charges. Also disputes the health effects of a Smart Meter.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
237626	COMPLAINT	WEB	8/19/2012	8/20/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: We do not feel its fair to penalize customers who want to opt out of the Smart Meter. We were not given notice when it was installed in May of 2012- the technician just showed up and installed it. We telephoned expressing our desire to have it removed and at the time were told it could not be removed. Now they are telling us we must pay a \$75.00 initial opt-out fee and a \$10.00 monthly opt out charge IN ADDITION to our standard charges if we wish to have it removed. This is not fair nor is it ethically right to have had this equipment imposed on us in the first place and then be penalized for having it removed. In addition, there are health issues associated with the Smart Meter that we are concerned about- namely increased EMF emissions.</p> <p>Utility Comment: A supervisor spoke to me (Andrew) and said my initial complaint re the plastic covering over the meter could not be rectified and that it was up to us to provide enough clearance for the meter. We have a wrought iron gate that is attached to a brick wall, and clearance wasnt an issue with the old meter. Now the latch barely makes it over the top of the meters casing (it scrapes). The supervisor said there was a regulation at how many feet the wall must be from the meter. I replied that weve lived in this house for over 30 yrs and the distance from the wall to the meter has always been the same. We concluded our conversation with the supervisor stating that he would "make a note of my complaint".</p> <p>Request of CPUC: We want you to stop Edison customers from being penalized for desiring to go back to the original meter.</p> <p>Utility Name: Southern California Edison</p>
229096	COMPLAINT	EMAIL	6/20/2012	8/24/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.
229075	COMPLAINT	EMAIL	6/20/2012	8/23/2012	Southern California Edison Company	NULL	Consumer is concerned with possible health implications in connection with the smart meters being installed. They wish to opt out.
229068	COMPLAINT	EMAIL	6/20/2012	8/23/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns Sent smart meter closing letter.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
236338	COMPLAINT	EMAIL	8/9/2012	8/30/2012	Southern California Edison Company	NULL	<p>Corporations should not have more rights than individuals and this program and fee structure is placing corporations above individuals. It is wrong that there is only one source that I can purchase electricity from which is a basic human need, and that source is using extortion against my family. The precautionary principle should be used when potential health risks are involved and individuals should not have to pay more because they are concerned about potential risks. I view the smart meter program to be un-American and an infringement on my rights.</p> <p>Sincerely,</p> <p>XXX</p>
235399	COMPLAINT	WEB	8/2/2012	8/29/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Floyd and I have a choice to keep our Smart Meter or opt out, paying an initial opt out fee of \$75 plus \$10/month. We strongly opposed the Smart Meter being installed in the first place for health reasons but were forced to have it installed. Now we have to pay an exorbitant cost to get rid of it. This is not right.</p> <p>Utility Comment: These fees were established by CPUC based on SCEs input. "I am terribly sorry."</p> <p>Request of CPUC: Check in with other states that offer opt-outs and lower California fees commensurate with these other states.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
229928	COMPLAINT	WEB	6/26/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SCE would like to force us to switch to a smart meter. SCE threatens to fine us if we do not. In 2011, we borrowed \$25,000 and spent an additional \$10,000 of our own money to remodel our kitchen. On the outside of the kitchen wall is our electrical panel which was upgraded (a new electrical meter was installed as well) My point is that our meter (and electrical) is essentially brand new and SCE says we have to upgrade it or get fined. We are also not in favor of the privacy invasion of having a smart meter installed on your residence. The issue of the smart meter being unhealthy is still to be determined.</p> <p>Utility Comment: That they will fine us if we do not comply. SCE said they would start fining us with an initial fine and a monthly fine.</p> <p>Request of CPUC: This is not equitable treatment of SCE customers who have no alternative utility choices. SCE SHOULD ALLOW US & OTHERS TO OPT OUT WITHOUT BEING PENALIZED IN ANY WAY.</p> <p>Utility Name: southern california edison</p>
228242	COMPLAINT	WEB	6/14/2012	8/15/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SmartConnect meters and the fact that the office of CPUC gave SCE approval to charge those of us that opt-out of the program. I've been sent a form letter telling me I must choose between the installation of a new smart meter or paying to keep my old meter... one that's already mine! In addition, the results of their safety have yet to be published. Customers have no choice in the matter, either run the risk of health hazards or pay SCE money to protect yourself and family. This is not right and for the record, I am NOT agreeing to either option put before me. Instead, I created Option C: Keep my old meter and refuse to pay the \$75 penalty fee or the \$10 a month rate increase. I wanted it on record, now you have it.</p> <p>Utility Comment: That they tag my meter and not replace it. The fee came to my attention later. I am responding to SCE by completing the reply card they sent to me.</p> <p>Request of CPUC: Take note of the number of complaints filed with the office regarding this matter and multiply by 500 and know that there are a lot of us out there that don't agree with how CPUC handled this matter. I think the fees should be rescinded pending the result of the safety findings.</p> <p>Utility Name: So. Cal Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228117	COMPLAINT	WEB	6/14/2012	8/21/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: On September 26, 2011 I received the original notice of the pending SmartConnect meter installation. At that time I sent a letter to Southern California Edison to opt out of the program because my wife has Emphysema. I do not want the power to be turned off arbitrarily or be subject to constant Electromagnetic Fields (ELF and RF) as this will adversely affect my health and my wife's health. Utility Comment: When I asked to opt out, the utility sent a worker to "tag" my meter to indicate it should not be changed out until the utility and the CPUC decide who will be able to opt out of the program.I have now received a letter from Southern California Edison sent June 8, 2012 indicating that, since my family opted out of the smart meter installation, we will be charged a \$75.00 initial opt-out fee and \$10 per month for this privilege of not participating. This is absurd to charge energy users who have specific life-threatening medical issues when they refuse to have technology installed on their house that could very possibly injure or kill the users.</p> <p>Request of CPUC: I request that the CPUC instruct Southern California Edison to not charge my family for opting out of the "SmartMeter" program. I do not want to be charged for opting-out of the utilities "Smart Meter" program because it amounts to a penalty for having health problems. Also the science on constant Electromagnetic Fields (ELF and RF) is not settled.The "smart" system also destroys the users' constitutional protection from unreasonable search and seizure while documenting your private habits within the home. California Constitution Article 1, Sections 1 and 13, U.S. Constitution Amendments 4, 9 and 14. No group has the right to users' personal information. The Public Utilities Code section 745(d) states" (1) Residential customers have the option to not receive service pursuant to time-variant pricing and incur no additional charges as a result of the exercise of that option..."</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228113	COMPLAINT	WEB	6/14/2012	8/21/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SUBJECT:Forced installation of SMART METERS in Topanga, CA</p> <p>My concern is the ill founded PUC decision to allow SCE to charge a fee to "opt out" of having a SMART METER installed on our property. We have well-founded concerns for our health and privacy as it relates to the SMART METERS. PUC must reconsider its decisions. PUC must mandate that SCE allow its customers to OPT OUT at NO COST.....If customers want SMART METERS, then they should be allowed to OPT IN with this program.</p> <p>PUC is not protecting the general public as its mandate requires.</p> <p>Utility Comment: SCE ignoring publics concerns--finances/profits are there only concern....</p> <p>Request of CPUC: Protect the health and privacy of the consumers by requiring SCE to allow customers to keep their meters and NOT PAY OPT OUT FEES of any sort. the OPT OUT fees are punitive and unfounded: SCE is already charging fees which cover the cost of meter readers...allow those who wish a SMART METER to OPT IN.</p> <p>Utility Name: SCE-southern california edison</p>
245414	COMPLAINT	LETTER	10/11/2012	10/30/2012	Southern California Edison Company	NULL	<p>Customer wants to opt out of getting a Smart Meter this is a senior citizen couple who believe the health affects and the meter itself will make their bill higher. Sending the customer a SmartMeter letter.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228066	COMPLAINT	WEB	6/14/2012	8/17/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am a senior citizen, having lived in Palmdale since I was born here in 1934. I have paid SCE for electrical services for many, many years. I live in an old house with the meter that was placed there some years back. It is not the "smart" meter. I do not want or intend to have a "smart" meter because my bill is at the cost I can afford. I have studied the effects both health and costs for the new meters. I do not see it will benefit me, only harm me and my family. I now get a letter that tells me I HAVE TO PAY SCE TO NOT HAVE THE SMART METER!! How unconstitutional is that?! I demand that you step in and do as the State of Vermont and tell SCE they cannot make us old seniors pay them for a meter we DO NOT WANT! Thank you for standing up to the utilities and doing the right thing.</p> <p>Utility Comment: When I opted out, they said ok no problem. There was NEVER any mention that I would have to PAY to not have their meter that can check on everything I do and pose a detrimental health problem.</p> <p>Request of CPUC: Rule that the utilities like SCE cannot FORCE CITIZENS to PAY for something they do not want and choose not to have. It is still America. We are still free. We dont want more government rule. It is not constitutional. We have rights a citizens. We demand that you step up and do what is right for us - the paying citizens of America.</p> <p>Utility Name: SCE</p>
231443	COMPLAINT	LETTER	7/6/2012	8/28/2012	Southern California Edison Company	NULL	<p>The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228932	COMPLAINT	WEB	6/19/2012	8/23/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: We have two small children & a high level of concern about Smart Meters and public health impacts of their radio frequency emissions. What is the evidence that Smart Meters are safe? We have looked into the potential for negative health impacts, & have read: these include cancer, damage to the nervous system & other organ systems, adverse reproductive effects. We understand that the high level pulses that are emitted, while "average" if measured over time as Edison is likely measuring, can be destructive to human cells. We do not want a Smart Meter, we want to keep our analog meter -- AND we feel that the fees Edison is imposing -- \$75 to KEEP our current meter plus \$10 PER MONTH to continue KEEPING our old meter -- are excessive! My husband & I are educators. We made less income last year than in prior years. This year, we anticipate making even less. We cannot afford a utility bill that costs \$10 more per month, plus a \$75 wallop. We are trusting you to protect us!</p> <p>Utility Comment: We could file a complaint with the PUC.</p> <p>Request of CPUC: 1.) Tell Edison that consumers may keep their analog meters, if they wish. 2.) Tell Edison not to levy any fees or surcharges related to keeping our analog meters. 3.) Let the public know that there is no research showing that Smart Meters are safe, and that there is research indicating that there are potential health dangers. 4.) Support research into the public health effects of Smart Meters and similar devices used by utility companies.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
229435	COMPLAINT	WEB	6/22/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I do not want my analog electric meter switched to the "smart meter" due to privacy and health related reasons. I opted to "delay" the switch until further "opt-out" options were given. Now I am being told I can "opt-out" however I will be charged both a \$75.00 opt out fee along with a \$10.00 per month monthly opt-out charge. This is outrageous! How is it I can be legally charged a "\$75.00 fee" for not receiving a service and then charged another \$10.00 monthly fee again for choosing not to receive a new service? This is a major health issue along with a privacy issue and I should have a legal right to not accept this new technology without being penalized for it. This is literally extortion.</p> <p>Utility Comment: I was told that I don't have a choice but to pay the fees if I choose to "opt-out". When I asked about the June ruling about the "opt out" fees for customers of Southern California Edison (SCE) being placed on hold for 120 days pending a CPUC determination of whether the fees are in fact legal or not, I was told this was incorrect. I would still be charged these fees and that I have until July 9th to make my decision to opt-out, if not a new meter will be installed. If I do "opt-out" then the fees will be applied to my next billing.</p> <p>Request of CPUC: I want the CPUC to stop this "legalized" extortion from energy consumers. I should not have to pay money to "not" receive a service nor should I be penalized for keeping an old meter in order to protect the health and privacy of myself as well as my family. This so called "smart meter" is anything but smart and in reality should be stopped altogether. SCE should also be required to make this an "opt-in" program not an "opt-out" program as well. SCE should also be required to disclose all risks, problems, and complaints already associated with these so called smart meters (provided by an independent party of course) to all SCE customers before they are required to make a decision one way or the other.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
233094	COMPLAINT	WEB	7/17/2012	8/29/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I was told I will have to pay \$75 and a monthly bill of \$10 in order to opt out of the so called smart meters. I have solar power and that charge would be a 100% increase in my bill. This is outrageous and discriminatory and extremely unfair. I spent a lot of money to be energy efficient and SCE wants to penalize me! They already calculate my energy production to their advantage. I dont think I (or anyone, for that matter) should be charged extra to opt out of a device that makes us all guinea pigs for wireless technology that potentially harms our health. And, since I have separate gas and electric...will I be expected to pay TWICE to opt out? More unfair and discriminatory practices.</p> <p>Utility Comment: They sent a form telling me I would have to pay in order to opt out. I and other friends have gotten widely varied and contradictory responses from SCE employees. I dont bother to call them anymore because they arent consistent and give out false information.</p> <p>Request of CPUC: Allow solar customers to opt out for no charge. And dont allow the gas company to charge customers for opting out. In fact, these meters should not be allowed to be wireless unless they are proven to be safe, and tested in the context of all the other cumulative wireless devices, cell towers, etc. that are bombarding us more and more on a daily 24/7 basis.</p> <p>Utility Name: So. CA Edison</p>
231492	COMPLAINT	LETTER	7/6/2012	8/28/2012	Southern California Edison Company	NULL	<p>Consumer correspondence not in CIMS. Processed with Seq. 1 note. -----</p> <p>The consumer opposes the installation of the smart meter due to health concerns and wants opt-out options / opposes the opt-out fees. Sent smart meter closing letter.</p>
227411	COMPLAINT	LETTER	5/31/2012	8/13/2012	Southern California Edison Company	NULL	<p>The consumer opposes the installation of the smart meter due to health concerns. Sent smart meter closing letter.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
242900	COMPLAINT	WEB	9/25/2012	9/26/2012	Southern California Edison Company	NULL	Complaint / Concern: I am extremely unhappy and distressed with the fact that I am being forced to accept a so called "smart" meter or have money extorted from me to protect my health and my privacy. I opted out when I was first notified and now I have no other choice but an annual fee of \$75.00 and \$10.00 extra every month. I have looked into the matter and there are a number of health concerns associated with smart meters and we have no other option but to accept this!!! Our meter is on the outside wall from our bedroom and I have heard that they not only put out radio waves that are hazardous to our health but they are extremely loud. I plan to join the effort to fight the smart meters. I want a response as to the reasoning that SoCalEdison is being allowed to force this on the public. Utility Name: So Cal Edison
227559	COMPLAINT	LETTER	5/31/2012	8/14/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed without the opt-out fees. Sent smart meter closing letter.
227487	COMPLAINT	LETTER	5/31/2012	8/9/2012	Southern California Edison Company	NULL	Consumer states he lives with his mother and they are both in poor health. He is afraid that the radiation that is sent from the smart meter will cause more harm to thier health and is opposed to the installation of it.
227334	COMPLAINT	WEB	6/11/2012	8/10/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants opt-out options without fees. Sent smart meter closing letter.
227457	COMPLAINT	LETTER	6/11/2012	8/9/2012	Southern California Edison Company	NULL	Customer disputes all aspects of the SM. the cost to opt out and the health concern.s

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
230029	COMPLAINT	WEB	6/27/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am writing in regard to the recent letter I received about upcoming installation of the new smart meter. I have researched these meters and have read that there are inaccuracies with the readings as well as an increased health risk due to radiation levels. I do not wish to have this installed and can not believe that I would be charged \$75 plus a monthly \$10 fee to opt out. Why should I have to pay to not have a smart meter? THIS makes no sense and seems illegal.</p> <p>Utility Comment: I contacted the utility company and they said that the Public Utilities Commission mandated them to charge customers these fees to opt out from having a smart meter installed.</p> <p>Request of CPUC: The CPUC should cancel these fees and not charge customers that choose to not have a smart meter installed. Consumers have a right to say no to smart meters. We did not ask for them. They have not been around long enough to know their real danger. There are not longitudinal studies at this point and years down the road we may find out that they pose a danger similar to cell phones. As a consumer, I should have the option to say no and protect my family. I should not be charged to not provide a service. People are being bullied into having the smart meter by attaching these fees. With the economy and people jobless, people dont have extra money to pay a monthly fee. This is absolutely ludicrous.</p> <p>Utility Name: southern california edison</p>
245611	COMPLAINT	LETTER	10/11/2012	10/24/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
228405	COMPLAINT	LETTER	5/31/2012	8/15/2012	Southern California Edison Company	NULL	Consumer states the smart meter is affecting her health and would like it to be moved immediately.
228331	COMPLAINT	LETTER	5/31/2012	8/15/2012	Southern California Edison Company	NULL	Consumer wants the smart meter removed due to privacy invasion and future health issues that may occur.
228324	COMPLAINT	LETTER	5/31/2012	8/15/2012	Southern California Edison Company	NULL	Consumer wants all smart meter installations to be stopped due to possible health risks, privacy invasion and cost issues.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228172	COMPLAINT	LETTER	5/31/2012	8/15/2012	Southern California Edison Company	NULL	Customer wants the SmartMeter Removed for health reasons. Also disputes the 75.00 fee.
227529	COMPLAINT	WEB	6/11/2012	8/9/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am one of many that are in an uproar over a fee being assessed to opt out of a smart meter. I choose to not have a smart meter because of health reasons, yet Im being charged for it? I do my best as is and conserve energy because of rising costs of energy. Now I will be assessed \$85 the first month and then \$10 each month? This has gotten way out of control and Id like to voice my opinion regarding this matter. I have lived in California for 42 years and the exorbitant rising costs are driving everyone to a level that we cannot maintain. How can I opt out of the opt out fee, yet still keep my meter I currently have?</p> <p>Request of CPUC: Reassess this "fee" that you are stealing from customers- im sure this doesnt go back into your employees pockets. Utility Name: SCE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
230438	COMPLAINT	WEB	6/28/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am writing to strongly protest the installation of electricity "Smart Meters" and their associated Opt-Out fee and monthly fee</p> <p>We are customers of Southern California Edison (SCE), a private company. It is a monopoly. We have no other electric company to turn to if we dont like their service or the way they do business. (Anti-Trust?) On April 19, 2012 the California Public Utilities Commission (CPUC) agreed to allow SCE to "extort" \$75 from any customer who will not agree to let them install a Smart Meter on the customer's private property. eïther SCE or the CPUC can tell me how often the Smart Meter will be monitoring electricity usage because they dont know. I am so angry that we, the customers who Opt out, have to pay additional moneys on our untility bill for no additional service or usage than what we were currently using.....How is this legal?</p> <p>Utility Comment: The CPUC Customer Service department said that CPUC contacted SCE and other private California electric companies to persuade them to participate in the Smart Grid system.Why? Why would they do this when the public outcry is so loud all across the nation ?</p> <p>Complaints about Smart Meters include: a) it puts thousands of meter readers out of work; b) the radiation from so many smart meters might endanger public health; c) it has not shown to lower rates for consumers, but to raise them; d) it potentially jeopardizes home safety because electricity usage reveals when no one is home; e) smart meter transmissions and data are vulnerable to hackers; and, f) it leaves rate payers even more subject to corporate whims and profits Why then?</p> <p>Request of CPUC: We, the customer, need the CPUC to reconsider and immediately deny SCE and other private, monopolistic, electric companies the \$75 Opt-Out Fee and the additional \$10 monthly fee. We are angry that we are bsing forced to pay \$75 plus a monthly fee to deny the installation of their Smart Meter, which we do not want, need or believe is in our, the consumers, best interests. Of course, if we dont pay it now SCE will put it on a future bill. Since we need electricity, we may be bullied into paying it under duress and against our will unless the CPUC -- the California Public Utilities Commission -- stands up for us, the tax-paying, rate-paying public.</p> <p>Please consider this cause!</p> <p>Utility Name: Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
239304	COMPLAINT	WEB	8/30/2012	9/5/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: They keep coming to the door saying I must allow them to install an electric smart meter and cannot prevent them from entering my property and i can be fined for that. I have never prevented them from entering. I only put a sign on the meter that i cannot have a smart meter installed due to health reasons. They still come by frequently perhaps hoping to catch me not at home so they can install it without me knowing. Now the most recent contact says they will charge me a fee for setting up not having a smart meter plus a monthly fee each month until i allow them to install it. I am HSP (Highly Sensitive Person. Electric fields cause headaches and flu symptoms to me. For example, each night I must turn off the main power switch on my electrical panel until morning. This helps considerably with getting a good nights sleep. I cannot tolerate 24 hour radiation.</p> <p>Utility Comment: They said sooner or later i must allow them to install the smart meter. They said that installers have come with sheriff marshals to allow them to install the meters.</p> <p>Request of CPUC: To Prevent utilities from installing smart meters to customers who do not want them. And to not allow utilities to charge customers extra for not having a smart meter. This practice is discriminatory to people that for health reasons are sensitive to electrical radiation.</p> <p>Utility Name: So Cal Edison</p>
236025	COMPLAINT	WEB	8/8/2012	8/30/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: a "smart meter" was installed quite awhile back with no knowledge or notification. I have contacted sce and sent letters to remove the meter and return my analog meter but there has been no response of any kind. Since it has been installed, my son who sleeps in the adjacent room has been experiencing adverse health effects. I am so fed up at this point and frustrated beyond believe at the lack of attention from SCE. Please can you help me?</p> <p>Utility Comment: nothing</p> <p>Request of CPUC: to have them REMOVE the "smart" meter</p> <p>Utility Name: SCE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
233306	COMPLAINT	WEB	7/19/2012	5/16/2013	Southern California Edison Company	NULL	<p>Complaint / Concern: New smart meters are being rolled out. A fee of \$75 is being charged for those opting out. Existing customers should not be charged this fee for maintaining an existing system. I will opt out of the new smart meter and I reject the \$75 fee to do so. This fee needs to be removed!</p> <p>Utility Comment: SCE stated the \$75 fee is to maintain the billing system for the old meters. SCE was not anticipating keeping the old system so now people who wish to stay on the old system must pay for it. This is in addition to the \$10 per month fee to have the meters read by a person. SCE stated CA had approved the \$75 fee and there is no dispute process through SCE; The CA Public Utility Company must be contacted for disputes.</p> <p>Request of CPUC: CPU needs to back the customers who do not approve of the new smart meters and who refuse to pay \$75 for SCE to keep their EXISTING billing system current customers have been on for many years. Any costs associated with the new meters and SCEs internal billing system should be absorbed by SCE, not the customer!</p> <p>CPUC needs to recognize citizen concerns about health and safety risks associated with the new smart meters and support the choice of citizens to opt out at no charge.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
239797	COMPLAINT	WEB	9/4/2012	9/10/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Without any notice whatsoever, The Edison Company installed 16 Smart Meters on the outside of our bedroom wall on August 16, 2012. These meters emit even stronger levels of Radio Frequency Radiation than Cell Phones with their high frequency spikes. My wife and I are experiencing increasing headaches, lack of focus, anxiety as well as ear buzzing. . This should not be happening at all. Particularly at a Senior Residence where the tenants have enough problems justgrowing older.</p> <p>Utility Comment: Ive spoken to Edison Company twice and they wont give me any difinitive date and they will only remove our meter and replace it with an analog. This doesnt include the other 15 meters which are irradiating us as well. Each tenant must individually report their problems to Edison. This does not help us a bit, because we as well as a 92 year old woman below us are right in the line of fire from the radiation from these meters.</p> <p>Request of CPUC: The only humane thing to do is have the Edison Company remove all 16 of these meters removed and replaced with the old Analog meters which are supposed to still be there. Again, we and an older lady are in direct line of fire from the radiation that these meters give off. The accessibility for information is not worth the potential Health risks that these smart meters pose.</p> <p>Utility Name: Edison Company</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
236590	COMPLAINT	WEB	8/11/2012	8/30/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I originally filed a CPUC complaint #201493 in January 2012. SCE and myself came to a resolution that they have not followed through on their behalf. At this time, they are looking to charge me Opt Out Fees that were suspended by the CPUC on June 4, 2012. This suspension notice was sent to Darrah Morgan @ Darrah.Morgan@sce.com Written letters to Ms. Eva Weaver at Eva.Weaver@sce.com have been sent with no response. If SCE is going to illegally attempt to charge me with Critical Mail notices indicating an increase in fees and rates; there should be fines rendered against them for these actions.</p> <p>Utility Comment: They failed to respond to written or telephone requests. In telephone requests they continued to state that SCE had not been notified of any further suspension of these rates; even after I offered to send them the CPUC ruling.</p> <p>Request of CPUC: I would like the CPUC to place a cease and desist on SCE from failing to incorrectly notify customers of the ongoing CPUC suspensions. My opt out is due to health concerns over my wife not some arbitrary decision.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
236587	COMPLAINT	WEB	8/10/2012	8/30/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am firmly opposed to having a smart meter installed at my residence. I purchased my house with the existing meter and for myriad reasons do not want a "smart" meter. Edison is trying to charge us \$75 for this decision as well as \$10/month in perpetuity on each and every bill. CPUC should be aware of the vast opposition to these meters and has a responsibility to look out for the public. We are being extorted for merely trying to keep our existing meters. The monopoly system of electricity providers means we need you to protect our rights as consumers and citizens.</p> <p>Utility Comment: They offered no solution. Edison is only interested in forcing these meters on the public, or forcing punitive measures if you opt-out.</p> <p>Request of CPUC: I want the CPUC to take seriously the many health risks associated with smart meters, as well as privacy issues and take steps to allow all CA residents to keep existing analog meters with NO repercussions from the power providers. They are under your watchful eye and it is your duty to represent the people of CA over their interests. There has to be someone at the CPUC who reads these complaints and can lend a voice to the public.</p> <p>Utility Name: So Cal Edison</p>
214927	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH SCE GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer writes how can SCE install a Smart Meter without doing the proper research to ensure that this meter is not harming the occupants, pets and the environment? The customer want's the CPUC to take action and find out what SCE is doing to ensure their health is not in jeopardy and that the meter is not causing further damage to the environment.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214917	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer states the SM was installed without her permission. Consumer states she is worried about the health risks associated with the wireless network. Consumer states the SM may be causing sleep problems and other health issues for her and her family. The letter was addressed to the CPUC-Consumer Affairs Branch, GE, Governor Jerry Brown and the California Department of Public Health.
214847	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	Consumer states that since the SM was installed he has suffered from ringing in his ears, headaches and weight loss(10 lbs.) for no apparent reason. Consumer states he is having trouble sleeping. The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.
214844	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	Consumer states she is hearing a humming sound that will not go away 24/7 but is really bad in the evening and worst after midnight. The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E/SCE, Governor Jerry Brown and the California Department of Public Health.
214841	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	Consumers state that since installation they have experienced headaches, which they never suffered from. Consumer feels SM are an invasion of their home, privacy and health. The letter was addressed to the CPUC-Consumer Affairs Branch, S. Cal Edison, Governor Jerry Brown and the California Department of Public Health.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214754	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	<p>CPUC-Consumer Affairs Branch SOUTHERN CALIFORNIA EDISON Governor Jerry Brown California Department of Public Health</p> <p>The customer would like to have the SmartMeter removed from their home immediately.</p> <p>The customer says that they suffer from thyroid disease, and have been advised by their physician that radiation exposure can disrupt the functioning of the thyroid. The customer was advised that their will be an opt out option in the future. The customer wants to know the time frame that the opt out will start and also has concerns about the privacy issues regarding the smart meter.</p>
214514	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	<p>Consumer just states "cancel all smart meters."</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>
214505	COMPLAINT	LETTER	3/20/2012	3/20/2012	Southern California Edison Company	NULL	<p>Consumer is concerned about the health issues. Consumer does not want a Smart Meter installed at his property.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214494	COMPLAINT	LETTER	3/1/2012	4/20/2012	Southern California Edison Company	NULL	<p>Consumer states that a United Nations request and not a Federal Mandate has forced Smart Meters on homes in America. Consumer states no notice of RF microwave emissions were discussed. Consumer states RF emissions every 6 to 8 seconds, 8 to 10 times a minute, 14,000 times a day 24/7 will surely cause damage to our health. She states this will affect our body at a molecular level. Consumer cites a 1984 NASA report about the dangers of microwaves. And cites another article about microwave technology and military uses.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>
210314	COMPLAINT	WEB	2/26/2012	4/16/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health issue. Sent smart meter closing letter.
227015	COMPLAINT	EMAIL	5/31/2012	8/7/2012	Southern California Edison Company	NULL	The customer is complaining about having poor health from her neighbors Smart Meters. The customer is on the opt out list already and doesn't have a Smart Meter of her own.
214626	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	<p>CPUC-Consumer Affairs Branch SO. CA Edison Governor Jerry Brown California Department of Public Health</p> <p>The customer states that she has had a significant hair loss since the installation of her Smart Meter.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226516	COMPLAINT	WEB	6/6/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I have asked to keep my existing net metering TOU meter. I have been told that I have no choice but to accept a Smart Meter or pay a fine of \$75.00 and a monthly fee of \$10.00per month. The smart meters have been proven to have medical side effects and has possible carcinogenic as per FCC. All three of my neighbors have the Smart meters installed and I have noticed an increase in dirty electricity to my house. As per measurment I have been forced in install filters. I have noticed headavhes just from my neighbors meters high level of radiation as per metered measurements. I am also concerned that the neutral grounding wire from our meter to the pole is undersized causing more ground current or stray voltage.</p> <p>Utility Comment: June 6th 2012 I spoke to and agent for Edison #3558 she informed me I have no choice but to pay the fine or accept a smart meter. For medical reasons I donot want a smart meter. And see no reason I must pay fines.</p> <p>Request of CPUC: I wish to keep my exising meter and not pay a fine to keep it as I am already produceing more power that we use via solar panels and we have excepted the TOU meter as we are very concerned about the environment and our health regarding excessive radiation from the smart meters.</p> <p>Utility Name: Southern California Edison</p>
214449	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	<p>Consumer states she did not know the Smart Meters emitted radio frequency and has health concerns regarding these emissions.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>
214444	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	<p>Consumer states she is suffering ill health effects: heat on her head, headaches, ringing in her ears, unable to concentrate, irritable, lethargic, pain (spine, back, shoulders), insomnia.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, Edison, Governor Jerry Brown and the California Department of Public Health.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214342	COMPLAINT	LETTER	3/1/2012	4/20/2012	Southern California Edison Company	NULL	<p>Consumer states he's had four brain surgeries and has a medical implant in his head which is magnetically controlled. Consumer states that ever since Smart Meters began being installed he's had increase in severe headaches, has had to go to the hospital and his device has lost its programming. Consumer states that since meters have been installed at his neighbor's homes his problems have been severe and is scared of what it will be like when the SM is installed in his home.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, Southern California Edison, Governor Jerry Brown and the California Department of Public Health.</p>
214274	COMPLAINT	LETTER	3/1/2012	4/20/2012	Southern California Edison Company	NULL	<p>Consumer states the Smart Meter was installed without their authorization or knowledge. Consumer states they were never notified. Consumer is now worried about the health concerns.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>
227067	COMPLAINT	LETTER	5/31/2012	8/7/2012	Southern California Edison Company	NULL	<p>The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.</p>
215708	COMPLAINT	LETTER	3/1/2012	4/27/2012	Southern California Edison Company	NULL	<p>Consumer states SM are not good for our health as they emit microwaves. Consumer states these meters undermine our health, broadcast our personal information and are a fire hazard. Consumer feels this is a plot by what she calls "Nazi shadow government" just like the fluoride in our water to lower the population of the U.S.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, Southern Ca Edison, Governor Jerry Brown and the California Department of Public Health.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215694	COMPLAINT	LETTER	3/1/2012	4/27/2012	Southern California Edison Company	NULL	<p>She stated only a small notice that service would be interrupted for the SM installation was distributed in her neighborhood; but no information on when it was planned for or anything else. Consumer states that as a two time cancer survivor she has serious concerns about the additional radiation exposure.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215891	COMPLAINT	LETTER	3/1/2012	4/30/2012	Southern California Edison Company	NULL	<p>Consumer states she has had problems sleeping and other health issues since the smart meter was installed without her permission. She also believes this is a privacy issue.</p>
222733	COMPLAINT	WEB	5/9/2012	8/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Smart Meters being installed. Im concerned with privacy and health issues. I am sensitive to EMFs and the unit is outside my bedroom wall. I have opted out, but I am complaining that they are charging me \$75 to opt out of something I never opted in for. This seems like a violation of my consumer rights. Charging \$10 a month to opt out is reasonable since someone has to come to read the meter, but the \$75 charge is unacceptable.</p> <p>Utility Comment: There would be a \$75 charge and a \$10/month charge to "opt-out"</p> <p>Request of CPUC: Have SCE remove the \$75 fees to consumers, including me.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215955	COMPLAINT	WEB	3/27/2012	4/30/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: What concerns me is that a Smart Meter was installed without my consent or prior knowledge, and I am now hearing of all kinds of safety hazards and negative health effects as a result of living near these meters. Our particular meter was installed just outside a bedroom that is intended to be my newborns nursery once she arrives, and the last thing I want is for her to be exposed to the heavy electromagnetic fields produced by this meter. I also have been experiencing headaches, sleep disturbances, and heart palpitations since the recent installation. All side effects that I have heard repeatedly reported by others as a result of these nasty devices!</p> <p>Utility Comment: When I contacted the utility company, which is SoCal Edison, I was told that there is no current program to remove the meter, but I would be put on an "Opt-Out" list awaiting further review. When I inquired what the time-line of the review of this list may be, I was told that it was indefinite, there was no timeline, and there was nobody I could contact to learn the status of any possible decisions being made on this issue.</p> <p>Request of CPUC: I would like the CPUC to demand that all customers, of any utility company, that does not consent, whether it be before or after the installation of a smart meter, be respected and have their rights to privacy and health honored. I would like, at no expense to me, to have the Smart Meter removed and an Analog meter put back in its place immediately!</p> <p>Utility Name: SoCal Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226300	COMPLAINT	WEB	6/4/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Smart Meter Opt Out Program: Im a senior and never in my life have I heard of the government sanctioning a COST to opt out of a program. \$1,075 penalty to opt out first yr and \$1000 thereafter. Ludicrest!! The Smart Meter program is an invasion of privacy and contrary to belief, will cost MORE to implement than to NOT. People to install equipment, run equipment, monitor massive reports for "government", homeowners and dictate what can and cant be done. The letter from SCE "threatens" services not available if opting out. 6 "services" I havent had here for 48 years, nor do I want or need now. Dont need to conserve energy...I am one person in this residence, period. I understand that new technology is inevitable, but this entire program invades my privacy and costs more to do it. Another bad government idea to waste more money.</p> <p>Utility Comment: I didnt contact SCE. They are trained as to what to say...no point. I did contact the DRV CA Gov agency and other action groups. Am waiting to hear back on further action to take and we will! SCE letter publishes comments from people who are pro-Budget Assistance, but no comments from people against this and there are thousands. Your options below do not allow the StopSmartMeters.org advocacy group as a selection. They are the best research group out there!</p> <p>Request of CPUC: Get rid of this program or at very least the penalties associated with the opt out program. Publish safe health findings. All wireless technology is further risk to people. Insist on detailed cost analysis to consumers. I see this as a way for government to RAISE costs and control use. We are not ignorant! Seniors are on very limited budgets in an economy where there are no earnings to be had anymore.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226051	COMPLAINT	WEB	6/1/2012	8/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: For health reasons we need to opt-out of the "smart meters" SCE is installing in our city. I am being charged a one-time service charge of \$75 to keep my existing meter. This is totally outrageous. I understand the \$10 monthly charge for a reader to come out to read the meter. On May 29th our Ojai City Council passed a moratorium on smart meters. Why should we be charged to keep our old meters especially since a moratorium in our city has been passed. Is this even legal for the SCE to do?</p> <p>Utility Comment: I called to opt out of the smart meters & was told I will be charged a one-time service charge of \$75 plus \$10/mo. for the meter to be read. I explained my health concerns since I am a cancer survivor that received radiation treatment to eradicate the cancer. I was told that the meter emits a small amount of radiation, but when you add that to all the electronic equipment that surrounds our daily lives it starts to raised some serious concerns! I asked to speak to a supervisor, she was unable to locate a supervisor at the time. I asked to have a supervisor to call me. I have yet to receive a return call.</p> <p>Request of CPUC: Ban SCE from charging the service charge \$75 fee. Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
210275	COMPLAINT	WEB	2/24/2012	4/13/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The smart meter on my home made me and my family ill, and is illegal. I sent SCE a certified document requesting the meter be removed from my home, that it is in violation of my rights, and of the easement to my property. After 40 days and no response, a licensed electrician removed the smart meter and replaced it with a calibrated analog meter. I sent the smart meter back, carefully packed, and the final meter read. SCE has accused me of stealing power while not allowing me to make payments. They have threatened to disconnect my power on Monday, 2/27, if I do not allow them to re-install a smart meter. They have refused to install an SCE approved analog meter, which they claim they have none. A smart meter violates my privacy and negatively affects the health of my family. I believe that the utility has no legal right to disconnect my service when I am trying in good faith to pay them for every watt that my household has used.</p> <p>Utility Comment: That they cannot reinstall an analog meter and that they will disconnect my power by Monday, 2/22 if I do not allow them on my property</p> <p>Request of CPUC: Please keep my power on while also allowing me to keep my analog meter. When smart meters were deployed in my district, there was no delay list. I would like to be retroactively included on the delay list until the ruling on an SCE smart meter opt out program.</p> <p>Utility Name: SCE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214266	COMPLAINT	WEB	3/19/2012	4/20/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: part 1-Four devices radiating health harming radiations were placed on the exterior of my bedroom wall where there had been two non harmful devices.I had last year sent an email specifically stating I did not want any such harmful devices placed on my bedroom exterior wall. This has happened despite the in depth SAGE Report, linked here and the January 19,2012 document released by the ACADEMY OF ENVIRONMENTAL MEDICINE stating unequivocally that current science clearly indicates that these devices are harmful to health and should not be installed until further research is done to establish that they are safe. It is crystally clar that these are harmful devices and yet this malignant management of SCE have acted with negligence and reckless disregard for my health and exploiting the monopoly status of the SCE to force the death machines on the mostly unsuspecting public.</p> <p>Utility Comment: SCE said the devices are safe; the expert Sage Reports and the position taken by the American Academy of Environmental Medicine are unequivical that the best science available indicates the meters are NOT safe; ergo SCE is incorrect. part - I had planned to move into my condo in Palm Springs later this year and now the imposition of FOUR death meters on the exterior of my bedroom wall makes the condominium uninhabitable by me. The science as extensively explained in the Sage Report shows that the devices radiations will be most harmful to the very young, the old and the infirm. I am infirm, chronically ill and most susceptible to dire and deadly effects from these lawless psychopathic devices, and I want them removed from the wall of my condominium home.</p> <p>Request of CPUC: I want the Four Death meters removed and replaced only with analog [safe] meters. Only one meter is for my Condo, and there had been just two analog meters on that wall, one being for the adjacent unit.I do not know how it came that Four Death meters were placed there. Please do not put any Smart Death meters on or close to my condo walls.I had contacted SCE last year by email stating I did notwant a smart meter. The evidence is clear that they are dangerous and harmful technology and it is illeogical and unconscionable for the SCE executive suite to continue to disregard such facts.</p> <p>Utility Name: Southern California Edison, privt monopoly</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
212234	COMPLAINT	WEB	3/6/2012	4/18/2012	Southern California Edison Company	NULL	Complaint / Concern: Dear CPUC, For the past 6 months I have written and called SCE several times requesting the immediate removal of the digital electrical meter that was installed in my home without our prior knowledge or approval. I have requested that an analog meter be reinstalled. To my surprised, I learned that this digital meter had been installed nearly 3 years ago on a wall in our home. I discovered this meter after a family member started having health concerns. I was quite upset to learn that the location of this meter (within 8 inches) has been exposing my family to long-term levels EMF Radiation. Being a two-way radio frequency communication device it operates at a level of 1 Gigahertz and above... The meter that was installed is a Landis&Gyr E130 Focus, a solid state single phase meter. In essence, the functionality is that of a "smart meter."
226150	COMPLAINT	WEB	6/4/2012	8/1/2012	Southern California Edison Company	NULL	Complaint / Concern: I DO NOT FEEL I SHOULD HAVE TO PAY EDISON A FEE TO REMOVE THEIR SMART METER OR A FEE EACH MONTH. SINCE EDISON PUT IN THEIR SMART METER I HAVE HAD TO HAVE BOTH BREAST REMOVED.THIS UNDERSTAND WAS BROUGHT ON BY YOU. (CPUS) IF MORE PEOPLE FIND THEY HAVE HEALTH ISSUES BECAUSE OF THE SMART METER I WILL JOIN A CLASS ACTION LAW SUIT AGAINST YOU AND EDISON. Utility Comment: S. CAIF EDISON WAS TOLD THER WERE TO PUT IN THE SMART METERS BY YOU (CPUC) ?? AND THAT YOU HAVE O.K A PRICE AND A MONTH FEE TO REMOVE THEM. I WOULD THINK THAT YOU SHOULD THINK THIS OVER AND WAVE THESE FEES. Request of CPUC: S.CALIF WILL REMOVE THE SMART METER AND YOU SHOULD TELL EDISON TO WAVE ALL FEES.SINCCCE THIS YOUR FAULT THAT I HAVE HAD TO HAVE BOTH BREAST REMOVED BECAUSE OF THE SMART METER. Utility Name: S.CALIF EDISON
214314	COMPLAINT	LETTER	3/1/2012	4/20/2012	Southern California Edison Company	NULL	Consumer wished to opt out of the Smart Meter for health reasons. Says that having the Smart Meter has caused headaches, insomnia, and blurred vision.
224571	COMPLAINT	LETTER	5/21/2012	8/1/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health and safety issues. Also opposes the opt-out fee. Sent SM closing letter.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216531	COMPLAINT	LETTER	3/1/2012	5/1/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.
223310	COMPLAINT	WEB	5/14/2012	8/1/2012	Southern California Edison Company	NULL	Complaint / Concern: I have to wear a special bracelett to help me with the electromagnetic radiation created in the area at this time. My reaction to all is devistating to say the least. I understand that to place a permanent waiver on my property to not have a Smart Meter that I must pay \$75.00 and an additional \$10.00 per month. This sounds like nothing but blackmail to the public. I am in a state of shock at what we are continually doing to our health in the name of money, or bottom line. Request of CPUC: Check the studies, and also the number of Cities and Counties that do not want them. I understand the items that are already causing this problem, but why are we adding to it. My classmates are dying in large numbers with cancer, and I am only 75. This is a major error at a cost to our health. Utility Name: Southern California Edison
211086	COMPLAINT	WEB	2/29/2012	4/13/2012	Southern California Edison Company	NULL	Complaint / Concern: I have called to opt out of the "smart meter" installation on my condo unit. However, there are many public meters on the complex belonging to the homeowners association, one of which is on the side of my garage - effectively, attached to my property. As there is no opt-out agreement for "commercial accounts", edison is refusing to allow an opt out for this meter, and so they are going to install it over my objections, whether or not i like it. I believe these devices are dangerous and a threat to the health of myself and my family. Utility Comment: they told me "sorry sir the homeowner association is a commercial account, so you cannot opt out". Request of CPUC: i want the CPUC to allow no-cost opt outs to any private OR commercial account that wants them. i want the CPUC to take the public health and public opinion regarding the dangers of smart meters seriously. Utility Name: southern california edison

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
212815	COMPLAINT	WEB	3/10/2012	4/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Th forced installation of Smart Meters. I have serious concerns about the safety of the unites and the emf that will be transmitted through our house. We DO NOT need any more exposure to radio/electrical/radiation/microwaves or cellphone waves than we already are. We do not believe mandatory exposure is healthy for us or our children.</p> <p>We also take issue with the "Big Brother" plethora of information that will constantly be feeding back and forth.</p> <p>Utility Comment: They informed me it was mandated by the government that they find ways to reduce energy consumption. They said our bill would increase with the installation of a Smart meter and that if we had concerns we needed to bring those concerns to the CPUC.</p> <p>Request of CPUC: I want o be able to OPT OUT of mandatory Smart Meter installation and I want the OPT OUT to be FREE OF CHARGE. I should not have to pay to be exposed to something that has potential long term health risks associate with it.</p> <p>Utility Name: Southern California Edison</p>
212803	COMPLAINT	WEB	3/11/2012	4/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I do not want a Smart Meter installed at my home. I wish to opt out for health reasons and want to keep my analog meter.</p> <p>Utility Comment: They said they would put my name on a delay list and that I could not opt out yet.</p> <p>Request of CPUC: Create an opt out option for those of us citizens who do not want the new Smart Meters due to health concerns.</p> <p>Utility Name: SCE</p>
217855	COMPLAINT	WEB	4/6/2012	5/11/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: My utility bills have increased significantly since installation of Smart Reader. I have also experienced ringing in my ears since the installation of the Smart Reader</p> <p>Utility Comment: They said that the Smart Reader is highly accurate and that it poses no health problems.</p> <p>Request of CPUC: Have SCE remove my Smart Reader</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
217853	COMPLAINT	WEB	4/6/2012	5/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: A wireless smart meter was installed on my house without informing me of my right to opt out and without informing me of the known health hazards associated with this type of device. It is a violation of my rights to force the installation this wireless device upon me as a utility customer without fair process of public or environmental review, or proof of safety. I want my old analog meter put back as it is a purely mechanical device and is not a health hazard like the smart meter.</p> <p>Utility Comment: Kevin, ID#1371, told me after I requested that my digital meter be replaced with an analog meter, that I would be placed on the "opt out interest list" and would be contacted when the PUC makes a decision regarding this issue. I asked that the meter be replaced now, and he said that they will not do it until the PUC mandates it. I told him it is a health hazard and that I was not given a choice to opt out. He said that if the meter had not been replaced, then I would have been able to have the installation delayed, but since it was replaced, they will not put the old meter back until the PUC makes a decision.</p> <p>Request of CPUC: I want the PUC to require of the electric utility company or provider, that any customer who requests that their analog meter be put back, that it will be done at no charge and no extra fees of any kind will be charged for keeping the analog meter. In other words, I want the PUC to force Edison to put back my analog electric meter without charging me any fees or penalties of any kind.</p> <p>Utility Name: Southern California Edison</p>
219798	COMPLAINT	WEB	4/22/2012	5/3/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Smart meter was installed 3-4 mos ago. I have documented health problems (doctor visits, ER). Would like to have RF radiation measured in our home for further info. please send me the name of a Company to do this.</p> <p>Utility Comment: Stated they would pals us on the op out list</p> <p>Request of CPUC: Measure RF radiation.</p> <p>Utility Name: Sce</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215712	COMPLAINT	LETTER	3/1/2012	5/21/2012	Southern California Edison Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH SOUTHERN CALIFORNIA EDISON GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer complains that since the installation of the Smart Meter at his home his bill has gotten really high over \$500.00 per month. There are three people in the home. He also has concerns about the EMF radiation.
215555	COMPLAINT	LETTER	3/1/2012	4/27/2012	Southern California Edison Company	NULL	The customer didn't write anything, however it was listed under the Smart Meter Health Complaint.
215478	COMPLAINT	LETTER	3/1/2012	4/27/2012	Southern California Edison Company	NULL	CPCU-CONSUMER AFFAIRS BRANCH SCE GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer was upset that a Smart Meter was installed. They now want it removed due to privacy and health concerns.
214892	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumr wants to have the smart meter removed. She states that both her and her mohter's health have gone downhill since the installation of the meter in 2010.
215195	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer states she recently completed radiation treatment and chemotherapy and was told not to expose herself to additional radiation. She called Edison to opt out and was told it was too late regardless of her condition. Consumer states there are 6 gas, 6 electric and 1 water meter outside her bedroom wall in the condominium development she lives in. Consumer states she called the PUC and was refused an option of filing a complaint. The letter was addressed to the CPUC-Consumer Affairs Branch, Southern California Edison, Governor Jerry Brown and the California Department of Public Health.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215131	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	<p>Consumer states the meter was installed without his knowledge about the SM or what it does. Consumer states he has sleep problems and perhaps the emitting or radiation is to blame. Consumer wants the meter removed.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, So Cal Edison, Governor Jerry Brown and the California Department of Public Health.</p>
215130	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	<p>Consumer states that there have been a number of studies by respected researchers proving that long-term exposure to non-ionizing radiation causes DNA damage and brain barrier leaks. Consumer states she is mildly electro sensitive right now and know other that are suffering from electric sensitivity. Consumer feels SMs are an invasion of privacy. Consumer feels consumers should not have to pay for opting out of "something she never said yes to."</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, Southern California Edison, Governor Jerry Brown and the California Department of Public Health.</p>
215056	COMPLAINT	LETTER	3/22/2012	4/24/2012	Southern California Edison Company	NULL	<p>Consumer states the SM was installed without permission. Consumer states that ever since the SM was installed he has not had a full nights sleep. He thinks he is sensitive to RF radiation. Symptoms: waking up frequently, weird nightmares, interrupted sleep, tingling in my hands.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, Edison, Governor Jerry Brown and the California Department of Public Health.</p>
215039	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	<p>Consumer is concerned with corporations building a database of people's personal data. Consumer states once the data is collected it is more than likely to be sold.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215008	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	<p>Consumer states he was not notified of the SM being installed on his home. Consumer states he has formerly worked on RF devices testing for military applications and is aware of all the hazards posed by such devices. Consumer states the meter can transmit this data without using RF(e.g. through the internet). Consumer is concerned about the privacy issues. Consumer also feels they should not have to pay to have the SM removed. Consumer states he was put on a list of people that don't want the SM but was told by Edison to call from time to time to make sure he is on the list. Consumer feels Edison is trying to discourage people from not wanting the SM.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>
215003	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	<p>Consumer states the SM was installed without their knowledge or permission. Consumer states they have been suffering from headaches, sleep disturbances, ringing in our ears, numbness in his right arm.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, Southern California Edison, Governor Jerry Brown and the California Department of Public Health.</p>
214942	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	<p>Consumer states they are 75 yrs old. and her husband has had health issues the past years but 3 days after the meter was installed they had to take him to the hospital for severe diarrhea. Her husband had an ileostomy for 48 years. Consumer feels the SM is contributing to this uptick in health issues for her husband. Consumer states she did not authorize nor request the meter and wants it removed at no cost to her.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, So. Cal Edison, Governor Jerry Brown and the California Department of Public Health.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226963	COMPLAINT	WEB	6/7/2012	8/7/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Smart Meters. I would like to opt-out of the smart meter installation and feel its wrong to be charged to keep my same service. The new service is whats costing so much, not the old way. I feel its an invasion of privacy and possibly a hazard to mine and my families health, until researched and proven otherwise. I would like viable Opt-Out options, without having to be charged for keeping the same service (I should actually get a credit!)</p> <p>Utility Comment: I am on the opt out list. I have to pay \$75 one time and \$10 monthly on each bill to opt out.</p> <p>Request of CPUC: I want the CPUC to enforce an opt-out system that should be free of charge. Its only fair and ethical to do such a thing. To be bullied into this system is not right.</p> <p>Utility Name: Edison</p>
226950	COMPLAINT	WEB	6/7/2012	8/7/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am tired of recieving "IMMEDIATE ACTION REQUIRED" notices from Corix to install the "SmartMeter". I do not want to opt-in to this voluntary prgm and refuse to let them install teh meter. Additionally, based on small courts cases such as DAVID KYLE v. SOUTHERN CALIFORN EDISON (Case #: 30-2011-00513876-SC-SC-CJC) which forced SCE to un-install the SmartMeter, I would just as soon not be bothered taking SCE to court to have it remove by never having it installed. There are both health and privacy concerns with the equipment.</p> <p>Utility Comment: I have not contacted nor to I plan on it.</p> <p>Request of CPUC: Force SCE to make the program voluntary and stop harassing customers.</p> <p>Utility Name: SCE / XXX</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226942	COMPLAINT	WEB	6/6/2012	6/8/2012	Southern California Edison Company	NULL	Complaint / Concern: Previous to April 19, 2012, I had chosen to opt-out of the "smart" meter program. I am opposed to the additional charge of \$75.00 and the monthly charge \$10.00. I am outraged that the utilities commission has deemed it constitutional to penalize average Americans for our desire to protect our health, freedoms and privacy. Utility Comment: I was directed to contact the California Public Utilities Commission Request of CPUC: I, as a tax-paying Citizen of the United States, demand that this issue be revisited and all of these charges be arrested. Utility Name: Southern California Edison
226675	COMPLAINT	LETTER	5/31/2012	8/6/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.
226649	COMPLAINT	LETTER	5/31/2012	8/3/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health issue and wants meter removed. Sent sm closing letter.
226606	COMPLAINT	LETTER	6/5/2012	8/3/2012	Southern California Edison Company	NULL	QA Review referred to HAW Consumer is upset that they had opted -out for the analog meter and were aware of the \$50-\$75 charge with a monthly maintenance fee of \$10. Consumer states they received a letter with a charge quoted of about \$300.00 for the opt put option. Consumer has concerns regarding privacy issues health hazards that might be caused by the smart meter.
226598	COMPLAINT	LETTER	5/31/2012	8/2/2012	Southern California Edison Company	NULL	QA Review referred to HAW Consumer states that since the installation of the smart meter, she has been getting panic attacks, unable to sleep at night is frightened that this cld cause a lot of health issues for her.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226683	COMPLAINT	WEB	6/6/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Today I received a letter from SCE telling me that I need to pay \$75.00 up front and \$10.00 per month in order to Opt-Out of the instillation of the Smart Meter. Is this fee approved by CPUC when you gave your decision on April 19th?I am appalled that this fee is being charged to me because of my interest in protecting my health. It is confirmed that the Smart Meter has un-known dangers to ones health.Please let me know if these charges are legal or if I can refuse to pay them and not have my power shut off. I am on a restricted and limited income, this will bring hardshipo to me even at 10.00 per month.Thank you in advance,.....Paul Grzymkowski</p> <p>Utility Comment: I had to pay the Opt-Out fees or they will shut off my power.Also the opt-out was only for one 12-month period so I might as well let them install the new meeter now.</p> <p>Request of CPUC: Let the public know if this fee is sanctioned (approved) by CPUC or if the public can refuse to pay it with out danger of disruption of their power.</p> <p>Utility Name: SCE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
225234	COMPLAINT	WEB	5/27/2012	8/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Smart meters pose an unmeasured health hazard to the people of Southern California and must not be allowed to be placed. Our wired infrastructure must be strengthened rather than enforce a dangerous, unproven wireless radiation network. That the CPUC has allowed this smart meter program to continue is an egregious disservice to the constituents you represent (citizens, not utilities). That consumers, rather than SCE, should bear the financial responsibility for opting out of the smart meters is also a terrible injustice. SCE stands to make BILLIONS of dollars from the smart meter program; why else would they put their customers health and well-being at such risk? Therefore, SCE should allow analog meters to remain at NO CHARGE to consumers.</p> <p>Request of CPUC: Revoke the smart meter requirement in the interest of public health. Not doing so only supports a future public health crisis. As a physician I cannot stand by and allow this program to continue based on shoddy "evidence" of its safety. Customers should not have to pay a charge of any kind to retain an analog meter, the CPUC should act immediately to reverse the ruling that fees should be charged to consumers for trying to keep their families safe.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215448	COMPLAINT	WEB	3/25/2012	4/27/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I live in Ventura County, and Southern California Edison will soon start installing smart meters in our area. I am one who does not want a smart meter, not just a "delay", but a total opt out. What I cant believe is that for those of us who opt out, we have to pay a one time fee of My major concern is the health issues involved. I have heard people have had health problems where these meters have been installed. Will SCE pay for our medical bills should these meters make us sick? How can the state approve of installing these things that have insufficient study?</p> <p>With the money SCE will be saving from laying off employees and absorbing their salaries, why do they have to charge those of us who want to maintain what we have? They should be able to sufficiently cover us, since they expect only 1% of their customers to opt out. Thank you.</p> <p>Utility Comment: I contacted my city council, they said they could do nothing, that you, the CPUC, have instructed cities not to block installation of these meters.</p> <p>Request of CPUC: Reverse the mandatory need for these meters or reverse SCE wanting to charge customers who opt out. They will have sufficient funds to cover those who opt out due to their letting go of employees when new meters are installed.</p> <p>Utility Name: Southern California Edison</p>
215443	COMPLAINT	WEB	3/25/2012	4/27/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The following is a summary of my complaint, Please refer to the attached file for the full disclosure.</p> <p>I do not want a SMART METER installed for the following reasons;</p> <ul style="list-style-type: none"> a. The monitoring violates my privacy rights. b. The radiation is a health hazard. <p>Please see the attached file.</p> <p>Thank You John Daniels</p> <p>Utility Comment: I contacted Southern CA Edison - The only option that was available to me was to put my name on the " Delay List " By calling them at 800.810.2369</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
213969	COMPLAINT	LETTER	3/1/2012	4/20/2012	Southern California Edison Company	NULL	Consumer states he feels this is an infringement on his life, both physically and mentally. The case was sent to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Dept. of Public Health.
212172	COMPLAINT	WEB	3/6/2012	4/18/2012	Southern California Edison Company	NULL	Complaint / Concern: I recently received a notice through the mail from SoCal Edison that it is planning to install SmartMeters on their customers.They come under the disguise of telling me that its for my benefit, that it will save me money. Really? You think that much of me? Baloney!! It is in their interest & its just another way of getting more money out of their customers in these tough times not to mention the health risks Ive been reading about. I strongly recommend that the PUC leave the option of the customer opting out of getting a SmartMeter. Utility Comment: I called 1-800-810-2369 as directed by their letter to get put on a "Delayed List"! I dont want to be put on a delayed list! I want to opt out PERIOD! Request of CPUC: Give the customer the option of not participating or opting out of their plan. Utility Name: SoCal Edison
210761	COMPLAINT	LETTER	2/27/2012	4/17/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
214758	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	Consumer states SCE installed a SM on her home without permission. Consumer states she is experiencing headaches, ringing in her ears and insomnia. Consumer wants an opt out option. The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214739	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	<p>Consumer states her husband is having respiratory problems, dizziness, confusion, sleeplessness, fatigue and they both have tinnitus. Consumre states there are clicking sounds coming through the walls and an electrician advised them it was the SM. Consumer states they did not even know they had a SM as they were not notified by Edison. Consumer states Edison advised they would replace it but it probably would not help, she asked for an analog meter but they said they could not provide an analog meter.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, Southern Cal Edison, Governor Jerry Brown and the California Department of Public Health.</p>
213771	COMPLAINT	WEB	3/15/2012	4/20/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Recently I was out of town for a couple of weeks and when I came home Edison had installed a "Smart Meter" on my property. I DO NOT WANT THIS. I am very concerned about the health issues that this may cause. I want it removed.</p> <p>Utility Comment: They told me "no can do Sir" I said what, I was out of town and when I came home it was installed on my property. They said once its installed they cannot remove it. Huh? How can this be. I dont want it. Its dangerous. It needs a lot more research on it before I would allow it to be installed.</p> <p>Request of CPUC: I want them to contact Edison and tell them to take this meter off my property. Or provide me poof that there is absolutely health issues concerning this new device. This is a major concern.</p> <p>Utility Name: Edison</p>
214561	COMPLAINT	LETTER	3/1/2012	4/23/2012	Southern California Edison Company	NULL	<p>Consumer states his family is suffering from:insomnia, heart palpatations, ringing in their ears and other health problems when in or around the house. Consumer also states his bills have gone up since the SM was installed.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, So. California Edison, Governor Jerry Brown and the California Department of Public Health.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215108	COMPLAINT	WEB	3/22/2012	4/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: RF exposure Health issues - I work from home and the smart meter is located directly opposite of my work desk. Im directly behind the meter. My wife and children also use this desk area.</p> <p>Privacy issues, and the large number of complaints be documented regarding increased bills with no explanations.</p> <p>I had contacted SCE requesting to Opt Out. Utility Comment: SCE claims they have no record of my "Opting Out".</p> <p>I requested the meter be removed and replaced with the old analog meter. They refused.</p> <p>Due to the RF radiation exposure, I had requested a SCE Representative come out and address my concerns. They refused, stating their are no documented health risks.</p> <p>Due to the SCE Technician replacing the meter without notice, I lost work related data on my computer, and damage to my electronic water heater circuit board.</p> <p>I produce my own power (PV) and have a net metering agreement. My annual bill is due shorting and I was not given the opportunity to verify the old meter reading. They HAVE on several occasions misread the meter.</p> <p>Request of CPUC: Order SCE to remove and replace the Smart Meter with a analog meter. Utility Name: SCE</p>
216556	COMPLAINT	WEB	3/30/2012	4/12/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: COMPLAINT RE. SMART METER Literature mailed prior to the installation in early February, did not give information about method of transmission or notification of the existence of a Delay List for people with health concerns, therefore I was unaware of the action I could have taken to prevent installation. Since installation, we have measured high EMF readings, suffered health issues, including abnormal ECG reading resulting in my hospitalization.</p> <p>I made two calls to SCE who refused to change the meter. We are looking for help to resolve this in a timely manner as we cannot wait for the pending decision regarding the future Opt-Out scheme as my health is at stake. Utility Name: SCE</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215014	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants opt-out option. Sent SM closing letter.
215009	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	Consumer states they are on the delayed list but will like the option to OPT OUT due to health issues they have learned from others who have the meters.
215005	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	Consumer states that she is scheduled to receive a smart meter in the Spring and has been diagnosed with Cancer. She fears the meter will cause more health problems for her and is opposed to the installation.
214934	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer is opposed to the installation of the smart meter. Fears potential health and privacy issues.
214929	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer states the CPUC has not provided a proper Opt Out program regarding the health and privacy issues regarding the smart meter.
214507	COMPLAINT	LETTER	3/1/2012	6/8/2012	Southern California Edison Company	NULL	CPUC - Consumer Affairs Branch Southern California Edison Governor Jerry Brown California Department of Public Health The customer would like her SmartMeter removed immediately. Her bill has almost tripled since it was installed. Her bill went from \$131 to \$325 for one month. Most of the time her son and her are working and they are not even home. She also says that she is having trouble sleeping and her blood pressure has risen.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214031	COMPLAINT	WEB	3/18/2012	4/20/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Four devices radiating health harming radiations were placed on the exterior of my bedroom wall where there had been two non harmful devices.I had last year sent an email specifically stating I did not want any such harmful devices placed on my bedroom exterior wall. This has happened despite the in depth SAGE Report, linked here and the January 19,2012 document released by the ACADEMY OF ENVIRONMENTAL MEDICINE stating unequivocally that current science clearly indicates that these devices are harmful to health and should not be installed until further research is done to establish that they are safe. It is crystally clar that these are harmful devices and yet this malignant management of SCE have acted with negligence and reckless disregard for my health and exploiting the monopoly status of the SCE to force the death machines on the mostly unsuspecting public. pt 2 below</p> <p>Utility Comment: They said the devices are safe -an obviously UNTRUE statement! contd:I had planned to move into my condo in Palm Springs later this year and now the imposition of FOUR death meters on the exterior of my bedroom wall makes the condominium uninhabitable by me. The science as extensively explained in the Sage Report shows that the devices radiations will be most harmful to the very young, the old and the infirm. I am infirm, chronically ill and most susceptible to dire and deadly effects from these lawless psychopathic devices, and I want them removed from the wall of my condominium home. This is the document released Jan. 19, 2012 by The Academy of Environmental Medicine regarding the four devices placed on the exterior of my bedroom wall by agents of SCE</p> <p>Request of CPUC: Have the four devices removed and replaced with the two safe devices that were there. One of the safe devices was for a neighboring condo.It would be clearly best that SCE remove the harmful devices [which SCE recently placed on the exterior wall of my condominium despite myclear request not to do so] AS SOON AS POSSIBLE.. An internal review of CPUC re permitting clearly harmful devices might be a good idea as well. see attached docs and this website for relevant other docs: http://sagereports.com/smart-meter-rl/?page_id=382</p> <p>Utility Name: Southern California Edison, legal private monopoly</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
213992	COMPLAINT	WEB	3/16/2012	5/21/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: My concern is with the Smart Meter SCE installed at my residence. I was not given the option as to whether or not I wanted it. I requested an investigation and two were done. After these investigations SCE tells me the Smart Meter is fine/nothing wrong . My electric has gone way up even after installing energy efficient bulbs in entire house;New electric box, new ADAC(air conditioner-eng/effct) My Dec.2010-Dec.2011 my bill was \$186-\$248- now \$376. I have even not used the ac for a month and only saw a \$10 difference.I hired an electrician to come and check if im loosing electric and that wasnt the problem.</p> <p>Utility Comment: I contacted SCE today after the investigator left me his card yesterday to request my old meter be put back on and new one taken off.The card said to contact John Gray at SCE. I wasnt able to speak with him just a rep from SCE. The rep. told me under no circumstances was I able to get my old meter put back on and the he had not heard or had any info on customers getting that option. Only customers that havent been replaced as of yet - can be put on the Delay Form ! Something I cant do for the fact mine has been replaced. I am very upset about be forced to use this Smart Meter and concerned for my health and families. Supposed Cancer Causing Meter?</p> <p>Request of CPUC: I would appreciate it if the CPUC could check into why I wasnt given thDr.XXXe option to replace my old with the new and why I wasnt told about the "Delay Form" for those that do not want the meter. As a SCE customer I find this very unprofessional and wrong that I was not allowed to opt out. The research that ive done tells me everything about this Smart Meter is bad . It is being researched for the risk of cancer also. I WANT MY OLD METER OR ONE LIKE IT PUT BACK ON.THANK YOU.</p> <p>Utility Name: SCE</p>
210295	COMPLAINT	WEB	2/25/2012	4/13/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I have found that there are major health concerns regarding the smart meters and do not want to risk fire to my house or radiation to my children.</p> <p>Utility Comment: There was no comment.</p> <p>Request of CPUC: Have the smart meter removed and replaced with an analog meter.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
222256	COMPLAINT	WEB	5/7/2012	8/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Dear California Public Utilities Commission,</p> <p>During the past month, the SCE has come to our home to install the new Smart Meter. Each time we have declined based on health reasons, the Smart Meter would cause "severe direct physical and mental harm". ☐</p> <p>I have attached two medical documents to this email. Showing August 2008 admission into the Hospital ER, do to "Electrosensitivity", and an 18,000.00 billing statement for medical tests. This is one document of hundreds accumulated over the years,</p> <p>If I have clearly stated that the Radio Frequency Radiation emitted from these new Smart Meters, will causes me substantial harm, and I</p>
212298	COMPLAINT	WEB	3/7/2012	4/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: A "Smart Meter" was installed without my consent. I do not like this personal information being collected without a means to opt out. Secondly, it poses a health concern to my family.</p> <p>Utility Comment: Not contacted yet.</p> <p>Request of CPUC: 1. Have the meter removed and replaced with a analog meter 2. Require approval of the homeowner to install information gathering devices.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
224399	COMPLAINT	WEB	5/22/2012	8/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The SCE Smart Meter Opt-Out Plan of April 2012 is only for single-metered homes, and provides no option for banks of meters where one single family is affected by 24/7 pulsing radiation from all neighbors' meters. As well, the high opt-out fees are not affordable: \$75 setup plus \$10/month = \$195 for the first year. In my case, I would have to absorb the opt-out cost (\$1,950) for all ten smart meters on the side of my townhouse in order to protect my family from radiation. These high fees are a form of discrimination. I already pay my electric company every month—for service, not for extra radiation.</p> <p>Utility Comment: This month, I called SCE and was added to their Opt-Out List, which they told me is being compiled and there was NO SET DATE as to when the smart meter would be changed back to analog. I will pay these extortionate fees under protest.</p> <p>Request of CPUC: Until the 10 smart meters are changed back to analog, I am requesting that SCE/CPUC install Faraday Cages to protect my family from the RF exposure that we are being subjected to. A bank of radiating smart meters (in my case, 10 smart meters on the side of my home) clearly poses a greater health risk than a single smart meter. It should be mandated that banks of smart meters be returned to analog when meters are attached to a dwelling, at NO COST to the affected family. The affected family should have the right of veto if smart meter installation is being proposed.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
223060	COMPLAINT	WEB	5/12/2012	8/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Since they installed the "Smart Meter" in our home without our permission we have had constant problems. All the lights in our house flicker..they dim and brighten constantly. Our internet constantly turns off and turns back on within a minute. The last straw was today, we turned on our jacuzzi for the first time since the installation and our power went out twice. This is in addition to the potential health concerns. we never gave permission for them to come on our property and install this machine, in fact, we got a notice on our door the first time they tried to install asking us to call for an appointment since we werent home, however they came back and put it in without our permission.</p> <p>Utility Comment: They told us they would send someone out to look at the meter but some of the issue we described could not be caused by the smart meter. However we never once had any of these problems prior to the installation.</p> <p>Request of CPUC: We want our analog meter back and we dont feel we should have to pay a set up fee to have it re-installed.</p> <p>Utility Name: SCE</p>
213254	COMPLAINT	WEB	3/13/2012	4/19/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The smart meters that were installed on October 11, 2011 are very concerning to me for the following reasons: Health, Financial, Privacy, Security among other concerns. I want my former analog meter restored ASAP. The CPUC is suppose to protect the consumers, I find that ironic.....a government agency protecting the consumers from the GOVERNMENT!!!!!! Im outraged and am prepared to file suit and/or participate in a suit.</p> <p>Utility Comment: Unable to provide my analog meter at this time.</p> <p>Request of CPUC: Repeal all smart meters, refund the billions unnecessarily wasted on these projects and others pending</p> <p>Utility Name: SCE</p>
215348	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	<p>Consumer states that the smart meter is located under their child's window and they consider this a health risk. They also have concerns with the high billing.</p>
215333	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	<p>Consumer has health issues which she believes was caused by the smart meter. She also would prefer that they not be used most importantly at her home</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215329	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	Consumer is concerned with the possible health risks that the smart meters pose to him and his family.
215318	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	Consumer is primarily concerned about health issues because her bedroom is directly above a utility closet that houses 8 meters. Consumer feels that there should be a protective shield around the meters for consumer safety
215311	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	Consumer states that there has not been an acceptable opt out proposal that solves the health and safety problems of the smart meter.
211988	COMPLAINT	WEB	3/6/2012	4/18/2012	Southern California Edison Company	NULL	Complaint / Concern: I oppose the installation of smart meters on our home because of health concerns, and insist that you enforce the "opt-out" option for individuals, cities, and counties. The meter was placed without any homeowners consent and DO NOT want the smart meter anywhere near my home. We should have a right to our health and want the meter removed as soon as possible. Utility Comment: we could only be placed on a "delay list" and that they are waiting for a ruling in April 2012 Request of CPUC: removal of smart meters for those who request it. Utility Name: SCE
216078	COMPLAINT	LETTER	3/1/2012	4/30/2012	Southern California Edison Company	NULL	CPUC- Consumer Affairs Branch SCE Governor Jerry Brown California Department of Public Health The customer states that they would like to have the SmartMeter removed from their home immediately. She states that she was never notified of the SmartMeter and wants it removed from her premises. They are also complaining about their bill going up (doubling). She is pregnant and has worries about how this could effect her child. She also complains about her husband having headaches.

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216063	COMPLAINT	LETTER	3/1/2012	4/30/2012	Southern California Edison Company	NULL	<p>CPUC- Consumer Affairs Branch Southern California Edison Governor Jerry Brown California Department of Public Health</p> <p>The Customer stats that Since hr Smart Meter was installed her bills haven doubled. They also have began to experience health problems.</p>
215470	COMPLAINT	LETTER	3/1/2012	4/27/2012	Southern California Edison Company	NULL	<p>Consumer did not write any thing. Just the subject: SM Health Complaint.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, Southern California Edison, Governor Jerry Brown and the California Department of Public Health.</p>
215391	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	<p>Consumer states he was not asked for permission prior to the SM being installed on his home; his family was never consulted or notified in advance of installation. Consumer states his bill has gone 'sky high': over \$300 a month. Consumer is concerned the SM might be causing sleep problems and other issues to his family.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>
215388	COMPLAINT	LETTER	3/1/2012	4/25/2012	Southern California Edison Company	NULL	<p>Consumer states she was not consulted or informed about the installation of the SM. Consumer states she has been experiencing headaches, has trouble sleeping and so are her children and husband.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SCE, Governor Jerry Brown and the California Department of Public Health.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
213494	COMPLAINT	WEB	3/14/2012	4/19/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am having health issues that have arisen since the smart meter was installed and that subside when I am away from home. I feel a heavy feeling when breathing. I feel totally drained some days. My ears sometimes ring. I can feel my heart flopping around. I am having trouble sleeping through the night.</p> <p>I did not know what was causing this until I read an article in my apartment owner magazine and realized that this was happening to me.</p> <p>I have since learned that it can cause cancer.</p> <p>Also that the electrical company is monitoring my activity beyond just reading the meter which I consider an invasion of my privacy.</p> <p>Utility Comment: This morning I contacted SCE at 800-810-2369 and spoke to a rep named Erin who said that I was not allowed to remove the meter and replace it, even at my own cost. She said that it they were waiting for a ruling on the removal of the meters. She put me on an opt-out waiting list.</p> <p>Request of CPUC: I would like the PUC to rule as soon as possible that owners with health issues like me can request that the meter be removed. Although I would be willing to remove it and reinstall an analog meter at my own cost, I honestly think that SCE did not provide proper disclosure and should do it at their own cost, with no additional future lump or monthly costs to the homeowner.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216601	COMPLAINT	WEB	4/1/2012	4/12/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: smart meters vs. analog health dangers lack of research microwave radiation-emitting wire-tapping and intelligence gathering unsafe hackable costly computerized telecommunication device on the side of my home that I do not control and without my consent Utility Comment: i will be contacting the media of which i am a member over thirty five years</p> <p>i am disabled, with epilepsy and am contacting every organization that backs people with disabilities to fight for me on this issue Request of CPUC: XXX opts out. period. Utility Name: sce</p>
206519	COMPLAINT	WEB	2/3/2012	4/10/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am writing to issue a complaint about the new fees being initiated for people who choose to keep their analog meters. I opted out of having a Smart Meter installed at my house and feel that I did so in good faith as someone who made a choice to protect the health and welfare of myself and my family and my neighbors. I will not pay the proposed \$75 installation fee, when no action was taken to install or uninstall either of the meters. I also feel as though the proposed extra \$10 per month charge is unreasonable. I will be joining any group that chooses to challenge these charges and their merit. Thank you. Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
202125	COMPLAINT	WEB	1/9/2012	1/12/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Both my husband and I are concerned about our Health due to the problems we are having with our Smart Meter. 1. We have clicking sounds every 4-10 secs, odd noises, and humming that are very coming through our walls throughout our entire house. 2. We feel electromagnetic pressure on our sinuses and we have ringing in our ears the minute we step into our house. 3. My husband has been having respiratory problems that never go away. We both have ringing in our ears, dizzy spells, confusion, and we are always tired. 4. We never got a notice on our door saying that they were or going to install a Smart Meter on our home.</p> <p>Utility Comment: 1. I wrote a letter to the president of the Southern California Edison however I have had no response from him. 2. I contacted Centron, the makers of the Smart Meter in Mississippi and I talked to a man named Maury and he did contact Southern California Edison. 3. Edison sent out a man named Eric, a trouble shooter, and a technician to see what the problem was but they found the meter working properly. They replaced the Smart Meter with another meter and the same problem is occurring. 4. I called NTS in Carson City Ca. and are currently working on testing the Smart Meters. I talked to an electrical engineer and his suggestion was to call Edison back out to my home and have them turn off the Smart Meter radio. He also suggested finding a spectrum analyzer to test the frequency levels of our Smart Meter.</p> <p>Request of CPUC: We want permission to let Southern California Edison put our old analog meter back on our home or to permit Edison to turn off the Radio frequency antenna in our meter. We live in a very old housing area in Fullerton. The two houses on either side of us are between 111 and 112 years old. They owners have both stated that they got a notice on their door saying that they are not going to get Smart meters because their homes were too old.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
205544	COMPLAINT	WEB	1/30/2012	4/10/2012	Southern California Edison Company	NULL	Complaint / Concern: Edisons installed a smart meter in a neighboring house located at 1355 Lewellyn Drive, Laguna Beach which is adjacent to my property and it is causing me loss of use of my home and yard, sleep depravation, deterioration of health due to HFVTs and microwave radiation. The city of Laguna Beach has smart meters now and radiation is prolific. I am on the delay list as are 3 out of five homes in this cul de sac. Special safe zones need to be protected so people, that have already been harmed by your technology choices for the masses, can live safely somewhere. Now it is impossible for me to remain in this house. Edison has ruined the atmosphere completely. My radio cant even receive channels without interference. I will sue Edison for costs due to running me out. Edisons website said installs here END of 2012. I spent \$5,600.00 moving here based on their <u>website information/ contractor statements.</u>
200693	COMPLAINT	WEB	1/2/2012	1/11/2012	Southern California Edison Company	NULL	Complaint / Concern: EDISON HAS INSTALLED SMART METERS IN MANY HOUSEHOLDS. SMART METWERS EMIT RADIOACTIVITY THAT ENDANGERS OUR HEALTH. THEY INVADE OUR PRIVACY. OTHER UTILITY COMPANIES WILL FOLLOW SUIT. THEY CAN BE MANIPULATED TO INCREASE OUR UTILITY BILLS. HOUSEHOLDS THAT OPT OUT FROM JAVING SMART METER INSTALLED WILL BE CHARGED TO HAVE METER READERS COME ONSITE. Utility Comment: SMART METERS ARE BEING INSTALLED EVERYWHERE Request of CPUC: ORDER EDISON TO REMOVE ALL SMART METERS Utility Name: SOUTHERN CALIFORNIA EDISON

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
205290	COMPLAINT	WEB	1/26/2012	4/10/2012	Southern California Edison Company	NULL	Complaint / Concern: From day one since the "Smart Meter" was installed on my property, I experienced headaches. I never have headaches--havent had them my whole life! I called Edison and asked for the Smart Meter to be removed. They insisted they could not, but would put me on a "list" to wait for removal--if this should become an option. Since then, I now have ringing in my ears, and my blood glucose had increased AFTER being tested as "normal" on my last test at my drs. in December 2011. I am absolutely sure that I will get rid of that meter one way or another--as I am 65 yrs. old and do not intend for anyone to control my health and well being....but me! And especially since we no longer seem to have a choice in our lives! Please help us! These should all be taken out!!! Regards, Diane Utility Comment: I have now called twice and the Utility said they doubt very much they will be taking any meters out. As of 1/26/2012. Request of CPUC: Please, for those of us who wish the meters replaced with analogs so our "health" and "privacy" can return to normal. It is a matter of our rights as US citizens under the Constitution of the United States of America. Utility Name: SOUTHERN CALIF. EDISON
205633	COMPLAINT	WEB	1/31/2012	4/10/2012	Southern California Edison Company	NULL	Does not want the smart meter - health reasons
207447	COMPLAINT	WEB	2/8/2012	4/10/2012	Southern California Edison Company	NULL	Complaint / Concern: I called Southern California Edison to request the removal of the newly installed Smart Meter that was installed on my Condo fall of 2011. They state there is no request back to analog meters at this point. How can something so potentially dangerous to human health be installed on our homes against our will? Request of CPUC: I am requesting that the CPUC force SCE to make smart meters a choice in California !!! Consumers should be able to choose between analog and the new Smart Meters !!! Utility Name: Southern California Edison

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206656	COMPLAINT	WEB	2/4/2012	4/10/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: wireless smart meters , premium charged for opt out of this unhealthy program. I met several times with SCE in our local community and we tried, this is a few years ago to convince SCE that they should develop a hard wired smart meter instead of the RF wireless model they were working on. I actually like what the smart meter can do but would feel better if it was not radiating me day and night. Have the utilities develop a hard wire smart meter, that you have a choice and then more people would opt in for this program. I do not believe I have to pay more for a meter I do not want and do not have and further more told SCE that I would do everything in my power not to be forced to use this.</p> <p>Utility Comment: I am currently on the opt out program for the smart meter just waiting to see how the CPUC would handle it, charging more is ridiculous. I already am on a level pay plan, all they would have to do is check my meter 2 or 3 times a year, heck I could call it in myself.</p> <p>Request of CPUC: mandate a hard wired smart meter to give consumers a choice, do not charge all this extra money for something some people do not want.</p> <p>Utility Name: southern california edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
204627	COMPLAINT	WEB	1/24/2012	2/15/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I do not want a smart meter installed on my house. More studies need to be done on the effects the EMF fields have on peoples health. I have been hearing that the monthly billing rates go higher once the new meters are installed. There should be an incentive program that rewards people that use less energy, use solar panels to generate electricity back to the utility company, or for customers trying to use the grid on off-peak-hours. The information that I am hearing about the smart meter seems to fly into the face of energy conservation and distribution. I and my neighbors are questioning the sincerety of this programs implimentation.</p> <p>Utility Comment: Smart meter is to be installed by November of 2011, so far no meter has been installed. I got a letter by SCE stateing that by law they can proceed to install the smart meter with or without my permission.</p> <p>Request of CPUC: Allow all California customers of the utility companies to have the option of opting out with no financial consequence. At least be able to have the bills stay the same after instalation and not have the new investment costs placed on the head of the consumer. This project should solely come out of the pockets of the utility companies.</p> <p>Utility Name: Southern California Edison</p>

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249838	COMPLAINT	WEB	11/14/2012	11/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Part I</p> <p>I am concerned about the problem of multiple wifi smart meters on one dwelling. Such is the case with my modest ground level condominium in Palm Springs. Two analog meters on the exterior of bedroom wall replaced with with four wifi smart meters only one of which is for my unit.</p> <p>This renders the opt-out option without benefit for me & I have no say in the placement of utility meters for other units on the exterior wall. Considering the position expressed in a Position Paper, [see attached docs] by the American Academy of Environmental Medicine [AAEM] which is the field of medicine specifically concerned with the health & medical effects of emerging EMF RF technologies & the AAEM letter to the CPUC commissioners of Jan. 2012 [see attd docs] I am especially concerned about the problem of multiple wifi smart meters on the wall of my PS condo to which I plan to move in a few months.</p> <p>Utility Comment: SCE response-callous disregard, indifference & denial Part II</p> <p>There were two analog meters on the exterior of the bedroom wall with one being for my unit and the other for a different unit. These two analog meters were replaced with four wifi smart meters only one of which is for my unit.</p> <p>This fact renders the opt-out option without benefit for me and I have no say in the placement of utility meters for other units on the exterior wall. It is impossible for me to view the presence of the multiple wifi smart meters on the exterior of my bedroom wall as other than a grievous, albeit subtle, assault on my physical health. Please see Sage reports website for a plethora of science based information re: the risks to health</p> <p>Request of CPUC: I want the CPUC to compel the Southern California Edison to remove all wifi smart meter devices from the wall[s] of my condominium and may restore the relatively very safe analog meter. This will not solve the underlying problem that SCE & priv. utility cartel is forcing weapon-like devices onto millions of dwellings.</p> <p>Utility Name: Southern California Edison</p>
227060	COMPLAINT	LETTER	5/31/2012	8/7/2012	Southern California Edison Company	NULL	<p>The consumer opposes the installation of the smart meter due to health concerns and want meter removed. Sent smart meter closing letter.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
211302	COMPLAINT	WEB	3/1/2012	4/17/2012	Southern California Gas Company	NULL	Complaint / Concern: SEE ATTACHMENT: Hazardous radiation from so called SMART METERS. Privacy violations of the California State Constitution Article I, Section 1. Request of CPUC: REMOVE THE UNWANTED, UNNECESSARY, UNAPPROVED, UNHEALTHFUL PRIVACY VIOLATIONS FROM PRIVATE HOMES. Utility Name: Southern California Gas Co.
211300	COMPLAINT	WEB	3/1/2012	4/16/2012	Southern California Gas Company	NULL	Complaint / Concern: SEE ATTACHMENT: You have installed a "SMART METER" at my residence over my objections to your non-specific form letter and without my consent. This is to advise you that you will be held liable for: 1. Adverse health effects 2. Privacy. This action is unconstitutional and prohibited by the State of California Constitution Article I, Section 1. I demand that you remove the source of radiation and replace my meter with a non-hazardous, non-radiation emitting meter. I look forward to your rapid response. cc:California Public Utilities Commission Request of CPUC: REMOVE THIS HEALTH HAZARD AND THE PRIVACY INTRUSION. Utility Name: Southern California Edison
214276	COMPLAINT	LETTER	3/1/2012	4/20/2012	Southern California Gas Company	NULL	Consumer states she understands SM are a health and privacy concern and will join any protest against them. The letter was addressed to the CPUC-Consumer Affairs Branch, THE GAS CO., Governor Jerry Brown and the California Department of Public Health.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
230204	COMPLAINT	WEB	6/27/2012	7/3/2012	NON REGULATED	NULL	<p>Complaint / Concern: I am concerned that last year smart meters were installed on my property without asking permission or informing us of any potential risk. The meter is just feet away from where my children sleep and I have recently become aware of the potential dangers of the pulses from the meters. I have been feeling dizzy and naseaus with headaches for several months. My daughter wakes up and cant fall back asleep, where she never had this problem before. I have asked for it to be removed, but instead they claim they will disable the transmitter and have a human read the meter for \$20 month. That seems illegal to require me to pay a fee to protect my family health and safety.</p> <p>Request of CPUC: I would like the GWP to be rquired to mail fliers to ALL Glendale residents informing them the dangers and the opt out information. Can you compel the GWP to do an impact study on the smart meters? I would also like to know if customers can really be compelled to pay to opt out, and if GWP must give us our old meters back.</p> <p>Utility Name: GWP</p>
227762	COMPLAINT	LETTER	5/31/2012	NULL	NON REGULATED	NULL	Consumer is concerned about the long term health consequences on their family and does not want to be forced to have potentially dangerous meter.
214475	COMPLAINT	LETTER	3/19/2012	4/23/2012	NON REGULATED	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants opt-out option. Sent smart meter closing letter.
226644	COMPLAINT	LETTER	5/31/2012	6/11/2012	NON REGULATED	NULL	The consumer wants meter removed due to health issue. Sent smart meter closing letter.
215183	COMPLAINT	LETTER	3/1/2012	4/24/2012	NON REGULATED	NULL	<p>NON REG.. Modesto Irrigation District</p> <p>Consumer says that since the installation of a smart meter,his children have started losing their hair and he and his wife have begun to have health problems.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
254062	COMPLAINT	WEB	12/17/2012	12/18/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I have a Medical Waiver stipulating I cannot have a SmartMeter emitting EMFs and RFs attached to my house. Despite notice to PG&E they are harrassing me re Opt-Out charges. Such charges are in violation of the CPUC Code Section 745(d(1)); the PUC code 453(b)and further defined in Section 11135 of the Govt Code, and doubtless every Code relating to ADA criteria! Furthermore demanding monies to Opt-Out is a criminal offense. It is nothing less than a Protection Racket demanding one pay the PG&E extra money NOT to harm our bodies any further and PG&E wont! Thats extortion and illegal. The entire SmartMeter program violates our Civil Rights and 4th Amendment Rights by collecting personal data through invasion of our homes and Right to Privacy. No one asked to Opt-In; we dont pay Protection to Opt-Out!</p> <p>Utility Comment: Did I want to Opt Out? Three times! And they were in possession of the Medical Waiver and their completed form.</p> <p>Request of CPUC: Halt the installation of any more SmartMeters and insist that all who want their analog meters may have them returned and at no cost to the customer. This entire "program" by the PG&E is in violation of the Codes and is a Criminal Offense against paying for Protection. They start house fires which have resulted in fatalities. The EMF and RF emissions are on 24/7 and penetrating our bodies and, in fact, all living tissues. It is a Class 2b carcinogen. The CPUC does not have the authority to allow such dangers to be used against every resident in California or give such collateral authority to a utility company. We pay for utilities; we do not pay to have our health and safety endangered!</p> <p>Utility Name: PG&E</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
247659	COMPLAINT	WEB	10/29/2012	11/15/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Have refused SmartMeter Opt-Out fees. Recently received 15-Day Notice of Past Due charges. Disconnection threatened by November 2.</p> <p>All customers should be allowed to opt out of Smart Meters at no cost, just as they already are in other states. Smart Meter opt-out costs should be paid by utility shareholders and/or shifting of utility funds. There should be no initial fees, no monthly fees and no exit fees. Charging fees to opt out of a health and safety hazard is unlawful, and defeats the purpose of the opt out program which was to give utility customers a choice. Punitive opt out fees must be eliminated because they are unjust, unreasonable and unlawful based on the Public Utilities Code. Utility Comment: To contact you regarding this complaint involving legal issues such as the following:</p> <p>When CPUC Staff Counsel Fred Harris was asked how CPUCs approval of opt-out fees avoids violation of Section 745 (d) (1), he answered: "I have not located a Commission decision that specifically references California Public Utilities Code Section 745(d)(1) in the context of a Smart Meter decision. I assume that one or more of the parties in the proceeding . . . may raise California Public Utilities Code Section 745(d)(1) as one legal argument against a separate opt-out fee." As a formal complainant, I hereby raise CPUC Code Section 745 (d) (1) as a specific legal argument against a separate opt-out fee, and request a formal decision pertaining to this citation. An unfavorable decision on your part will most likely be appealed.</p> <p>Request of CPUC: Rescind the opt-out fees in this and all cases, as they are punitive and arbitrary. In Commissioner Peeveys Decision for the Opt-Out Option, 6.2, he justifies opt-out fees: "This option to move away from the standard will require PG&E to incur costs such as purchasing a new meter, going back to the customer location to install and service the meter, monthly cost of reading the meter, and labor involved in rendering the existing SmartMeter non-communicative. These are some of the examples of the additional cost required to opt-out of the standard wireless SmartMeters." Weve never had a Smeter--hence no need or expense to change it out. Hence no basis for charging administrative fee. As for monthly meter reads, we are willing and able to read our own, no need for utility personnel or extra fees. Utility Name: PG&E</p>

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247032	COMPLAINT	WEB	10/23/2012	10/24/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: On 6/25/12 I sent PG&E an opt-out letter re Smartmeter program as I have a medical condition adversely affected by electromagnetic waves. I still have all my original analog meters.</p> <p>I have timely paid for all utilities used, but have not paid Smartmeter fees. It is my understanding these fees are currently unresolved in light of the ADDA.</p> <p>On 10/19/12 got PG&E notice "to avoid disconnection of my utility service... pay the past due amount on or before 11/02/2012." The past due amount is \$75 one time opt out fee and \$10/monthly fee for opting out AND NOTHING ELSE.</p> <p>I believe PG&E acts in violation of the ADDA by threatening to shut</p>
246408	COMPLAINT	WEB	10/18/2012	10/19/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I declined the Smart Meter program. I installed a 3.4 KW solar system 3.1 years and PG&E put in a new meter. Now they want to charge me \$75 for NOTHING; to "maintain" a database of analog customers. This is outrageous. My understanding is that P.U.C. approved this robbery after numerous complaints of health issues related to Smart Meter radio waves. What the heck?</p> <p>Utility Comment: They said YOU approved this \$75 extortion so customers would feel compelled to get the radioactive Smart Meter.</p> <p>Request of CPUC: Pay PG&E the \$75 fee that you mistakenly approved in my name.</p> <p>Utility Name: PG&E</p>
250313	COMPLAINT	LETTER	11/13/2012	11/28/2012	Pacific Gas & Electric Company	NULL	<p>PG&E consumer is opposed to smart meter deployments, due to adverse health effects to himself and his family, the lack of need for smart meter technology, the impossibility of establishing and California Public Utilities Code violations. Consumer is also opposed to the Opt Out fees, and has chosen to withhold those fees from the Utility.</p> <p>Referred to CAB Supervisor.</p>

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247241	COMPLAINT	WEB	10/25/2012	11/1/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Smart Meter Upgrade Program. - PG&E Wants to charge me to opt out of technology that will put my health at risk (due to EMF), allow anyone at the energy company, or other, to view very private information about my energy usage. (WHEN I AM HOME, WHERE I AM IN MY HOUSE..., EVEN WHAT I AM DOING IN MY HOUSE!), and even lay off our present meter reader (PUTTING PEOPLE OUT OF WORK!).</p> <p>Utility Comment: The supervisor I spoke with gave me 1-877-743-7378 as the contact number for CA public utilities commission, when i dialed it, i learned that that is a PG&E phone number. I had to look you guys up.</p> <p>They said that they would charge me \$75 to opt out, plus \$15 dollars per month to stay out of the program, and to have someone come out to my house. (Something that is currently included in my service)</p> <p>Request of CPUC: I will happily pay the \$10 dollars to check my meters accuracy!</p> <p>I CAN NOT AFFORD TO PAY ANY OF THESE FEES!</p> <p>Please tell PG&E to not hold their customers over a barrel.</p> <p>I do not have an alternative Energy company available.</p> <p>Thats a MONOPOLY!</p> <p>Please help me OPT out of the Smart Meter program and not have to pay these fees.</p> <p>Utility Name: PG&E</p>
249807	COMPLAINT	WEB	11/14/2012	11/16/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants opt-out withoutt fees. Sent smart meter closing letter.
251489	COMPLAINT	WEB	11/28/2012	12/7/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: There is a constant high pitch sound in the apartment that I believe is being caused by emf. I have been experiencing pressure headaches, rashes, insomnia, nightmares, and fatigue. This is a potential health hazard and I would like it investigated</p> <p>Utility Name: pg&e</p>
229687	COMPLAINT	WEB	6/25/2012	8/24/2012	Pacific Gas & Electric Company	NULL	Smart meter removal - health - to HAW
227777	COMPLAINT	EMAIL	5/31/2012	8/15/2012	Pacific Gas & Electric Company	NULL	The customer is disputing the Smart Meter. Doesn't want to pay to opt out. Also has been health concerns.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227763	COMPLAINT	EMAIL	5/31/2012	8/15/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns. Sent smart meter closing letter.
227126	COMPLAINT	LETTER	5/31/2012	8/8/2012	Pacific Gas & Electric Company	NULL	Customer disputing the SM. Due to health concerns
227124	COMPLAINT	LETTER	5/31/2012	8/8/2012	Pacific Gas & Electric Company	NULL	The customer disputes the SM. for health concerns and disputes the opt out Fee amount 75.00. + 10 per month.
227122	COMPLAINT	LETTER	5/31/2012	8/7/2012	Pacific Gas & Electric Company	NULL	Consumer wants Smart Meter removed due to health issues. Sent e-mail to HAW to request to move case to Smart Meter Q.
227114	COMPLAINT	LETTER	5/31/2012	8/7/2012	Pacific Gas & Electric Company	NULL	The customer is disputing the Smart Meters even though she doesn't have one yet. The customer states that the neighbors meters are enough to affect her and her husbands health. She also disputes the reasoning behind the meters to allow customer's to see what they use and conserve. She stated that in Lake County it is unbearable hot from May through October and using the power in the morning or evening for cooling isn't feasible due to the natural air conditioning at that time.
227096	COMPLAINT	LETTER	5/31/2012	8/10/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
227092	COMPLAINT	LETTER	5/31/2012	8/10/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
227079	COMPLAINT	LETTER	5/31/2012	8/10/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants opt-out options without fees. Sent smart meter closing letter.

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242492	COMPLAINT	WEB	9/23/2012	9/26/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I had a Smart Meter installed without my full knowledge of what exactly it was. I was told by the utility worker that it was a new model meter that everyone was going to get. After the installation of the meter, I experienced migraine headaches and spontaneous nose bleeds. I already had migraines at times, but I was having them for days at a time. The nosebleeds were bad enough that I had pack my nose with gauze. I did make the connection until I opted out on the suspicion it was meter related health problems. Since the removal I have greatly improved. I am complaining about the cost to opt out. Ridiculous. My health is important.</p> <p>Utility Comment: I suffered for months with no explanation.</p> <p>Request of CPUC: PGE should have been more upfront what a smart meter was and how it worked and how it would soon lead to a wave of smart appliances sending consumers costs through the roof. This is a liability waiting to happened. I do think they can cause health issues.</p> <p>Utility Name: pge</p>
229114	COMPLAINT	LETTER	6/20/2012	8/24/2012	Pacific Gas & Electric Company	NULL	<p>The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.</p>

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232612	COMPLAINT	WEB	7/13/2012	8/29/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: We didnt want a Smart Meter installed at our home because of my congenital heart & blood defect which makes me VERY sensitive to electrical impulses, charges, temperature, & pressure. Ive had surgeries, tachycardia & must maintain a constant body temperature. PG&E is aware of this, as Im a PG&E "Medical Baseline" customer. Smart Meters are hazardous to my health. In May of 2011, PG&E installed a Smart Meter anyway. I became ill. It was only when our town educated residents about our rights as consumers that we finally could get our Smart Meter removed. HOWEVER, now we are being penalized with a \$75.00 removal fee & \$10/ month in order to restore our home. This is like someone threatening: "Hey, Im going to splash this acid all over your house unless you pay me \$75.00 to go away and then \$10 every month to prevent me from doing it again." PG&E told us that these fees are charged by the CPUC & we must file a claim with CPUC to be credited. Utility Comment: That the \$75.00 "Initial Disconnect Fee" was not charged by PG&E, it was charged by the California Utility Commission. When I asked why it appeared on my PG&E bill and what it was for? PG&E stated that the fee was charged for "other things like reconnecting, monitoring, two meter charges, (there are NOT and have NEVER been 2 meters at our home) and for other stuff like that". I then explained that we never wanted nor requested a Smart Meter at any time, it was installed at PG&Es discretion. Any and all fees arising from the installation or removal of a Smart Meter I did not request the installation of a Smart Meter at my home by PG&E. Any costs arising from its removal should therefore be the sole responsibility of PG&E. Request of CPUC: Please credit our PG&E account \$75.00, effective immediately, as this charge is generated from the CPUC, according to PG&E. Utility Name: PG&E</p>
227711	COMPLAINT	EMAIL	5/31/2012	8/15/2012	Pacific Gas & Electric Company	NULL	The customer is complaining about the ill health affect of the Smart Meters of his neighbors. The customer has already opted out.
227679	COMPLAINT	EMAIL	5/31/2012	8/15/2012	Pacific Gas & Electric Company	NULL	Customer Wants to opt out of the Smart Meter Program Also has health concerns.

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240445	COMPLAINT	WEB	9/7/2012	9/13/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: As of September 7, 2012 I have opted out of the meter program with PG&E. I was never informed about the smart meter implementation or potential dangers where they exist nor, given the choice to accept or refuse the service altogether. The initial fee of 90.00 and perpetual monthly charge of 15.00 imposed for a service that has been proven to have elevated risks for my health, well-being and that of my family is a violation of my rights as a consumer. This otherwise is known as extortion and extortion is illegal! Furthermore I demand this opt out fee program be stopped and all associated fees refunded to me in full. You may contact me at anytime regarding this matter. Thank you. Request of CPUC: Halt all fees for opting out! Utility Name: PG&E
239519	COMPLAINT	LETTER	8/30/2012	9/5/2012	Pacific Gas & Electric Company	NULL	*Consumer disputes installation of Smart Meter for health reasons and opt out fees. Sent e-mail to HAW to request this case be moved to Smart Meter Q.
229098	COMPLAINT	EMAIL	6/20/2012	8/24/2012	Pacific Gas & Electric Company	NULL	Consumer wants her smart meter removed as she feels it has caused severs health issues.
229095	COMPLAINT	EMAIL	6/20/2012	8/24/2012	Pacific Gas & Electric Company	NULL	Consumer states that she has begun to have issues with her health since the smart meter installation.
229093	COMPLAINT	EMAIL	6/20/2012	8/23/2012	Pacific Gas & Electric Company	NULL	Consumer says that every smart meter installed for her building is under her window and she wants them replaced with analog meters. She states that they have caused her serious health issues.
229073	COMPLAINT	EMAIL	6/20/2012	8/23/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
237501	COMPLAINT	WEB	8/17/2012	8/30/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: I just opted out of having a Smart Meter because of the large amt. of radiation that is generated all at one time per day. This can cause cancer and other illnesses. To do so it will cost me \$75 and then \$10 per month. PG&E is trying to save money via not paying for metermen at the cost of our health. Erin Brockovichs movie has proven to us that PG&E really does not care about individuals health. Everyone that has requested to opt out is giving PG&E a lot of extra money for something we never asked for or wanted. Request of CPUC: Stop Smart Meters and do not allow PG&E to charge customers for requesting to opt out. I am requesting that I be reimbursed for the initial cost of \$75 and not be charged the \$10 each month thereafter. Utility Name: PG & E
227357	COMPLAINT	LETTER	6/8/2012	8/13/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
228037	COMPLAINT	LETTER	5/31/2012	8/17/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants theirs and their neighbor's SM removed without the opt-out fees. Sent smart meter closing letter.
243267	COMPLAINT	WEB	9/27/2012	10/1/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: The day my Smart Meter was installed, my family and I started experiencing health issues and mental health disturbances. The onset was very sudden and it hasnt stopped. Utility Comment: PG&E said I would have to pay \$250 per month in order for them to remove it and restore my analog meter. Im on permanent disability and cannot afford this. Request of CPUC: I need to have the Smart Meter removed immediately, free of charge. My health and my familys health is being compromised. Utility Name: PG&E
227415	COMPLAINT	EMAIL	5/31/2012	8/13/2012	Pacific Gas & Electric Company	NULL	The customer is complaining about she and her whole family experiencing health and sleeping problems after the Smart Meter was installed.

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227407	COMPLAINT	EMAIL	5/31/2012	8/13/2012	Pacific Gas & Electric Company	NULL	The customer states that her daughter who is already ill has been experiencing additional health concerns since the Smart Meter was installed. The customer has had the meter removed but wanted to voice her complaint.
228254	COMPLAINT	LETTER	5/31/2012	8/15/2012	Pacific Gas & Electric Company	NULL	Consumer states her husband has been suffering from insomnia, dizziness, nausea and ears ringing. They tried to change his diet but it has not helped. Consumer said she was out putting the garbage away when she heard a buzzing noise coming from the SM. Consumer went to a workshop on EMF's and a Dr. advised that SMs are safe at very low exposures but the bedroom should be far from the SM since you would be exposed over night. The SM is right outside her bedroom on the side where her husband sleeps near his head. Consumer feels this is a health hazard and also states she feels they should not have to pay \$75 one time fee and the \$10 monthly fee. Consumer feels people that want to opt out are being penalized.
232982	COMPLAINT	LETTER	7/16/2012	8/29/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.

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231367	COMPLAINT	WEB	7/4/2012	8/27/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: My house is in Oakmont and the smart meter was installed w/o my okay. I have opted out and am being asked to pay \$75 plus an extra \$10 per month. I am 87 years old with severe memory loss, which I believe is negatively affected by the smart meter. Its not right to charge me for removing something I never agreed to, or for charging a penalty per month because I value my health. So far I havent paid the charges on my bill. I hope you can turn this wrongful practice around for those of us with health concerns,and children.</p> <p>Sincerely, Marilyn Gatto (Written for her by molly Underwood)</p> <p>Utility Comment: That the smart meter was federally mandated. The cost was due to the anolog technology having been changed, and extra charges needed to continue in the old way...something like that, anyway.</p> <p>Request of CPUC: Make PG&E accountable for honest business practices. Do not let them make us pay for something that is not healthy for us. It feels like a scam, and Im not sure whats truly behind it...as in, who is actually benefitting from it.</p> <p>Utility Name: PG&E</p>
227421	COMPLAINT	LETTER	5/31/2012	8/10/2012	Pacific Gas & Electric Company	NULL	The customer disputes the Smart Meter regarding health.

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239606	COMPLAINT	WEB	9/1/2012	9/17/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Since the Smartmeter has been forced to be placed in my home, each month my electric bill has extremely gone up. I had SHHIP program weatherize my home last year and have done additional maintenance in order to keep cost down. I feel this is a faulty electronic device. I have lived in my home for 30 years and never have had to pay this much on my monthly bill. Is this the intent to force people out of our homes? Perhaps suffer health issues to aid to our falling economy because I never put my thermostat below 78 degrees. I bought in 2006 a new heating/air conditioner unit and appliances and hot water heater. All are energy efficient. I am on the PGE Care program and my bill is \$143.52. Not to mention Tehama County has been announced a State of Emergency for all the fires we have endured in the last 2 months. Furthermore; You could not go outside because of the air quality in our area that produce health issues.</p> <p>Utility Comment: I was never given a training on this. The Pamphlet was not clear to me so I called but I still do not understand. If they at the SHHIP program did their part and I did mine; why is my bill so high?</p> <p>Request of CPUC: Please review complaints and lower rates that are extreme, to not let the utility company PGE go under the radar and hurt our state and counties. I would request a refund for the State of Emergency for Tehama County based on previous years. Contact PGE and question their meters and refund all those individuals they are taking advance of.</p> <p>Utility Name: Pacific Gas & Electric</p>
228030	COMPLAINT	EMAIL	6/13/2012	8/17/2012	Pacific Gas & Electric Company	NULL	Consumer has had health issues since the smart meter installation as well as her dog and elderly mother.
228028	COMPLAINT	EMAIL	6/13/2012	8/17/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
228020	COMPLAINT	EMAIL	6/13/2012	8/16/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants all meters including her neighbors meter removed without fees. Sent smart meter closing letter.

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235530	COMPLAINT	WEB	8/3/2012	8/29/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I have a complaint about the recent authorization from you the California Public Utilities Commission. I feel that the fees for "opting out" of the smart meters is not only excessive but unnecessary. PG&E did not charge me to put their meter on my (against my will as I had no such right to opt out at the time of installation. Further more my rates did not go down because the utility did not have to pay a person to read the meter. Now they want \$ 75.00 to remove it and charge me an additional fee of \$ 10.00 each month. I removed the meter for my and my Mothers health. We were bombarded with radiation from the meter 24/7 and 365+ days a year. I would not want to sit in my Dentists chair under his xray machine for that long. My question to you is why am I and many others like me be forced to pay for something that WILL kill us in time with many forms of CANCER. This has to be unconstitutional dont you agree?</p> <p>Utility Comment: The Utility said oh well that what you must pay if you want to "opt out" of the Smart Meter program. I told them(and my statements were recorded by the said Utility) that I signed the required document under duress. I further stated that the request was for health concerns. But am still being charged because you said they could.</p> <p>P;ease review your decision on this matter. PG&E in my opinion is trying every which way to get us,the consumer to pay for their mistakes in San Bruno and else where.If this utility can afford to spend \$15 million to defeat a potential competitor. And give an out going executive \$45 million in bonuses and a pension for life along with other perks. Then by God they can just absorb these other expenses as well.</p> <p>Request of CPUC: As already stated. I ask that the decision to allow this utility to collect fees from consumers who wish to opt out on the Smart Meters be thrown out. Or whatever the legal term is.Thank you for giving an ear to this complaint. I,further, hope you respond favorably to this complaint/request.</p> <p>Utility Name: PG&E</p>

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240867	COMPLAINT	WEB	9/11/2012	9/14/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: After the installation of 3 Smart Meters my allergies became worse. I began having upper respiratory problems that have grown worse over time. I am now on medication to breathe (and sleep) easier. I have a long history of allergy issues. After treatment in the 80s I have had only minor and seasonal problems until the Smart Meters appeared.</p> <p>I have multiply allergies to pollens of grass and trees, animal dander, mold, dust and a range of other things. I have read that the radiation emitted by the SMs can aggregate my allergic reactions.</p> <p>I had the SMs removed several months ago and felt better afterwards. I am hoping to be free of my mediation soon.</p> <p>do not want to be charged for the removal of the SMs. These fees are discriminatory for medical reasons per CA Public Utility Code 453(b).</p> <p>XXX Acct#s XXX & XXX</p> <p>Utility Comment: They told me that there were no health effects associated with Smart Meters.</p> <p>Request of CPUC: I want the unlawful fees removed from my bills. I want the charges for reinstalling the analog meters and the monthly billing fees also removed from my bill permanently. I am being billed \$150 plus \$20/month. I have refused to pay these charges.</p> <p>Utility Name: PG&E</p>

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233244	COMPLAINT	EMAIL	7/16/2012	8/2/2012	Pacific Gas & Electric Company	NULL	<p>From: XXX [mailto:XXX] Sent: Monday, July 16, 2012 10:16 AM To: White, Phyllis R. Subject: PG&E Smart Meter To: Phyllis White, Chief of Staff Re: PG&E Smart Meter</p> <p>A large portion of my house has become off limits within the radius of a smart meter installed next door. The meter is positioned a few feet away from my living room window and has affected my health for close to a year. I am self-employed and have had to rearrange my surroundings in an attempt to avoid emissions from the smart meter. In addition, I have not been able to maintain my yard near the smart meter due to overpowering radio frequency signals intermittently crossing into my yard. PG&E has stated the smart meter cannot be deactivated or replaced with an analog meter unless my neighbors agree to opt out, and that the cost to move the wireless meter is \$3,000 if and only if my neighbors agree. There is no viable option to choose from. Smart meters are in fact a countywide wireless communications project that bypassed the county planning process. Planning setbacks, environmental monitoring from resultant emissions, and directly related health and biological impacts from around-the-clock radiation surrounding homes were never appropriately considered. The outcome is that unsafe living conditions have been created in the process of upgrading the smart grid to replace what is said to be an outdated metering system. The move is coming from a business standpoint—not a public health and safety one. It is reasonable to expect full access of my property without risking my own health and safety. I am asking that PG&E either: 1) Provide my neighbors with a non-radiation emitting meter. 2) Move the smart meter away from my house. 3) Shield the smart meter so that the radio frequency signals do not cross into my yard. Deactivating and moving smart meters should be an option open to all county residents and free of charge to PG&E customers. The location of the smart meter is XXX. Please help me. XXX XXX Los Osos, CA</p> <p>The following letter was emailed to the CPUC in recent months:</p>

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							<p>December 6, 2011 To: CPUC Re: Smart Meter Opt Out Alternative I am concerned about the smart meters PG&E has installed in Los Osos (San Luis Obispo County). For the past several months I have been experiencing health problems that coincide with the approximate time frame that smart meters were installed to replace analog meters in my neighborhood. It started with a prickly sensation that I thought at first was an allergic reaction. After awhile other symptoms have begun to appear that are unusual and disturbing such as a constant ringing in my ears. It was not until a few weeks ago that I found out that smart meters were installed in Los Osos. I called PG&E and was told that smart meters were installed in July and activated in August. That is when it all began to make sense—that is what was causing the rash, the nausea, the ringing in my ears among other health problems. I am home the majority of the time and am concerned about my health as well as that of my neighbors. Most lots in Los Osos are small so that the houses are set closely together. It is not possible to maintain a safe distance from the smart meters according to scientific data I have come across. It is unethical to require residents to pay an additional charge simply to opt out of a smart meter and to be able to keep the original analog version. Although I opted out of a smart meter my neighbors did not. Their smart meter is in closer proximity to my house than the meter at my own house. Likewise, if a smart meter were to be installed at my house it will be closer to my other neighbor's house than to my own. Health and safety (as well as privacy issues) have not been considered. The technology is variable and will affect the entire neighborhood, not just each individual property where the smart meters are stationed. While some neighbors may be experiencing symptoms others might not be. Who will be willing (or able) to pay an additional amount on his or her utility bill to opt out of a smart meter when they themselves are not experiencing symptoms and unaware of potentially irreversible health consequences? I am environmentally aware and am for energy efficiency. However, PG&E is overstepping its authority as a utility company by exposing families to a risky technology 24 hours a day: The FCC safety limits have already been called 'insufficient to protect public health' by some federal agencies. In addition, it discriminates against residents who choose to opt out even if it means protecting our own health and safety. Therefore it would be reasonable to consider the following approach:</p> <ol style="list-style-type: none"> 1) The analog meters should be reinstalled. 2) There should be no cost to opt out of a smart meter or in reality there will be no opt out alternative at all. <p>Please see the following comments:</p>

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							<p>"PG&E BEGINS REMOVING 'SMART' METERS DUE TO HEALTH EFFECTS ... Widening Call for Immediate Return of Analogs; Disconnection of "Mesh" Wireless Network. SANTA CRUZ, CA – Just as PG&E enters the final phase of its deployment of wireless "smart" meters in California, the largest of the state's Investor Owned Utilities (IOU's) has reversed course, quietly beginning to replace the 'smart' meters of those reporting health impacts with the old trusty analog version. Consumer rights and health groups immediately seized on the news, demanding that millions of Californians unhappy with their new wireless meters get their analogs returned immediately at no cost."</p> <p>The Daily Bell -- Nov 3, 2011</p> <p>Experts Comment on Smart Meter Health Effects</p> <p>"We have evidence...that exposure to radiofrequency radiation...increases the risk of cancer, increases damage to the nervous system, causes electrosensitivity, has adverse reproductive effects and a variety of other effects on different organ systems. There is no justification for the statement that Smart Meters have no adverse health effects . . . An informed person should demand that they be allowed to keep their analog meter."</p> <p>Dr. David Carpenter, a Harvard Medical School-trained physician who headed up the New York State Dept. of Public Health for 18 years before becoming Dean of the School of Public Health at the University of Albany, where he currently directs the Institute for Health and the Environment.nosmartmeters.blogspot.com/.../public-health-physician-warns-of-smart.html -</p> <p>XXXX CA</p>
227751	COMPLAINT	LETTER	5/31/2012	8/15/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.
214936	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>CPUC - CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer wrote that Smart Meters are hazardous to our health and I don't want one in my home!!!</p>
214861	COMPLAINT	WEB	3/21/2012	4/24/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.

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214852	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states that it has been demonstrated that SMs cause serious health issues and do not save money. Consumer wants to keep the analog meter as they are currently on the delay list and do not want to have to pay extra in order to keep the analog meter. Two other cases from the same household are linked to this case one under XXX and one under XXX.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
214849	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>Consumer wants to keep the current analog meter and has health concerns regarding the SMs and the EMFs emitted. There are two other cases coming from the same address one under XXX and one under XXX.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
214842	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states the bills have gone up since the SMs were installed and is now aware of the health hazards.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
214804	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer complains that the Smart Meter was installed without the permission of the house's owner. This customer is a tenant of the house. She also states that she is having ringing in her ears and sleep loss. She get the ear ringing whenever she sits in the room tht the Smart Meter is attached to. She also states that it is affecting her health.</p>

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214793	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>CPUC CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer would like to have the SmartMeter removed from their property. The customer states that they were not asked permission or given a choice about having this device installed. She also disputes the installation date. Since the installation the customer has had difficulty sleeping and has experienced nervous tension, heart palpation, decreased energy levels and a change in hormonal and thyroid activity. The customer wants the CPUC to do something about this she is appalled that she is being refused its removal and that there is no date for the opt out program.</p>
214770	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The Smart Meter was installed on the customer's house last year without notice to the customer or her permission. The customer now states that she hears a constant and unrelenting buzzing sound in her hed house and neighborhood. She said that she lives in thecountry and loved the quiet. She also works at home and needa a quiet environment</p>
214715	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&e Governor Jerry Brown California Department of Public Health</p> <p>The customer states that she has a sharp pain in her head and her dog who's bed is against the wall where the meter is installed has vertigo. She also says that the meter is interereng with other electronic divices and she believes it can cause cancer.</p>

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211301	COMPLAINT	WEB	3/1/2012	4/16/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Smart Meters . Meters resulted in a burn on the neck. hynotic state, fatigue, dif. in sleeping. Misspelling words. Utility Comment: nonsense, duplicitous conjectures. Request of CPUC: take out all meters because of adverse health effects on people and untold numbers of unsuspecting health issues due to the direct misuse of these dirty waves. Also, there are enough complaints to warrent fines on harmful effects on the American public. This is a matter of ethics and is against the constitution rights to life liberty and the pursuit of happiness. Utility Name: PGE
209978	COMPLAINT	WEB	2/23/2012	4/13/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: PG&E is threatening to charge a \$75 "installation" fee and \$10-per-month service charge for refusing to "upgrade" to unhealthy smart meters. I consider these charges to be a penalty for refusing to go along with a technologically unhealthy (my opinion)option. In other words, being forced to pay for NOT going along with something. This flies in the face of fairness, and I think opting out of the "smart" meter program should be free of charge. Utility Comment: havent contacted them as yet. Request of CPUC: Reverse your decision, and make the "opt-out" option in the "smart" meter program free of any fees or charges Utility Name: PG&E
214617	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health The customer does not have a smart meter yet. She is complaining about the cost of opting out of having a Smart meter and the monthly fee that it will cost.
215990	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states that she has had severe health issues since the smart meter installation.She also states that she did request to be put on the delay list but it was not done in error.
215971	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states that because of the smart meter, every family member in the home is having health problems.

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215947	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states that because of her health, she is no longer able to visit her elderly father because he lives in a smart meter zone. She is also against there being a cost to opt out.
214371	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	Consumer did not write any thing specific, just has SmartMeter Health Complaint as Subject and his contact info. The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.
214362	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	Consumer states she has health concerns regarding the Smart Meters. Consumer states she has had past bouts with tinnitus and is disconcerned with reports the condition may be triggered by Smart Meters. Consumer states she avoids exposure to electrical fields and does not have wireless phones, WiFi or a microwave. Consumer feels it should be consumer choice on whether or not a Smart Meter is installed and consumer's should not have to pay to opt out. The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.
214351	COMPLAINT	LETTER	3/1/2012	4/19/2012	Pacific Gas & Electric Company	NULL	Consumer states she was never asked permission to install the two Smart Meters at her home. Consumer states she is sensitive to electromagnetic fields and radiation and does not feel well around Smart Meters. There is one right outside of her bedroom and she is forced to sleep in another room. Consumer's symptoms are: inability to think clearly, fatigue, nausea, and irrrability. She wants to opt out. The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.

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214340	COMPLAINT	LETTER	3/1/2012	4/19/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states they lived in a home in Windsor, Ca with no Smart Meter and never felt any health issues. Consumer moved to Cloverdale and began they began to get burning eyes, dizziness, etc. The house was checked for mold and the furnace was checked and nothing was found to be wrong. He learned about the Smart Meter and the associated ailments and believes the SM to be the cause of their ailments. Consumer states his wife had to have eye operations when she has never suffered from any eye conditions or worn glasses. Consumer states he went away for two days and his weepy eyes and headaches went away.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
214336	COMPLAINT	LETTER	3/1/2012	4/19/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states she is electically sensitive and a Smart Meter would be devastating to her health. Consumer states she is a cancer survivor and must be extremely careful. She insists on keeping an analog meter.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
214278	COMPLAINT	LETTER	3/1/2012	4/19/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states he has health concerns regarding the Smart Meter and feels the technology has not been tested. Consumer also states that privacy is a big concern. And feels consumers should not have to pay to have the SM removed. States he is willing to take legal action and so is his neighborhood association.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>

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214275	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	Consumer states they are 80 years old and are having health related issues such as lack of concentration and fatigue, their joints swell up. His wife is agitated and confused and has increased her pain medication, he is having stomach issues. His son can not sleep and feels nauseous. Consumer states they were never consulted or notified in advance of installation. The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.
209188	COMPLAINT	LETTER	2/17/2012	4/16/2012	Pacific Gas & Electric Company	NULL	Customer wants the smart meter removed. She has cancer and health issues. She lives in a remote and rural area. She continues to provide PG&E with a reading as it is a rural area. I sent an email to HAW.
227078	COMPLAINT	LETTER	5/31/2012	8/10/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants to opt-out of the smart meter. Sent smart meter closing letter.
227073	COMPLAINT	LETTER	5/31/2012	8/10/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
227070	COMPLAINT	LETTER	5/31/2012	8/10/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
214241	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	The customer is complaining about a noise a humming sound that she hears coming from the SmartMeter. She is writing on behalf of her condominium complex as well. No health problems just finds it hard to sleep. Wants to opt out.
210568	COMPLAINT	LETTER	2/27/2012	4/17/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.

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215878	COMPLAINT	LETTER	3/27/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states since the SM was installed. She became sick, her computer crashed and her phone line did not work.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215865	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states since the SM went in she's had nausea, severe head pains that cause her to groan and is unable to move or breathe. One of her four children also began having these head pains. Consumer states other regular symptoms are ringing in the ears, vertigo, pain in ther neck, a change of vision that comes and goes and loss of appetite. She has WiFi sensitivity.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215822	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states three SMs have been installed on his property without his permission. He states these devices emit doses of radiation causing health concerns and these meters contain Spy Ware to monitor activities. Consumer feels PG&E has expanded on its easement by transmitting information across my property.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215784	COMPLAINT	LETTER	3/1/2012	5/14/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states that she was never informed about the SM being installed. She told the manager and she said she was not aware of SMS being installed. Consumer states her bills have gone up. Consumer states her water heater turns on when she turns on her furnace. Consumer states her lights turn off when she uses the microwave along with another electronic.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>

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215749	COMPLAINT	LETTER	3/1/2012	5/8/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states she was not consulted about the SM program. Consumer states she has seen a spike in their electric bill (\$968.22 in just 2 months for a 1560 sq. ft. home. Consumer staets she hears a constant humming when trying to sleep(also not able to rest) along with irritability everyday. I have had my Thyroid removed due to tumors and malignant cancer.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215700	COMPLAINT	LETTER	3/1/2012	3/27/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states the bills have gone up considerably since the SM was installed and PG&E has refused to send a tech to investigate. Consumer states she sent in IC to the PUC. I checked in CIMS and she has case which was sent to the utility. Per HAW closing this case as duplicate.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
213307	COMPLAINT	WEB	3/13/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: For a few months now the smart Meter installed by PG&E has been emitting a hissing sound. I called PG&E to complain, I requested that the technician announce his arrival by knocking on my door. A technician was dispatched to my home and supposedly checked the box on 3-12.2012, but he did not leave any paperwork nor did he announce his(her)arrival. I called PG&E again and insisted that a technician be sent to my home and that to please make contact with me on arrival. On 3-13-2012 The PG&E technician checked the smart meter and claimed that he could not hear any noise coming from the meter. I told him that the hiss can be heard throughout the house and outside near the meter. oom.</p> <p>Utility Comment: The technician claims he could not hear the hiss. He thought it might be bees or wasps in the walls. He said it might be our electrical wiring in the house which was not the responsibility of PG&E.</p> <p>Request of CPUC: A study should be made of the noise and health risks that this meter is causing. I want an independent specialist sent to my home to test for the noise that the meter is causing.</p> <p>Utility Name: PG&E</p>

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209597	COMPLAINT	WEB	2/22/2012	4/13/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I just contacted PG & E to remove my smart meter. I feel that they installed this device without full disclosure to my and my familys health and safety. The fact that they are charging ME \$75.00 to OPT OUT is criminal, in my opinion.</p> <p>If I had had the information that is available now, back when they put it on, it would never have been allowed.</p> <p>You must rule that they have to return the monies that they are extorting from us, as there was NO FULL DISCLOSURE given. Utility Comment: PG & E did not give a time when they would be out. Request of CPUC: You must re-open the Smart Meter review and demand that PG & E have to return the monies that they are extorting from us to remove this unauthorized equipment, as there was NO FULL DISCLOSURE given prior to them installing the smart meter. Utility Name: P G & E</p>
216225	COMPLAINT	LETTER	3/1/2012	4/17/2012	Pacific Gas & Electric Company	NULL	Consumer states that sheis electrically sensitive and disabled. She wants to have the smart meter removed from her home for health reasons. She also wants to opt out of the program.
211954	COMPLAINT	LETTER	3/5/2012	4/18/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
216463	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	Consumer states that they refuse to have a smart meter on their home. They have experienced severe health issues because of the smart meters in their both home and work areas. Consumer is also concerned with the smart meter effects on special needs children.
216415	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	Consumer wants the smart meter removed from her home. She states that she did not grant permission for it to be installed in the first place. She states that she has also suffered several health problems because of the smart meter.
216402	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns. Sent SM closing letter.

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216399	COMPLAINT	LETTER	3/1/2012	4/17/2012	Pacific Gas & Electric Company	NULL	Consumer states that since the installation of the smart meter, his family have been having issues with their health. (headaches, extreme tinnitus, insomnia, heart palpitations, fatigue) He also wants to be able to opt out.
211860	COMPLAINT	WEB	3/4/2012	4/17/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I was told that I would have to pay \$5 extra a month to NOT have a so-called "Smart Meter." I dont think this is fair. Also I believe them to be dangerous to my health, based on recent scientific research. The biggest problem is that there is a *bank* of electric meters 5 feet from my living room couch, and these are meters for other tenants in the building. Why should I have to ask *them* to pay \$5 extra a month each to protect my health. I dont even know them. I think this is not fair for PG and E to do to us.</p> <p>Utility Comment: I have received no communications from them except a registered letter demanding that I pay \$5 a month extra.</p> <p>Request of CPUC: I wish the CPUC to ban smart meters. Period. This is the what we pay our taxes for to have you protect our health. Thank you.</p> <p>Utility Name: PG and E</p>
220568	COMPLAINT	WEB	4/26/2012	5/3/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I have an analog meter still and I want to keep it. I do not want to be exposed to the Radio Frequency Radiation of a "smart" meter. My current meter works just fine and I do not need to view my energy usage from a distance. The World Health Organization has warned about the carcinogenic affects of RFR and I want to maintain my good health. I also am concerned about the privacy risks of this wireless technology.</p> <p>I do not feel it is fair to charge me extra fees to keep the meter I already have.</p> <p>Utility Comment: When I called PG&E to opt out, they said I must pay the fees. Please stop this! This is not fair. I shouldnt be FINED to protect myself from cancer.</p> <p>Request of CPUC: Stop PG&E from fining us to protect our health and privacy. Allow everyone to keep an analog meter or to get rid of their smart meter with no fees. Stop the smart grid, which is endangering the health of humans, animals, plants and bees.</p> <p>Utility Name: PG&E</p>

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209274	COMPLAINT	WEB	2/20/2012	4/13/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: The California Public Utilities Commission (CPUC) decided that PG&E customers may keep the old analog meters. However, PG&E asks a one-time charge of \$75 to keep the old analog meter and \$10 per month. Also, PG&Es Smartmeters results in higher utility bills, health problems and interference with or damage to electrical devices. This is ridiculous and I strongly object to these extortionate charges!</p> <p>Utility Comment: NA</p> <p>Request of CPUC: Please give PG&E customers a choice to opt-out of the Smartmeters without any extra charges or fees.</p> <p>Utility Name: PG&E</p>
209264	COMPLAINT	WEB	2/19/2012	4/13/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I object to the \$75 set up charge that CPUC has apparently authorized for customers who choose to retain their analog meters. If customers wish to have smart meters removed and analog meters installed, a charge makes sense. But given that we already have an analog meter, choosing to keep it *saves* PG&E installation service costs and we should not be charged. Also, the \$10 a month proposed monthly-meter-reading fee is excessive, given that 1) we read our own meter and post it outside for PG&E and 2) we live in a dense population area where the incremental time needed to read our meter is on the order of 1-2 minutes, meaning that PG&E is assuming a \$300-\$600 per hour cost for its meter reading technicians.</p> <p>Utility Comment: I did not contact PG&E. Their correspondence mentions that the proposed fees for analog meters are "CPUC-set charges" so we are complaining directly to the source. Smart meters seem to make sense, but you are going about this the wrong way. Safety issues have not been addressed or communicated, and you are allowing PG&E to charge customers to install technology that increases PG&Es profit at no benefit and, considering the health concerns, likely a cost to consumers.</p> <p>Request of CPUC: Please have PG&E remove the \$75 setup charge (for doing nothing) and reduce the monthly charge to something less than \$1 to reflect the actual cost of reading the analog meter.</p> <p>Utility Name: PG&E</p>

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210842	COMPLAINT	WEB	2/28/2012	4/13/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: 1.The smart meter turns on a motion detector. 2.Radio waves that the smart spreads out causes medical problems. 3.If radio waves will be turned off, what is the reason to have the smart meter installed since the over all purpose to have it is to be able to see our hourly and daily usage which we won't be seeing otherwise?There is one more issue: PG&E create this OPT-OUT program. In order to come back to what we've had – analog meter – we have to pay initial fee \$75 and monthly payment \$10. Question is that the result of our fight and our proof that smart meter is inaccurate, unreliable and doing harm to health of ordinary people. We already had analog meter for many years with no complaints. Now we have to pay to come back to what we had before. We newer asked for smart meter</p> <p>Utility Comment: Formal Complain to the Public Utility Commission related to the Case 10-10-019 Filed October 27, 2010</p> <p>Request of CPUC: There is one more issue: PG&E create this OPT-OUT program. In order to come back to what we've had – analog meter – we have to pay initial fee \$75 and monthly payment \$10. Question is that the result of our fight and our proof that smart meter is inaccurate, unreliable and doing harm to health of ordinary people. We already had analog meter for many years with no complaints. Now we have to pay to come back to what we had before. We newer asked for smart meter</p> <p>If a decision will not be made in our favor, we won't have other choice but to move from our house and then sue the Public Commission Utility for ignorance and unprofessionalism. Utility Name: PG&E</p>
214373	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	<p>Consumer believes that because of the smart meter installedat their home, they are now having negative health conditions. (ringing in the ears, sleep touble, and elevated blood pressure)</p>

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216168	COMPLAINT	LETTER	3/1/2012	4/17/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer disputes the SmatMeter that was installed at his home and his neighbor's door house near his home office. The customer works out of his home and now is experiencing hearing ringing headaches and focus problems. He would like his meters replaced.</p>
224682	COMPLAINT	LETTER	5/23/2012	8/1/2012	Pacific Gas & Electric Company	NULL	<p>The consumer opposes the installation of the smart meter due to health, and opposes the opt-out fee. Sent SM closing letter.</p>
215647	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer writes that they are angry tht these smart meters have been pushed ont them and their home . She also disputes the rivacy issues and the EMF's.</p>
220748	COMPLAINT	WEB	4/27/2012	5/4/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: health, safety, privacy concerns. Current problems with tinnitus & electronics Utility Comment: contacted PG&E by telephone. I completed their questionnaire request opt out forms to have the smart meter removed & to replace it with my previous analog meter. PG&E agreed this would be done in a timely matter. Request of CPUC: Oversee that this smart meter will be removed in a timely matter due to my current health problems & electronic infringement Utility Name: PG&E</p>

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222158	COMPLAINT	WEB	5/7/2012	8/1/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Ive opted out of the SmartMeter program due to chronic health issues, and I object to paying the fee. Incidentally, my household income is slightly above the cut-off for the reduced fee. Utility Comment: They charge whatever the CPUC authorizes. Request of CPUC: Eliminate fees for opting out of SmartMeters Utility Name: PG&E
221296	COMPLAINT	WEB	5/1/2012	5/8/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Allowing PG&E to charge \$10 per month PLUS a \$75 initial fee to opt out of using the new meters, which may negatively impact health, is outrageous and unfair. It basically prohibits those on fixed incomes or low incomes of adequately taking steps to protect their health since they cant AFFORD the extra charges. Utility Comment: "Thats what the law says we can do." Request of CPUC: Disallow the ongoing \$10 a month charge. The ititial \$75 grants them enough to maintain the existing meters. Utility Name: PG& E
216191	COMPLAINT	LETTER	3/1/2012	4/17/2012	Pacific Gas & Electric Company	NULL	CPUC CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer complains about 3 Smartmeters Approximately 12 feet from where they sleep.The meters were installed while no one was home and the customer is now having headaches and vertigo. The customer wants to opt out without cost to them.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216178	COMPLAINT	LETTER	3/1/2012	4/17/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERN JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer disputes the installation of the SmartMeter to her home. She also states that she has been experiencing health problems since the installation of the meter. She wants the meter removed and feels powerless.</p>
218795	COMPLAINT	WEB	4/14/2012	5/1/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I am concerned that Smart meters pose significant health and safety risks and that I am being forced to pay a fee to retain the use of my analog electric meter. Request of CPUC: Prohibit PG&E from installing smart meters and charging additional fees to customers to "opt out" by retaining analog meters. Utility Name: Pacific Gas & Electric</p>
212918	COMPLAINT	WEB	3/12/2012	4/19/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Smart Meter: I have an analog meter that has been in place for decades. I do not want a smart meter installed because of the possible health risks. I received a letter that if I want to keep the analog meter, I will be charged a \$75 setup charge and a \$10/mo fee for meter-reading. This is outrageous that I should be charged additional fees to maintain the health of my family. Utility Comment: I have not responded to their letter yet. Request of CPUC: decline the request from PG&E to charge additional fees to those residences that opt to keep their analog meters. Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
211371	COMPLAINT	WEB	3/1/2012	4/18/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Didnt opt in for the Smart Meter. Now I am being made to pay to change back to the analog system and for monthly fees now to have this read. I didnt have to pay for the reading in the past. Utility Comment: They had an answer for everything - to make me think I am making a mistake by opting out. Request of CPUC: Get rid of all Smart Meters and reinstate analogs for health safety and privacy reasons, and to give back jobs that have been lost due to their implementation. Dont charge us for changes you have made without permission or choice Utility Name: PG & E
216108	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states that she is very concerned about the health and safety impact of the smart meters throughout her city.
216094	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states that she will not accept a smart meter at her home. She feels that they are hazards to her and her family's health in addition to being an invasion of their privacy.
216043	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer says that the meters are installed next to her living room area where she spends most of her days with her day care children. She has had somehealth issues and wants the choice to have one or not.
216031	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer is requesting a moratorium on the installation of smart meters and the removal of the smart meter at her home. She states that she has had some severe health concerns since the installation in 11/10.
215919	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC - Consumer Affairs Branch PG&E Governor Jerry Brown California Departmentn of Public Health The customer objects to the installation of the Smart Meter and the price of doing so. Customer feels that it is extortion.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215913	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC - CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health At the time of installation the cusotme rhas been experiencing lots of medical issues, including his daughter who's bedroom the Smart Meter is on.
215906	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health
215904	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer owns two houses side by side they have a Smart Meter on one and the other one doesn't have it due to being locked. The customer also disputes the cost of the opt out. The costumer has received the letter that states that they want to install a Smart Meter in May. The customer does not want the meter.
215896	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC Consumer Affairs Branch PACific Gas and Electric Co. Governor Jerry Brown California Department of Public Health The customer has opted out of the SmartMeter program. She questions the amount if cost for the opting out. She was told by a PG&E rep. that it covers the cost of the analog meter to be tested. The customer has another question as to who will test the meter and are they certified to do the testing.

Response re Smart Meter Health 2011

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215893	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH Pg&e Governor Jerry Brown California Department of Public Health The customer disputes the cost to opt out of the Smart Meters and the EMF that they allegedly emit.
215881	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH Pg&e Governor Jerry Brown California Department of Public Health The customer doesn't feel tht wireless devices are not safe to be passing through human bodies.
215875	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health The customer complains that the Smart Meters are a health hazard. The customer would like all Smart Meters removed. Disputes the cost of opting out as well.
215858	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer is disputing the Smart Meter and would like to have it removed. The customer also complains of headaches and other health issues.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215849	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer states that she is suffering from a Scalp condition that appeared after her Smart Meter was installed. Customer is going to document every thing and take it to a lawyer.</p>
215846	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMEN OF PUBLIC HEALTH</p> <p>The customer feels that it is wrong to charge individuals to not install wireless Smart Meters that they did not ask for and do not want a device that is threatening their health, property, and security.</p>
215717	COMPLAINT	LETTER	3/1/2012	5/14/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer complains about an extremely high bill since the Smart Meter was installed. She states that no one is home during the day.</p>
215624	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer questions that she was told that her home and her surrounding community will experience increased levels of RF and EMF without any say. Basically I think she is disputing the EMF' s regarding the Smart Meters.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215615	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer disputes the bank of Smart Meters that were installed on the outside wall of his bedroom. The customer now has been experiencing Tinnitus, headaches/head pressure, insomnia, nosebleeds and flu-like symptoms that have been occurring ever since the Smart Meters were installed. The other thing is that the meters belong to her neighbors and PG&E won't move the meters to a safer place.</p>
215599	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer complains about sleeping disorders and repetitive headaches.</p>
215598	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer disputes the way he felt the technician addressed him when he was installing the Smart Meter. The customer also states that these sneaky tactics to force-feed something down the consumer's throat he finds distasteful, disrespectful and bordering on a monopolistic dictatorship.</p>
215584	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E Governor JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer has opted out of the Smart Meter program to keep their analog meter. They stated, please accept the letter as their formal request to not make a charge for analog meters.</p>

Response re Smart Meter Health 2011

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215574	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer disputes the Smart Meter being installed and now her bill has gone up. The customer further disputes that now she has to pay \$75.00 not to have the meter and \$10.00 per month when she never wanted it in the first.</p>
215505	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PACIFIC GAS AND ELECTRIC GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer lives in an apartment complex and she is complaining about the 14 Smartmeters that were installed in her building. She states that she has become experiencing unusual headaches and lethargy and insomnia and disrupted sleep patterns including heavy sleeping for longer hours. The customer would opt out however she states that her neighbors may not opt out and what difference would this make. She also objects to the cost of opting out of the Smart meter programs.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215501	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>cpuc-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer objects to the installation of the Smart Meters primarily because of health concerns, but I also understand that they cause inaccurate billing .</p> <p>Now PG&E is calling me, several times a week, to offer a walk-through of their home and to keep the analog version if they pay a \$75.00 star-up with a monthly \$10. They object to having to pay to keep Smart Meters off their house. In addition they have surreptitiously installed a Smart meter on the gas line and no one is addressing this. This installation is several feet from their bed and they believe that they hear a ringing/buzzing in their ears that could be a result of these meters. Customer is asking that the CPUC help the customer keep the analog meter and to keep the meter readers.</p>
215493	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer complains about a letter in the mail that stated that PG&E was notifying her that if she would like to maintain her current analog meter she will need to pay \$75.00 and an additional \$10 per month.</p> <p>She is concerned about health risks and overbilling related to SmartMeters and she doesn't want the meter installed at her residence. She also states that there are sixty other people in her immediate neighborhood who have opted out of or delayed the SmartMeter program so far. She questions why they are being charged so much to protect their physical and financial health.</p>

Response re Smart Meter Health 2011

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215482	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH SCE GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer states that SCE installed their Smart Meter without their permission. They would like to opt out due to the health concerns and the privacy issues.
215456	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	CPUC - CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health The customer states that they never consented to having a Smart Meter Installed. They stated that they were not at home when the meter was installed. The customer demands that the meter be removed and that they are not going to pay a red cent.
214957	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	Consumer wants to have the smart meter removed from her home immediately. Sshe advises that since the installation there have been several health issues.
214953	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
214941	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer wants to have the smart meter removed from her home. She states that it has caused her several health issues. She futher states that she is willing to pay the cost to have the analog meter re intsalled.
214922	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214912	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer wishes to opt out of the smart meter program. She is also concerned with the possible health risk factors for herself and her family.
214905	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
214885	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer wants the smart meters removed from her home for health and financial reasons. She states everyone in her home now suffer from headaches and sleeplessness.
214845	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	Consumer wants the smart meter removed from her home. Feels that it is an invasion of privacy and a health hazard. She also feels it is unfair to charge her for wanting to keep the analog meter.
215076	COMPLAINT	LETTER	3/1/2012	6/27/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer disputes having a Smart Meter. They said that after the installation that their bill went up to \$700.00 for one month. They also said that PG&E refused to send someone to check the meter and test what was going on. About a month later all of the lights in their house were changing from bright to dim and it was a cable in the street shorting out causing surge off power to their house. Once they fixed it the bill dropped a little to about \$500.00 per month. They now have solar panels but they are disputing the fact that PG&E wants to install a gas Smart Meter. They dispute the fee and the monthly 10.00 per month.</p>

Response re Smart Meter Health 2011

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215067	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>CPUC - Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer disputes that a Smart Meter was installed on the home that he bought and he doesn't want the meter. He has concerns about the radiation and has not been informed. He also disputes his first bill being over \$300.00. The customer would like to opt out.</p>
215306	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer is</p>
215283	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states she never gave permission for the SM to be installed. The SM is right outside her room and she is having trouble sleeping, ringing in her ears.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215278	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states the SM was installed without her permission or notification. Consumer states the electricity in the house went haywire. Flame came out of one outlets. They removed the first Smart Meter and replaced it with a second generation. The newer model seemed to remedy the more serious electrical problems but she is feeling negative health effects- insomnia, headaches, low energy and difficulty concentrating. Consumer has testified that Smart Meters cause DNA damage and is unnecessary invasion of privacy.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>

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215223	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer complains that there are seven SmartMeters very close to the apartment and since they have been turned on she feels sicker and weaker every day. She hears an intense high pitched noise all day long that is so loud that she can barely get to sleep at night. She also feels intense pressure on her eyes that has made her vision blurry and she has a headache. She feels a lump in her throat and does not have a desier to eat. Low energy trouble concentrating and thinking and becoming agitated easily. The customer has never experienced this before the SmarMeter was installed at her apartment complex. The customer states that she holds PG&E responsible for any medical bills preventative holistic medical bills from products that she must purchase to sheield her from the Smart Meter electro magnetic pollution from Oct. 2011 and forward. The customer also requested all wifi to stop at her building due to her sensitivity.</p>
215217	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>Smart Meters were installed 12/11 and since, her husband and her have noticed that they have headaches that are unexplained. They started about a week after installation. It took them a while to figure this out but it isn't a sinus headache that might show up in winter as theirt sinuses do not ache. It isn't a flu like symptom as no other symptoms are present.</p>

Response re Smart Meter Health 2011

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215212	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer rents a home and disputes the Smart meter being installed she states that it is right next to her bedroom. She states that she is at a higher risk for developing EMF sensitivities. The customer was told that the meter could not be removed.</p>
215205	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states they have been experiencing sleep deprivation, and he has frequent heart palpitations and tinnitus. Consumer states his computer network equipment experiences a complete outage every night between 9:30pm and midnight. Consumer contacted PG&E and he was advised there was no opt out option. He feels scientific testing has not been done regarding the health, privacy and accuracy issues. Consumer feel \$270 up front fee and \$14 a month fee are too high. Consumer states that there should be a free of charge opt out option.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215200	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer is experiencing haeadaches and altered sleep patterns since SmartMeter was installed. The customer states that he may take matters into his own hands and remove the Smart Meter him self.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215188	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states there are three meters on the outside of her sons' bedroom. Consumer states her 11 yr old son never had any health issues and has now been diagnosed as Bipolar and has experienced extreme mood and behavioral problems since the SMs were installed. Her 13 yr old has problems with his eyes ringing, in the ears, sleep problems and body aches. He also did not have any problems before the SMs. She, herself is experiencing migraine headaches, high pitched ringing in her ears, muscle tremors, blurring vision, problems sleeping extreme back and joint pain. Consumer states other people in the building are experiencing symptoms as well.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215129	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer is opposed to the CPUC's response to PG&E's installation of its SMs. Consumer states the opt-out option is over priced and many will not be able to afford it. Consumer states privacy will remain an issue.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215128	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states that since the SM was installed, she's had joint(shoulder, knee, elbow) pain and connective tissue problems. Consumer states she has headaches. Consumer states that when she takes a trip she feels better as she has been staying in places that have analog meters but when she returns the pain returns.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215127	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states that she has been disabled by Chronic Fatigue Syndrome and Multiple Chemical Sensitivities. Consumer states her neighbor got a SM last winter. Since the installation, she has new symptoms: headaches, pressure on her head, vision problems, ringing in her ears, confusion, dizziness, short term memory loss, nausea, inability to sleep more than five hours, heart palpitations, increased muscle weakness, crawling feeling on her skin, muscle jerking. Consumer states she has become electro sensitive and reacts to other wireless radiation and magnetic fields. Consumer states that SM transmit non-ionizing radiation which is classified as a Class 2(b) carcinogen. Consumer states it does not emit for 45 seconds a day but rather 22,000 times a day in order to keep the network functioning. Consumer feels these meters can be used to gather personal data, they can be hacked and their is a risk energy theft might be possible.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215126	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states he is opposed to having to pay for the opt out option. Consumer states this is only beneficial to the utility. Consumer states it has been proven that RF can be dangerous. Consumer states he has a solar panel and the SMs can't read the production so a meter reader has to go to his property anyway. Consumer states he has four meters and it would be alot to pay for those fees.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215049	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states she is getting morning migranes. Consumer had the home checked for mold but there is none. Consumer states the radio signal makes her sick.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215045	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states SM are dangerous to our health, they emit pulses of electromagnetic radiation, which leads to cell mutation and causes cancer.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215042	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer is concerned with the radiation effects, the health and privacy risks of these SMs.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
214950	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health</p> <p>This letter was addressed to Assembly member Monning</p> <p>The customer is disputing the cluster of Smart Meters that are on his bedroom wall. He knows that he can get his removed, however he can't remove his neighbors. He has been having ill affects since they were installed and has tried to sale his condo but hasn't been able too. People don't want to buy his condo with the cluster of smart meters on the bedroom wall.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214945	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states she has a neuromuscular condition and is fighting cancer. Consumer is currently in remission and is at high risk of recurrence. Consumer states immediately after the SM was installed she became much worse. Consumer states her dog started acting unlike himself and she found out he also has cancer. Consumer feels that the SMs have contributed to her not being able to move and having to spend most of her time in bed. Consumer would like hers, her neighbor's and the business in the back of her home to have the SMs removed and replaced w/ analog meters.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226946	COMPLAINT	WEB	6/7/2012	8/7/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: PG&Es plan to roll out smart meters doesn't fairly address situations like mine, where other peoples meters are on my home wall. Specifically:</p> <p>1) I DONT WANT A SMART METER: My health is harmed by wireless equipment, so I dont have a home wi-fi network or use a cell phone as my primary phone. When I get a migraine headache, it disables me. Experts have demonstrated the health harm of this technology. PG&Es remedy is for me to pay to "opt out." I shouldn't have to pay to not be exposed! PG&E has been providing service at its current cost and should continue doing so. 2) MY NEIGHBORS METERS ARE ON THE WALL OF MY HOME: She doesn't want smart meters, but isnt willing to pay to opt out, so installation would force my exposure. 3) PG&ES ONLY REMEDY IS FOR ME TO PAY MY NEIGHBORS OPT-OUT FEES, BOTH TO SIGNUP & EACH MONTH. I DON'T CONSIDER THAT A FAIR REMEDY! I shouldnt have to pay to avoid being exposed. 4) PG&E LACKS A FAIR POLICY FOR PEOPLE IN THIS SITUATION.</p> <p>Utility Comment: Just their current policy, which doesnt reflect my situation. Request of CPUC: 1) Suspend installation of any smart meter at my location and similar ones until PG&E and/or the CPUC develop a fair policy for this type of situation, approved by the CPUC. 2) I think there should never be a fee to opt out. But, if there is one, the policy should be that, if one person opts out and pays a fee, any other people with a meter sharing that wall (or within X distance) can opt out WITHOUT paying any added fees. The logic is:a) PG&E says it needs to charge opt-out fees largely because of the cost of paying a meter person to read the meter; b) A meter person is already going out for the first person, so there is no added expense for added people at that site; c) PG&E will save the cost of installing new smart meters at that site; and d) This is what is fair to the persons most exposed to this technology. 3) In any case, I ask that PG&E allow my landlady to opt out for her two meters without paying any added fees. Im open to other remedies that meet my needs. Utility Name: PG&E</p>
226701	COMPLAINT	LETTER	6/5/2012	8/7/2012	Pacific Gas & Electric Company	NULL	The consumer is requesting for the 4 Smart Meters to removed from her apt building, due to health reasons...sent email to ARH to remove case from queue.
226680	COMPLAINT	LETTER	5/31/2012	8/6/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226678	COMPLAINT	LETTER	5/31/2012	8/6/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.
226677	COMPLAINT	LETTER	5/31/2012	8/6/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and meter removed. Sent smart meter closing letter.
226676	COMPLAINT	LETTER	5/31/2012	8/6/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
226674	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	Smart meter - health reasons - to HAW
226671	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns. Sent smart meter closing letter.
226668	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
226658	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.
226657	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.
226652	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	Wants out of the smart meter - health - to HAW
226650	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health issue and wants meter removed. Sent sm closing letter.
226630	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	Consumer states she has had a lot of health issues since the installation of the smart meter and would like it to be removed immediately. Referred to HAW

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226621	COMPLAINT	LETTER	5/31/2012	8/3/2012	Pacific Gas & Electric Company	NULL	Smart Meter issue regarding health and privacy. Referred to HAW. Consumer states since the smart meter was installed in 2009, she has experienced insomnia and her son suffers from nosebleeds which have gotten severe over the past years. It has also affected their motion detectors and believes that it is sending emfs & rfs.
226603	COMPLAINT	LETTER	6/5/2012	8/2/2012	Pacific Gas & Electric Company	NULL	QA Review referred to HAW Consumer states his family has had some health issues since the installation of the smart meter. Some of the issues are headaches, anxiety, sleepless nights chest pains and many more. Consume requests for the removal of the smart meter.
216056	COMPLAINT	LETTER	3/26/2012	4/30/2012	Pacific Gas & Electric Company	NULL	SmartMeter - Refer to HAW Consumer req only 1 Smartmeter sighting health issues and also not liking the \$75 fee.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
225232	COMPLAINT	WEB	5/27/2012	8/1/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: PG&E changed my analog meter that is outside my house to a smart meter even though I contacted them to be on the delay list. They still installed the smart meter without my consent. So I requested that they remove the smart meter. Now they are charging me \$75 for smartmeter opt-out fee and a monthly fee. We should not have to pay for fees to protect our safety. We should not have to pay for fees in which for decades we never had to pay for analog meters. It is ridiculous.</p> <p>Utility Comment: PG&E does not take any responsibility for installing a smart meter when I had requested one not to be installed. They justified that the fees are appropriate and that I have no choice but to pay for them because I do not want a smartmeter</p> <p>Request of CPUC: Customers should not have to be charged for Opt-Out of smart meter when we did not have a choice to Opt-in. For decades, there is no fee for analog meters, so it is ridiculous why we would have to pay for it now. The long-term effects and health consequences of smart-meters are unknown and we should not be subjected to risk our health and our childrens health, by having smart-meters forced on us. Nor should be be forced to pay a fee to keep our analog and health.</p> <p>I would like CPUC to take action and protect the consumers and to reassess and dispute the outrageous fees PG&E is pinning on customers for charging to keep analog meters/reading meters--which PG&E has done for decades--and suddenly, there is now a fee associated with it. We should not have to pay to "opt-out" (pay for meter readings, which have been done for decades).</p> <p>Utility Name: PG&E</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215429	COMPLAINT	WEB	3/24/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Installation of Smart Meter against my will endangering my health and privacy and having to pay exorbitant fees to "opt-out" which is extortion. I should not have to pay to have my home and health violated or have to pay for a devise that I dont want and also has a history of cheating customers.</p> <p>Utility Comment: i can opt-out for an initial fee of \$75 and \$10 every month thereafter.</p> <p>Request of CPUC: I wish to add my voice to the chorus of protest and hope that CPUC takes action against such extortion and violation of homeowners rights.</p> <p>Utility Name: Pacific Gas and Electric</p>
215413	COMPLAINT	WEB	3/23/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: My concern. Smart Meters installed out our lodge. Right now I have 4 of them right up against my living room wall. Have had several health proplems since they have been installed Been to doctors trying to figure ut what is going on with me. Exactly what are the regulation regarding where these should be placed and if one is up to legal code, is 4 in a row against my house legal. How much radiation is coming into my 420 sq ft home. I am very concerned!!</p> <p>Utility Comment: PG&E told me that if I wanted them removed it will cost \$75.00 to take out each meter, there are 9 total. Plus they will charge me \$10.00 a month there after, that is \$90.00 extra dollars. He said they were not a health risk but when I mention that I had 4 right up against my living room wall and ask him if this was healthy, he said he understood why I would want them removed.But did not say it was unhealthy.</p> <p>Request of CPUC: Take a look into the regulations of where and how many should be placed in one area without any health risk. Also let me know exactly how much radiation I am recieving in my home right now since I have 4 boxes set against my livingroom wall. Exactly what are the code regulations on these and where in writing does it say that these have been thoroughly tested to not pose any kind of health hazzard what so ever. Because I sure have a lot of health issues that are not your normal everyday health issues. I would like you to get back with me and let me know what is being done & what I can do about this at this time. Very Concerned for myself and the whole community here.</p> <p>Utility Name: PG & E</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
213970	COMPLAINT	LETTER	3/1/2012	4/19/2012	Pacific Gas & Electric Company	NULL	Consumer states that a little more over a year ago he started having problems sleeping, had brain fog and trouble concentrating. Consumer states he was on the "do not install" list and in January he found out there was a SM installed. Consumer states he called PG&E and was told it was not hooked up, but later called back and another PG&E rep advised him it was hooked up. Consumer states he was lied to because the rep advised him the SM only transmitted once a night for 45 seconds. Consumer states both his and his girlfriend's health have suffered. Consumer doesn't think it is reasonable to be charged a high fee for removing the SM but does feel ok with paying a monthly fee for the meter reader. Consumer wants the SM replaced with an analog meter. The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.
217103	COMPLAINT	WEB	4/3/2012	4/12/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: I am concerned about the SmartMeter program. I have Parkinsons disease. I have 2 pulse generators installed in my chest, as part of a DBS (Deep Brain Stimulation) procedure. I am not convinced, nor is the manufacturer of my hardware convinced, that the new SmartMeters do not endanger the proper working of my stimulators. I cannot go through metal detectors, nor can I go through magnetic fields. It is unfair, not to mention unconscionable, to charge me a \$75 setup charge, and then \$10 a month, for something that may endanger my health to such a degree. Utility Comment: PG&E instructed me to contact you. Request of CPUC: I want to have all fees waived for the Opt-Out Program. Utility Name: PG&E

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
220872	COMPLAINT	WEB	4/28/2012	5/4/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I will be charge additional fees to protect my safety. PG&E installed a smart meter on my home without my consent, and are requiring me to pay \$120 per year an addition to a \$75 removal fee. It is my understanding that under State Utility Code, utilities may not charge extra to people to protect their safety and health. Smart meters are threats to both according to scientific studies.</p> <p>The electromagnetic radiation impacts our health, and the interception of the signal poses a threat to my homes safety because of its ability to track my habits and routines. Not to mention the blatant invasion of privacy.</p> <p>Code 328.2(b) states: "No customer should have to pay separate fees for utilizing services that protect public or customer safety." Utility Comment: PG&E contends that the only way to have the smart meter removed is to accept the fees Request of CPUC: I would like my smart meter removed, and I would like all fees to be waived. Utility Name: PG&E</p>
217456	COMPLAINT	LETTER	4/4/2012	5/2/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
217168	COMPLAINT	LETTER	3/1/2012	4/12/2012	Pacific Gas & Electric Company	NULL	No details provided other than the subject of Smart Meter Health Complaint.
217161	COMPLAINT	LETTER	3/1/2012	4/12/2012	Pacific Gas & Electric Company	NULL	Consumer provided no details other than it is a smart meter health complaint.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
213773	COMPLAINT	WEB	3/15/2012	4/20/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I have had major health issues since the smart meters were installed in our neighborhood. severe Insomnia and nausea being the most prevalent. These issues go away when I stay somewhere that does not have smart meters. I have tested it numerous times. We have three microwave receivers within a block or two of our house.</p> <p>Utility Comment: They allowed me to opt out for my house after telling me originally that I had no choice but to accept it. They also promised me there were no receivers anywhere near my house and the closest one was on a street that was far away from my house. They said they didnt even need to put a receiver in my neighborhood. I later found out there are three within a block or two of my house. They told me this misinformation when they were calling multiple times a week trying to pressure me into accepting the smart meter.</p> <p>Request of CPUC: I want them to be removed from my neighborhood, I know this is probably not going to happen, but I still want to voice my concerns, I think the total radiation we are already being exposed to and with the smart meters on top, they are not calculating it all together for the health risks.</p> <p>Utility Name: PG&E</p>
213354	COMPLAINT	WEB	3/13/2012	4/19/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I live in a large apartment complex. About a year ago, Smartmeters were installed. 8 smartmeters were installed without my approval outside my living room wall. Since then Ive experienced health issues including insomnia; waking up every night at 3am and not being able to go back to sleep, ringing in my ears, forgetfulness. I recently opted out, and PG&E turned off my smartmeter. I will have to pay a one-time fee and a monthly fee as well. The only drawback is, there are still 7 tenants who have not opted out, and their meters are on my living room wall. How do I go about fixing this, and why should I even have to be dealing with this shit!!!!</p> <p>Request of CPUC: Help me!!!!</p> <p>Utility Name: PG&E</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214562	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states she is experiencing an acrid taste in her mouth and it has aggravated her eyes, mount and throat and made her unable to tolerate dust. Consumer states she has suffered from sleep loss and breathing problems. She was an option to go back to the analog meters. Consumer states she was not notified the Smart Meters would be installed on her property.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
214560	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states she has suffered from EMF noise radiating from her neighbor's SM. Consumer states she is experiencing insomnia, ringing in the ears, disorientation etc... Consumer states she is concerned about SM being installed in the entire neighborhood.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
214559	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states his home in Ukiah has a SM connected and he was not notified. Consumer staets his property in Santa Rosa has four SM. Consumer feels that not only is it a health hazard but he also has privacy concerns regarding the SM.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
210405	COMPLAINT	FAX	2/14/2012	4/17/2012	Pacific Gas & Electric Company	NULL	<p>The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
218082	COMPLAINT	EMAIL	4/10/2012	5/16/2012	Pacific Gas & Electric Company	NULL	<p>From: XXX Srtaturday, April 07, 2012 10:36 AM To: 'Customer Service Online' Cc: news; Public.advisor; XXX Subject: RE: SmartMeter Opt Out Request XXX To:Desiree Soper - SSR for Pacific Gas and Electric Company Date:March 29, 2012 Re: SmartMeter installation aXXX Dear Ms. Soper, Thank you for your voicemail message yesterday at 3:30 p.m. and subsequent email message at 4:16 p.m. on April 6, 2012 (copy below), and your apology for the inconvenience this situation has caused me and my family. In your voicemail message you indicated that you had already "scheduled-out" and dispatched a truck to my home and that a service tech would be at my home "sometime before 8:00 p.m. today". Accordingly, I immediately took time off work yesterday (as a CPA in the middle of tax season this was no small task) and drove home to unlock the gate to accommodate your service tech, who arrived at approximately 4:50 p.m. In your email below, you have denied my request for token compensation in the amount of \$75 for PG&E's errors in executing its responsibilities under the SmartMeter Opt-Out Program. In support of your denial, you state the following: "We understand how you feel about the opt-out charges, however, if you wish to have the SmartMeter at your home removed, and an analog meter installed in its place, you will be participating in the Opt-Out Program." First, let me be clear that I am not quibbling over the "opt-out" charges (even though, for reasons stated below I believe they are excessive). I am simply requesting a small financial acknowledgement in the amount of \$75 in recognition of the time and aggravation your errors have cost me. This could be in the form of a waiver of the opt-out fee, or some other type of general "customer appreciation credit" on my PG&E bill. It's just good business and the right thing to do in this case.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
							<p>Unfortunately, however, it appears that you would resort to spinning the facts in order to avoid any kind of recognition of the difficulties your negligence has caused me as your customer, which leaves doubt in my mind as to whether you "apology" was genuine.</p> <p>As I stated in my email to PG&E dated March 29, 2012 (see copy below), our SmartMeter Opt-Out transaction was completed on February 23, 2012 when the PG&E technician arrived at my home, removed the radio frequency transponder, tested the existing analog gas meter and, finding it functioning properly, left it in place at my request. The entire process took no more than 5 minutes. I recall asking jokingly if "that was it?" and he responded "yep, that's all we have to do". I then joked about "being in the wrong business" because at \$75 per visit and 5 minutes each, amounts to \$900 per hour.</p> <p>Nevertheless, it was all good-natured and I thought we were done and figured it was worth \$75 and \$10/mo to protect my family's health and well-being.</p>
							<p>The part I feel is unfair (and cost me well in excess of \$75 in lost time, income, and RF annoyance) is what happened next.</p> <p>Sometime after our SmartMeter transaction was completed on February 23, 2012, PG&E did the following to completely unwind our completed transaction:</p> <ol style="list-style-type: none"> 1. PG&E negligently, and in breach of the terms of the SmartMeter Opt-Out Program, came on to my property without notice or consent and REMOVED my analog gas meter (which I expressly opted to keep) and REINSTALLED a digital gas meter along with a NEW radio transmission device (identical to the one that was previously removed on February 23, 2012 pursuant to my timely Opt-Out request). 2. Yesterday, Ms. Soper then spins what happened in #1 above into this: "... if you wish to have the SmartMeter at your home removed [i.e., the SmartMeter they had already removed in February], and an analog meter installed in its place [i.e., the analog meter they removed AFTER their February 23, 2012 visit which I had opted to keep], you will be participating in the Opt-Out Program."

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
							<p>3. In essence, PG&E surreptitiously attempted to deprive me of the lawful benefits I was entitled to under the Opt-Out Program and then turn around and spin the facts to avoid responsibility for their own comedy of errors that they subsequently engaged in.</p> <p>4. After noticing a recurrence of RF noise, on March 29, 2012 I decided to check our side yard and was shocked to discover that PG&E had REINSTALLED the SmartMeter, re-exposing my family to potentially harmful radiation. I urgently requested its immediately removal (see email below). PG&E's lack of response required me to make 2 written requests and wait a full 9 days before they acknowledged my correspondence.</p> <p>5. When PG&E finally decided to take action, they did so in a way that forced me to take time off work (during tax season) if I wanted to have the SmartMeter removed at their convenience. Motivated by the need to mitigate any further exposure to health risks, I had no choice but to cancel appointments and leave work immediately accommodate PG&E's schedule.</p>
							<p>It appears that PG&E wants all the benefits and revenues of the SmartMeter Opt-Out Program agreement, but are unwilling to take responsibility for their own negligent acts when they fail to perform their duties under that same agreement.</p> <p>I have fully executed all of my responsibilities (and then some) under the SmartMeter Opt-Out Program as approved by the CPUC and approved by the State of California Legislature. PG&E has negligently failed to do the same.</p> <p>Under the circumstances, I believe that requesting a small token of acknowledgement (\$75) for the time and aggravation PG&E's negligent errors has caused me is reasonable.</p> <p>I respectfully request that you reconsider your position and kindly advise me of your decision as soon as possible.</p> <p>Thank you.</p> <p>Sincerely,</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
							<p>-----Original Message----- From: Customer Service Online [mailto:CustomerServiceOnline@pge.com] Sent: Friday, April 06, 2012 4:16 PM To: XXX Subject: SmartMeter Opt Out Request XXX</p> <p>Dear XXX,</p> <p>Thank you for contacting us via our website.</p> <p>Our records indicate a supervisor attempted to reach you by phone today 04/06/2012 at approximately 3:30 p.m.</p> <p>A voicemail was left indicating the reason the gas meter was upgraded to a SmartMeter after the module was previously removed. Prior to the opt out being processed on your account, there was already a pending pre-scheduled maintenance field order in our systH382H387H389H392H395H398H402H404H418H421H423H428 H430H432em. Unfortunately, the pending field order was not updated with the opt out information and therefore the meter was replaced due to this regular scheduled maintenance order. A field representative will be coming to your home today to change the meter.</p>

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							<p>If there are any dogs or locked gates which may prevent us from completing this field order, please contact our 24-hour SmartMeter Line at 1-866-743-0263 at a time most convenient for you.</p> <p>We apologize for any inconvenience this may have caused.</p> <p>We understand how you feel about the opt-out charges, however, if you wish to have the SmartMeter at your home removed, and an analog meter installed in its place, you will be participating in the Opt-Out Program.</p> <p>The CPUC-set opt-out costs includes setup and monthly charges, which pay for the technology changes necessary to offer two meter-reading systems plus the initial visit, which is to install a new analog meter, or test the existing analog meter. The charges also cover monthly meter reading.</p> <p>Again, we apologize for this misunderstanding.</p> <p>Thank you for using our online services.</p> <p>Desiree Soper - SSR for Pacific Gas and Electric Company</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
							<p>-----Original Message----- From: XXX [mailto:XXX] Sent: Thursday, April 05, 2012 7:46 AM To: 'Customer Service Online' Cc: 'news@cpuc.ca.gov'; 'public.advisor@cpuc.ca.gov'; 'XXX'; 'XXX' Subject: RE: 'SmartMeter Opt Out Request' (XXX) To: PG&E Customer Care / PG&E Public Advisor Date: April 5, 2012 Re: SmartMeter installation at XXX</p> <p>It has been 8 days (counting today) since I emailed you requesting the removal of the SmartMeter that was reinstalled at my residence (see email to PG&E dated March 29, 2012, below). As of today, I have not received any response from PG&E. Kindly advise whether you intend to ignore my correspondence and requests or \if you intend to respond at some point. Thank you. Sincerely, -----Original Message----- From: XXX [mailto: XXX] Sent: Thursday, March 29, 2012 11:31 AM To: 'Customer Service Online' Cc: 'news@cpuc.ca.gov'; 'public.advisor@cpuc.ca.gov'; XXX; Subject: RE: 'SmartMeter Opt Out Request' (XXX) To: PG&E Customer Care Date: March 29, 2012 Re: SmartMeter installation at XXX</p> <p>Based on an informative article I read in the San Jose Mercury News entitled "PG&E customers can opt out of SmartMeters" by Dana Hull dated 2-1-2012, on February 15, 2012 I opted-out of the SmartMeter Program (the "SmartMeter Opt-Out Program") and requested that the SmartMeter transmitter be removed from my analog gas meter which I preferred to keep. PG&E confirmed my timely request via return email (see below). Pursuant to my opt-out request, a PG&E representative came to my house on February 23, 2012 at approximately 11:00 a.m. PT and removed the SmartMeter device from my analog gas meter, which was left in place per my request. The hi-pitched noise that was causing discomfort and possible ill health to my family immediately ceased.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
							<p>However, today, on March 29, 2012, I went to our side yard and observed that a brand new digital gas meter had been installed without notice or my consent along with a new SmartMeter transmitter attachment replacing the one that had been previously removed by PG&E on February 23, 2012. PG&E's reinstallation of a digital gas meter with a SmartMeter attachment is:</p> <ol style="list-style-type: none"> 1. In direct contravention of our timely Opt-Out request pursuant to the "SmartMeter Opt-Out Program" 2. In direct contravention of PG&E's written confirmation of our Opt-Out request 3. In direct contravention of the agreement PG&E reached with the California Public Utility Commission (the "SmartMeter Opt-Out Program") 4. In direct, intentional disregard for the adverse health and safety effects of this SmartMeter on our household and the discomfort and possible personal injury it is causing us <p>I request that the newly installed SmartMeter be removed immediately. I further request that the \$75 "removal" charge be waived. Kindly respond in writing as what legal grounds, if any, PG&E based its decision to reinstall a gas SmartMeter on my property subsequent to February 23, 2012 without notice or consent and whether or not you intend to remove it immediately and whether or not you intend waive the \$75 "removal" charge. Thank you.</p> <p>Sincerely, -----Original Message----- From: Customer Service Online [mailto:CustomerServiceOnline@pge.com] Sent: Wednesday, February 15, 2012 4:43 PM To: XXX Subject: Re: 'SmartMeter Opt Out Request' (XXX)</p> <p>Dear XXX,</p> <p>Thank you for submitting the Pacific Gas and Electric Company (PG&E) SmartMeter Opt-Out Request Form. This email confirms that we have received the SmartMeter Opt-Out request for your account. If you currently have an analog meter: A PG&E representative will come to check the analog meter on your property to make sure it's reading your energy usage correctly. In some limited instances, we may need to replace the existing analog meter with a new PG&E analog meter. Please be sure that the area is clear for the PG&E representative.</p>
214784	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states SMs are questionable on health and wants to decline. Consumer states the mandate is for PG&E to OFFER these SMs but not to force them on the customers. Consumer feels "Peevey is twisting the law in this regard" telling people they have to have these new meters.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215782	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	Consumer states she is electrosensitive and wants the smart meter removed. She states that several people in her area have also had health issues.
214796	COMPLAINT	LETTER	3/21/2012	4/23/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
216502	COMPLAINT	LETTER	3/30/2012	5/1/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
210612	COMPLAINT	EMAIL	2/27/2012	4/17/2012	Pacific Gas & Electric Company	NULL	<p>-----Original Message----- From: XXX Sent: Thursday, February 23, 2012 5:06 PM To: Public.advisor Subject: Opt-out Fee is Unfair</p> <p>We recently received a registered letter informing us that if we "opt-out" of having so-called "smart" meters, we'll be charged a \$75 "installation" fee for analog meters.</p> <p>We already have analog meters, and do not need any additional work done to keep them. So the \$75 "installation" fee is a penalty for not getting the "smart" meter. And the \$10 monthly fee (presumably to cover the cost of a PG&E employee reading the meter in person) is also mis-placed. Does a bank charge an "extra" fee when I go to a teller IN PERSON rather than using an ATM? The same applies.</p> <p>I might understand if PG&E were running in the red -- however, my guess is that PG&E is doing just fine.</p> <p>Please review your decision, as I would rather not run the risk of any health effects of increased microwave radiation in my home.</p> <p>XXX</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
219227	COMPLAINT	WEB	4/17/2012	5/1/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I, along with my household are concerned about the negative health impact smart meters have with increasing the electromagnetic frequency radiation in our home. Our research has lead us to want to disconnect the smart meter. We feel we should not have to pay a \$75 disconnection fee plus an extra \$10 per month to have to have a smart meter disconnected which scientific studies have shown to have a negative impact on individuals who are sensitive to electromagnetic radiation.</p> <p>Utility Comment: Said they would charge \$75 fee plus \$10 extra per month</p> <p>Request of CPUC: Give customers the option to opt out without any fees or reduce the disconnection fee by 75% minimum and absolutely no extra \$10 monthly fee.</p> <p>Utility Name: PG&E</p>
214549	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer does not want nor agree with the smart meter it is in violation against the freedom and privacy act if im to be forced to have one I will sue PG&E for there attempt.</p>
214545	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>CPUC - Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>Customer states please do a thorough examination of health issues prior to installation.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214525	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer states that she suffers from health effects from the first day she moved into this residence on December 2011. The customer was told by PG&E to submit a doctor's letter documenting her new smart meter symptom and her smart meter would be replaced with an analog meter. This never happened and she made many calls to various PG&E employees in the dept. with promises. Finally she got a hybrid smart meter as a replacement. This eliminated the heart palpitations. The customer still has the insomnia and headaches remain. The customer does not want this meter.</p>
214492	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>The case was addressed to Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health.</p> <p>The customer states that her health has debilitated since a Smart Meter was installed at her home. She wants to opt out and would like the CPUC to pass an initiative to have the ability of Smart Meter to be replaced with analog meters.</p>
214456	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	<p>Customer states that all of her housemate's including herself are suffering from unusual ailments since the Smart Meter was installed at her home. The customer also mentioned that two of these people have since died. She also complains of insomnia both her and her sister. The customer states that she is relieved of these systems when staying in Smart Meter free homes. However she is back now and the pain and suffering has returned. This complaint was addressed to the CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown and the California Department of Public Health.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
210306	COMPLAINT	WEB	2/26/2012	4/16/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Me being charged \$10.00 monthly to opt out of their "smart-meter" program. This is to pay for the meter to be read by their meterreader. That person's time is already in the rate base. Unless they were going to "reduce" the charge to the rate base and give me the difference off my charges? But I have heard nothing about that. By converting every one to the smart system, they PGE will be able to eliminate 1800 meterreaders system wide. That is wages, health care, retirement package, vehicles, sickleave, vacation pay. This will amount to millions of dollars and it has never been mentioned or accounted for?</p> <p>Utility Comment: They didn't want to talk about it!</p> <p>Request of CPUC: Look into this concept, I don't think the PUC has all the information they need about this plan? And from the public's eye you guys are sure "BUDY-BUDDY". That needs to stop!</p> <p>Utility Name: PG&E</p>
211342	COMPLAINT	LETTER	3/1/2012	4/18/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.
215035	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer states please move the bank of SmartMeters that PG&E installed at her apartment building and the apartment building just across the driveway from her building. The SmartMeters were installed on January 24, 2012. Immediately, she felt ill. She cannot think clearly and is exhausted. She also feels intermittent pain in her teeth. Where she presumes fillings touch the enamel. She also has ringing in her ears and occasional electric type shocks in her body. I feel symptoms every waking moment. Customer wants all Smart Meters removed.</p>
212384	COMPLAINT	LETTER	3/7/2012	4/18/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and does not want a smart meter. Sent smart meter closing letter.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215974	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer's complaint is that since the Smart Meter was installed on her property she has become ill. Her symptoms consist of nausea; severe head pains and her children are experiencing head pains as well. The customer wrote that please quit installing devices like this without the consent of the public and proper scientific studies on the effect it has on health.</p>
215274	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer says that ever since the smart meter was installed in her home she has had severe health issues. She also states that she will be removing the smart meter from her home as soon as possible.</p>
215204	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer says she was in superb health prior to the installation of the smart meters in July 2010. She has since had problems with ringing in her ears.</p>
215164	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states that since the installation of a smart meter, she has had a lot of health problems. Consumer also feels that she shouldn't have to pay additional fees to change back to an analog meter.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
221339	COMPLAINT	WEB	5/1/2012	5/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I do not want a "smart meter". I oppose the installation of "smart meters" on my home because of health, safety, and privacy concerns. I also have chronic health problems. I tried to opt-out, but PG&E fees for doing so are exorbitant. I told them I cannot afford to pay \$75 fee and \$10/month. I also said I applied for the CARE program, but they still want to charge me \$75 fee and \$10/month for opting out.</p> <p>Utility Comment: They would not listen to me and told me that they do what the CPUC allows them. They said I should contact the CPUC.</p> <p>Request of CPUC: Please dont let PG&E force "smart meters" on people, either directly or indirectly (by permitting PG&E to charge for opting out). Please insist that PG&E stop charging customers for opting out. People should not have to pay extra for wanting to protect their health, safety and privacy. Please also get back to me. Thank you.</p> <p>Utility Name: PG&E</p>
220690	COMPLAINT	WEB	4/26/2012	5/4/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I am complaining because PG&E continues to pester me with calls asking if I want my utility meters changed to smart meters and I have told them repeatedly that I do not want them changed. I am complaining that a once-friendly utility company has become a dangerous ogre, threatening to install equipment that will endanger my health and perhaps my life.</p> <p>Utility Comment: At first they said I had no choice but to have the meters replaced. Later they said I could keep my meters but they continue to call asking me if I would agree to have it changed. Now they want an answer by May because they will charge me fees to keep my meters.</p> <p>Request of CPUC: Allow customers to opt out without allowing PG&E a chance to collect money for doing nothing and conduct of commission an unbiased study of the effects of the radiation from smart meters on humans and other forms of life.</p> <p>Utility Name: pg&e</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216161	COMPLAINT	LETTER	3/1/2012	4/17/2012	Pacific Gas & Electric Company	NULL	CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health Customer wants to opt out he has solar. Doesn't want to pay for the additional cost.
216154	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	CPUC Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health The customer stated that when Smart Meters were installed at her apartment she began becoming very ill she and her ten year old son. The customer states that she is now homeless due to not being able to live in her apartment any longer. Customer further states that The CPUC needs to make them stop and the victims of this outrageous breach of public trust need to be compenstated.
216070	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	CPUC- Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health The customer states that he refused to allow a Smart Meter to be installed at his home and he doesn't want one. He further states that now we are given an opt out but it will be prohibitively expensive to the point where no one will agree to it as an option Thee customer states that they can hardly afford the cost of gas and electricity now. He disputes the CPUC not helping customers to avoid the cost and the meters.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216068	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer was shocked when she was switched to Smart Meters She disputes the RF and EMF and she attributes this to many ills of the world. In summation the customer states that it is imperative upon PG&E as well as our health and safety regulators to find safe methods of servicing our communities with electricity.</p>
216048	INQUIRY	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>CPUC - CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer is in the process of opting out of her Smart Meter, however she still has concerns about her neighbors Smart Meters affecting her small children. The customer states thank you for hearing us out and allowing an Opt Out to Smart Meters, but please, go a step further and make it free to opt out, or free to choose a hard wired Smart Meter that doesn't transmit remotely. These are steps that Must be taken in order to protect people especially children.</p>
216002	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>CPUC CONSUMER AFFAIRS BRANCH PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer lives in a 2 unit flat, above a small store-front shop that an aquarium designer rents. They currently have analog meters. They are complaining about PG&E contacting them as the go to person to install the Smart Meters and they are the tenant not the landlord. The access to the meter is through the store front and there is a huge Aquarium in front of the meters. They also dispute being charged the \$75.00 for the opt out.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215986	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer is opposed to Smart Meter installations. They do not want one installed. The customer has billing, health, privacy and general economic concerns. They also oppose the cost of opting out.</p>
215475	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states she does not want the surveillance technology. She feels SMs are an invasion of privacy and also states they emit radiation.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215467	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states her daughter's are the closests to the SMs and are experiencing odd health issues. Her 15 yr old is the closest to the SM and she has suffered from migraines, blurred vision, dizziness, and most recently nausea and elevated anxiety.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215390	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states her eight year old daughter's bedroom is on the second floor right above the SM. Since they moved here she has trouble sleeping. Consumer's ears have been ringing everyday, she has nausea and headaches.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215389	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states the SM was installed without her knowledge or permission. Consumer states since the installation of the SMs in her home she now suffers from ringing in her ears, sleep disturbances, frequent headaches and blurry vision. She states there is a pulsating high-pitched ringing in her ears that never stops but gets louder and more intense when she opens her mouth. She states the ringing in her ears results in headaches with nausea and depression.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, PG&E, Governor Jerry Brown and the California Department of Public Health.</p>
220843	COMPLAINT	WEB	4/27/2012	5/4/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: There was never a law requiring either that PG&E implement Smart Meters or that People be forced to use them. Therefore, a charge to keep an analog meter is not lawful. Also, it is foolish because the Smart Meter technology is proving itself to be far more costly and dangerous to health and well being. Please revoke the charges for the so-called "opt out" from the Smart Meter.</p> <p>Utility Comment: The accepted my "opt out" and charged me for it.</p> <p>Request of CPUC: Please revoke the charges for the so-called "opt out" from the Smart Meter, and require PG&E to refund charges already taken.</p> <p>Utility Name: PG&E</p>
215532	COMPLAINT	WEB	3/26/2012	4/27/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I am opposed to paying the fee determined by the PUC to opt out of the PG&E Smart Meter program. There are many ways the Smart Meters violate FCC regulations and threaten our personal health and the health of the bee and animal population living on our property. My husband has a chronic illness that makes him electro-sensitive. I have asked PG&E to switch us back to an analog meter but I see no reason that I should have to pay a \$75 fee plus \$10/month when this is only their way of covering expenses that they once paid themselves - the cost of doing business.</p> <p>Utility Comment: They said I had to contact the PUC.</p> <p>Request of CPUC: I would like the PUC to have PG&E switch us back to our analog meter and not charge us anything extra.</p> <p>Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215379	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer would like to opt out of the Smart Meter and have it removed.
215369	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer states that they want the Smart Meter removed. The oppose the cost of opting out as well.
215366	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	CPUC- CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer complains about having three smart meters just outside her kitchen door. She has bipolar disorder. She has a son has autism. They also experience difficulty sleeping along with a rise in headaches anxiety and depression. She wants the Smart Meter removed.
215362	COMPLAINT	LETTER	3/1/2012	4/25/2012	Pacific Gas & Electric Company	NULL	CPUC-CONSUMER AFFAIRS BRANCH PG&E GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH The customer wants the Smart Meter removed from her home. She complains about headaches and ringing ears and she worries about the health of her children. Customer states that PG&E won't help her remove the meters

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206522	COMPLAINT	WEB	2/3/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Paying a fee for something I DONT want to have????!!!! This is not a police state, but it sure feels like it. Ive paid for this Smart Meter program already through existing billing; a portion of what I pay monthly has already gone to this upgrade of meters. We are extra electro-sensitive, and I DO NOT WANT this new meter placed on the side of my home. I WILL NOT PAY extra and be forced into something I feel is not safe health-wise or in any other way. BEING FORCED TO PAY TO OPT OUT OF THIS UPGRADE IS WHAT CONCERNS ME. I CANNOT AFFORD ANY INCREASE OF COSTS.</p> <p>Utility Comment: They said its CPUCs fault that PG&E is forced to have me pay more for something I dont want.</p> <p>Request of CPUC: DO NOT CHARGE ME EXTRA FOR SOMETHING I DO NOT WANT. DO NOT CHARGE ME FOR SOMEBODY TO READ MY METERS IF I DECLINE THE SMART METER WHEN THIS IS A FREE SERVICE NOW. THIS IS OUTRAGEOUS AND UNACCEPTABLE.</p> <p>Utility Name: PG&E</p>
207964	COMPLAINT	WEB	2/10/2012	4/11/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I OPPOSE YOUR DECISION TO ALLOW PG&E TO BILL ME FOR RETAINING MY ANALOG METER. I HAVE HEALTH REASONS FOR REFUSING THE SMART METER AND I SHOULD NOT BE REQUIRED TO PAY PG&E TO REFRAIN FROM FURTHER ENDANGERING MY HEALTH. SHAME ON THE CA. PUC FOR ITS DECISION APPROVING THIS TRAVESTY. I REQUEST THAT YOU TAKE IMMEDIATE STEPS TO PROTECT MY HEALTH BY REVERSING OR AT LEAST PLACING A MORATORIUM ON PG&ES THREATENED INSTALLATION OF A SMART METER ON MY HOME...UNLESS I ALLOW THEM TO EXTORT MONEY FROM ME...BASED ON THE PUCS DECISION ALLOWING THEM TO DO SO.</p> <p>Request of CPUC: STOP THE FORCED INSTALLATION OF A SMART METER ON MY HOME...REVERSE YOUR DECISION ALLOWING PG&E TO EXTORT MONEY FROM CONSUMERS WHO ARE ONLY TRYING TO SAFEGUARD THEIR HEALTH</p> <p>Utility Name: PG&E</p>
200889	COMPLAINT	LETTER	1/3/2012	1/11/2012	Pacific Gas & Electric Company	NULL	Health effects of the Smart Meter - to HAW

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
208192	COMPLAINT	WEB	2/13/2012	4/11/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I do not want the SMARTMETER installed. I do not think it is fair the CPUC has approve a \$75 fee and \$10 monthly fee to KEEP my existing analog meter. Why am I being charged for PG&E to read my existing Analog system that I have never been charged before? The reason is you are allowing PG&E to create a disincentive to Analog to force people to take SMARTMETER.</p> <p>I am concerned about the health impacts, inaccurate readings, higher rates that are resulting from SMARTMETERs. Until these issues are addressed I refuse the SMARTMETER.</p> <p>Request of CPUC: REJECT SMARTMETERS. Allow free opt-out program.</p> <p>Utility Name: PG&E</p>
205879	COMPLAINT	WEB	1/31/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Charging electro-sensitive who cannot tolerate smart meter radiation- extra on their utility bills is extortion and violates the state utility code prohibiting discrimination based on disability. You are failing to put public safety first & are criticized by physicians organizations The American Academy of Environmental Medicine says wireless smart meter program poses large risks to public health. Many studies show metabolic & genomic damage from RF and ELF exposures below the level of intensity that heats tissues,these effects accumulate over time. Exposure to RF at non-thermal levels is hazardous.</p> <p>Utility Comment: There is no opt out program as of yet and if so they will charge more on the utility bills.</p> <p>Request of CPUC: Stop mandatory smart meter installation and do not allow PG & E to collect "opt - out fees"</p> <p>Utility Name: PG & E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
205874	COMPLAINT	WEB	1/31/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I have requested that P.G.E. not install a Smart Meter at my apartment.</p> <p>THREE Smart Meters have been installed ten feet from my bedroom. How can they do this when I requested a delay? I am 82 years old and unable to attend a meeting. I live in an old Victorian that has been divided into three apartments. I cannot afford to pay the high fees associated with keeping my analog meter and dont think it is right to have all three meters right outside where I sleep. I now am suffering a new health complaint and hope it is not related to the Smart Meters.</p> <p>Utility Comment: I was unable to reach anyone who could help me.</p> <p>Request of CPUC: Please remove the three Smart Meters and put back the original analog ones. Do not charge me the exorbitant fees associated with opting out.</p> <p>Utility Name: P.G/E.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
207931	COMPLAINT	WEB	2/10/2012	4/11/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: PG&E turned on 12 Smartmeters in Oct. 2011 less than 100 feet from my bedroom. In less than 3 1/2 I got so ill from them I had to move into a freinds house to recover. I am grateful that my friend does not have a Smartmeter in her home. I havent been able to live in my apartment since Jan. 30 or work since then. On Feb. 1st I asked the tenants of the 5 other units to "opt out" of their Smartmeters so I could move back into my apartment. Two of five of the units agreed to "opt out", one on their own volition and the other I had to pay the "opt out" fee. The other three units have not gotten back to me with an answer yet as of Feb. 10.</p> <p>Utility Comment: PG&E told me they could not remove the Smartmeters even if they are making me sick and that I had to ask each tenant to "opt out" on their own. I told him that at the tenants did not want to pay the money to "opt out". The PG&E supervisor said sarcastically, that he wouldnt "opt out" if I had asked him to either.</p> <p>Request of CPUC: I want the CPUC to remove and ban all SmartMeters from the state of California and from the U.S.A. It is a serious health hazard. I hold the CPUC liable for all the wages I have lost because of the Smartmeters making me ill and unable to work; to pay for my rent for all of the days I have not been able to live in my apartment; and for all my medical and holistic preventive health bills I have from Oct. 2011 and forward as well as additional costs for the hardships I have been put through.</p> <p>Utility Name: P.G. & E.</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
203853	COMPLAINT	WEB	1/19/2012	4/20/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Our utility bill has skyrocketed since the smart meter was installed, more than tripled. Our usage at home has not changed. If anything, historically our energy usage goes down in the winter, because we heat with a woodstove, and we cool with a swamp cooler in the summer. We will loose our home if our bills continue to be nearly \$1000/mo. We are scared of what our future is now, as we cannot pay such high electric bills. Local media has been contacted. We will persue this in every possible way!</p> <p>Utility Comment: The lobby was filled with other customers who are experiencing the same thing, but PG&E insisted the meters are working correctly, and the customers are all just using more power! We insisted the meter be removed and the said they will not do that! They said they cannot remove the meter until litigation regarding the meters has taken place. So meanwhile we are on track to have another \$1000 bill for this month, which we cannot afford! They are sending a tech out to look at the meter next Tuesday. This is their employee, and will more than likely say the same thing the office staff said, they do not want to admit their equipment is faulty!</p> <p>Request of CPUC: Investigate the fraud and theft PG&E is committing against myself and the other customers. Review my historical usage, and adjust my past 2 months, and my current month according to what historical usage was, so I am not stuck making payments for an entire year, to pay my past 2 months of PG&E, and I dont have to figure out how in the world we are going to pay this months bill that will also be nearly \$1000. And get this damned defective piece of crap removed from our property, and replace it with the analog style meter that accurately records our usage, so my bills can be manageable again! I was also unaware of the potential health risks in having a smart meter, and I have an electrical conductivity condition which could be effected by this meter, it needs to go, and quick!</p> <p>Utility Name: PG&E</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206446	COMPLAINT	WEB	2/3/2012	4/10/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: I am appalled at the fees that PG&E is permitted to charge me for not allowing a Smart Meter for my unit. They sneakily installed one either in 2010 or 2011 lying to me when I found out about it by accident. I dont want it now nor have I ever wanted it and the fact that CPUC is allowing any one time fee for removing it or charging me a monthly fee because i do not want it makes me feel that you are on the side of PG& E and not looking out for the concerns of its customers. I oppose all fees. Leave me alone with my original meter and let me leave in peace without any additional attacks on my already fragile health conditions. I am approaching 78! enuf already Request of CPUC: Remove all fees Utility Name: PG&E
206864	COMPLAINT	WEB	2/6/2012	4/10/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Your decision to allow PG&E to charge extortionist rates for opting out of the smart meter program is criminal. It is quite clear that the CPUC represents and is controlled by the utility and not the other way around. If there is even a slight chance that these meters can cause health problems or can be used for spying on customers, then it is your duty to reverse this horrendous decision immediately. Utility Comment: Waiting for a response. But the opt-out rules are essentially a my way or the highway (robbery) response. Request of CPUC: Reverse your decision; protect the consumer. Utility Name: PG&E
208043	COMPLAINT	WEB	2/11/2012	4/11/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: The installation of the smart meter on my property.Since the smart meter was installed my wife and I have head aches,noise in the ears and dizziness.We are both in our 80s and in poor health ,my wife has cancer and we both have high blood pressure. Utility Comment: PG&E representative said they we can opt out if we agree to pay \$75 and \$10 monthly.We think that this is outrageous.We stronly disagreed with the imposed on us whe we opt out. Request of CPUC: We would like CPUC to remove the fines imposed on people who want to opt out for medical reasons.We think PG&E does not have the right to come to private property and install a device hat causes healthproblems without the consent of the owner.Iwant to be contacted by E Mail Utility Name: PG&E

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
208041	COMPLAINT	WEB	2/11/2012	4/11/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: To whom it may concern:</p> <p>I just found out about the OPT OUT of the SMART METER program and called to OPT OUT. I was told that I needed to pay a fee for this service and that I also have to pay a monthly fee to have an analog meter put in at my place of residence.</p> <p>My complaint and query is regarding the fees. Why if we had no choice about the SMART METERS being installed do we have to pay a fee to have them changed back to analog? Why was it decided by the Public Utility commission to further rape our pocketbooks with these fees?</p> <p>I am a CARE recipient and also fighting a battle with breast cancer solely holistically and WINNING. I have this damn SMART METER right by my bedroom and did not even know about it until recently. I contracted breast cancer at this residence in 2009. I may even have a case against PGE for creating my disease through the EMF radiation emitted off this SMART METER.</p> <p>Sincerely,</p> <p><i>Jessica Kinkaid</i></p>
201189	COMPLAINT	WEB	1/4/2012	1/18/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Earlier in 2011 Wellington snuck onto our property while we were gone and installed a Smart Meter, despite the fact that we had a sign by our old analog meter clearly stating: NO SMART METERS HERE. Shortly after the installation we began to have health problems such as heart palpitations, nausea, headaches, and worst of all Lee Skutch has ongoing pulsating symptoms first in one eye and now in both eyes! No causes, other than Smart Meter installation, can be confirmed by numerous medical testing. We want the Smart Meter removed and have our analog electrical meter re-installed. Thank you, XXX</p> <p>Utility Comment: They dont return calls</p> <p>Request of CPUC: I want CPUC to order PG&E to give people a CHOICE wheather or not they want their old analog meters back!</p> <p>Utility Name: Pacific Gas & Electric</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
205297	COMPLAINT	WEB	1/27/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Smart Meters were installed against my will, without opportunity for choice, and without full disclosure of safety hazards, or actual performance information. My immune system is already compromised, and the proximity has created health problems.</p> <p>Utility Comment: That they had to put them in now, regardless, that they would have to wait for the CPUC decision before I could opt out.</p> <p>Note: this is also a "business" in that the building is a duplex, one side of which is a rental. The side the meters were placed on is MY side, and are only 10-12 feet from my bedroom.</p> <p>Request of CPUC: Thank you for asking. Since the federal government mandate to upgrade the system did NOT include a mandate for wireless, I want choice: therefore I want you to rule immediately that citizens have a right, at no extra cost, to choose analog or wireless meters, and, since cost of reading/servicing is built in to the usage fee, I want no increase in prices due to choosing analog.</p> <p>Utility Name: PG & E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
205296	COMPLAINT	WEB	1/27/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Smart Meter Health and well being disturbance. Since the Smart meter was installed on our home, my wife and I cannot sleep in our bedroom.</p> <p>The utility box/Smart Meter is literally located a *half meter* from our headboard/heads where we sleep. I have also developed symptoms of vertigo. The Smart meter audibly clicks many times per/min in the middle of the night, as it blasts RF communications pulses. It was also turning on our motion light above the box at every pulse until I finally unscrewed the bulbs. Moving the bed is not an option in our small home and moving the utility box will cost 1000s of dollars.</p> <p>I hired an electrician to come and measure the RF and EMF and we are sleeping in a cloud of emissions well above FCC recommendations.</p> <p>Utility Comment: Said they cant do anything. Wont pay to move the Box. Told me to buy a new motion sensor light.</p> <p>Request of CPUC: Approve the Opt out proposal immediately and motivate PGE to take action quickly to remove Smart Meters and replace with Analog Meters on the homes of those who want the change.</p> <p>Thank you. Utility Name: PGE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206415	COMPLAINT	WEB	2/3/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: The Smart Meters installed in 2020 made me sick. They destroyed my career, my health, my personal life and almost my marriage. We had to abandon our home moving first to Santa Cruz, then leaving the state, though we cant sell our overly expensive house now.</p> <p>Now I am completely wracked by constant ringing in my ears, dizziness, heart palpitations, anxiety and trembling when I am around any type of electronics or a people with cell phones. I dont sleep. I cant work. I can barely be in public.</p> <p>Utility Comment: First that it was the same as other wireless electronics which is a blatant lie as we have purchased several meters and the Smart Meter is almost 10 times stronger than an iPhone and wifi router.</p> <p>The second time I called, they said as long as I was 6 feet away from hit, it was harmless. How could I do that? One was less than 3 feet from our kitchen table, the other 18 inches from our kitchen sink.</p> <p>The 3rd time I called, they said as long as I was 10 feet away from it, I was fine.</p> <p>Request of CPUC: This is such a ridiculous outrage. Even a physicist from SLAC in Palo Alto said that the companies were in such a rush to get these out, they didnt shield them properly, which they could have easily done.</p> <p>Who will make up for the thousands of dollars we spent moving? The Thousands lost because I cant work anymore? The emotional stress it has caused me and my husband?</p> <p>Stop deploying them. Talk to the Federal Government about an alternative solution. It is not fair to destroy peoples lives. Utility Name: PG&E XXX</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206410	COMPLAINT	WEB	2/2/2012	4/11/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I feel I am being discriminated against by the CPUC and PG&E. In order to keep my analog meter which has been on the side of my house for 13 years I must pay \$195 this year and \$120 every year thereafter. If I want to protect myself against the unknown health effects of smart meters I have to pay this money. I never had to pay for my analog meter before. This decision means that wealthy people will be able to protect themselves and middle class Americans will have to gamble with smart meters or pay for protection from them. It is unjust and amounts to extortion to force me to pay for a meter that is already there and was paid for already by my previous utility bills.</p> <p>Utility Comment: I did not contact the utility because this was a decision handed down by the CPUC and I am asking the CPUC to change its decision and allow all customers with analog meters to not have TO PAY EXTRA to keep their analog meters!</p> <p>Request of CPUC: I want the CPUC to rescind their decision of Feb 1, 2012 and affirm that all PG&E customers who wish to opt out of untested, possibly harmful smart meters be allowed to do so AT NO CHARGE. PG&E is a private company and has shown that it does not have the interests of the public's wellbeing in mind; it is searching for the highest profit margin. I need the CPUC to PROTECT me from private utilities, not rubberstamp PG&E's demands.</p> <p>Utility Name: Pacific Gas and Electric</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206405	COMPLAINT	WEB	2/2/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I have a Smart Meter installed right by my front door and it is very concerning to me. I have a chronic Thyroid disease and spend most of the day in the living room near the Smart Meter wall. Buellton has requested that there be a no cost opt-out of Smart Meters, yet I just received a card that notified me that it is now activated. Since all the meter readers have lost their jobs it seems like PG&E could well afford to accomodate the people who are extremely upset by having no choice. In this economy, charging money NOT to use Smart Meters is despicable. I watched a meeting with people in tears, fearing for public and personal health.</p> <p>Utility Comment: I contacted PG&E prior to their activating the Smart Meter, since it was installed when the homeowners were all at work, and was informed that it was only activated 45 seconds a day and their studies showed it to be perfectly safe. They said nothing of a no cost option at that time. Since the safety is a huge issue from other sources they should have at least offered to move the darn thing at their cost. My meter is the only one placed close to living quarters. The rest of the houses on the street they placed them on the far side of the garages. I want it gone.</p> <p>Request of CPUC: I would like PG&E to offer a no cost option to restore the analog Smart Meter. Since I already have an illness I do not want to aggravate it with possible radiation effects.</p> <p>Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206396	COMPLAINT	WEB	2/2/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Charging people to opt-out is extortion!!! You KNOW people are ill from these pulsed radiation devices and yet you do nothing but pass the buck. I have been ill for two years and homeless for months--my perfectly good house unusable because YOU refuse to take action.</p> <p>Request of CPUC: STOP THIS PROGRAM NOW! You know perfectly well that you can not win this--it is only a matter of time before the public learns the truth. Will you take action now? Or not until you too cant live in your home or die from cancer and leukemia? Or will you be one of the very lucky few who are still healthy, but have to support the millions of ill people? // When you are standing on the edge of a cliff--progress is taking a step BACKWARDS! // We didnt ask for this program and you havent followed the laws in place which govern this program. Give us back our electromechanical meters at NO CHARGE!</p> <p>Utility Name: PG&E</p>
206242	COMPLAINT	WEB	2/2/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: My monthly electric bill is approximately \$15. You have just approved that to opt out of having a health threatening smart meter (I am an RN and know about the health hazards) I will have to pay \$10 per month to have my meter read? Absurd. And \$75 to put me on a computerized list of those who wont have a smart meter? Where do you get your nerve to approve charges like this. this is a complaint against the collusion of the PUC with the utility company. YOU are PUBLIC UTILITY COMMISSION AND ARE THERE TO PROTECT THE PUBLIC. NOT THE PRIVATE FOR COMPANY PROFITS. OUTRAGEOUS. HOW DARE YOU.</p> <p>I am planning to retire this year and I will not be able to afford my electric bill practically doubling due to your decision.</p> <p>Utility Comment: they say ha ha ha...we got you again.</p> <p>Request of CPUC: REVERSE YOUR DECISION AND ALLOW US TO OPT OUT OF THE SMART METER AT NO COST. MAKE PG & E READ MY METER ONCE A YEAR INSTEAD OF MONTHLY. I CAN PAY THEM THE WHOLE THING IN ADVANCE EVEN. BUT STOP TRYING TO ROB ME.</p> <p>Utility Name: PG & E & the PUC</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206241	COMPLAINT	WEB	2/2/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: A smart meter was placed on my property without my okay. I just got off the phone with PG&E and they said that in order to get an analog meter placed back on the property it would cost me \$75.00 plus \$10.00 a month to read it. PG&E has a 25 foot easement to my property and my garage sits about 100 feet from their easement. I feel as though they trespassed in putting the meter there and I didnt ask for it. Why am I being penalized for something I didnt want and for something which poses potential health risk not only to me but to the environment? Why should I now have to pay for their mistakes. Any nformation would be greatly appreciated.</p> <p>Sincerely,</p> <p>XXX Utility Name: PG&E</p>
207240	COMPLAINT	WEB	2/8/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I have an analog meter and I intend on keeping it. PG&E should not charge me or anyone else extra for an analog meter. As the California Public Utilities Commission I expect you to listen to the people and do all that you can to protect our health and well being in regards to this matter. Sincerely XXX. Utility Name: P G & E</p>
205913	COMPLAINT	LETTER	1/31/2012	4/9/2012	Pacific Gas & Electric Company	NULL	Wants the smart meter removed for health reasons
206266	COMPLAINT	WEB	2/2/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: PG & E telling me Smart Meters are safe and I will be billed if I decline Utility Comment: Mr. McCarty supervisor from the Sante Fe phone bank alleged PG&E reviewed all the research and the SMs are perfectly safe--no health effects. This is counter to the 2011 WHO report and numerous others Request of CPUC: Require PG&E to honestly cite the research to customers and their own employees. Ban SMs completely until given health and security issues documented Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
202922	COMPLAINT	WEB	1/13/2012	3/14/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: We believe the Smart Meter installed on September 12, 2011 is malfunctioning. Our average bill is between \$20-\$30 per mth & we use an annual average of 107-215 kWh per month. This is a vacation home, no one lives here permanently to use electric on a regular basis. The meter readings after the Smart Meter was installed have gone up dramatically. The first month after it was installed, October 2011, the meter showed we had used 265 kWh. Nov. 2011 usage showed 1025 kWh, Dec. 2011 usage showed 1276 kWh. Prior to October 2011 and going back to June 2008, the highest month of kWhs used was 387. It is very clear these past 3 month reading began to spike as soon as the Smart Meter was installed.</p> <p>Utility Comment: "Your meter shows there has been a higher use of electricity. If we determine there is a problem with the meter, you may be reimbursed a portion of the bill, but not all. If it is not determined there is a problem with the meter, you will have to pay the bill in full". When I told her I have read many articles documenting there are a lot of customers having problems with Smart Meters, including spiked bills and health issues, she said that most people are happy with the Smart Meter and PG & E is not having a problem with the Smart Meter.</p> <p>Request of CPUC: 1. Contact PG & E and require them to allow me to re-install an Analog meter without penalizing me financially. 2. Require PG & E that when it is clear there is a problem with the Smart Meter installed on a residence, the customer should not have to pay any more than an average bill for that time period as reflected on the historical electrical usage record. 3. Stand up for the people of California.</p> <p>Utility Name: PG& E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
207504	COMPLAINT	WEB	2/9/2012	4/11/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Strong, clear, and diverse voices have been speaking against smart meters for a number of reasons—many testifying personally to the harm they do—at each and every one of the CPUC’s public meetings for almost two years. You MUST stop this program until sufficient research is done about the health effects.</p> <p>I will personally happily be involved in a class action suit against all parties involved. We, the people, will not stand for this. Do the right thing and halt the program. Charging people \$75 +\$10/mo is an outrage.</p> <p>Utility Comment: Nothing.</p> <p>Request of CPUC: Halt the smart meter program. Do the research. Listen to the people.</p> <p>Utility Name: PG&E</p>
204567	COMPLAINT	WEB	1/24/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I need to have my smart meter removed. It is apparent that all of my health problems including severe headaches, heart palpitations, anxiety, difficulty in breathing, inability to focus and difficulty in sleeping are related to the smart meter and started just after the meter was installed. I have seen a doctor 3 times and have been put on medication for all of these symptoms. They have not gone away. After being away from the house in an area where there were no smart meters for 2 1/2 weeks, I suddenly felt fine. Upon my return the symptoms are worse than ever. I am a very healthy, active and fit woman who does not attach herself to physical ailments and am certain that this meter is playing a role in the inability to carry out my normal life and ability to work from home. I have requested it removed.</p> <p>Utility Comment: The Utility said that they have no ability to remove the smart meter unless it is mandated by the CPUC.</p> <p>Request of CPUC: I would like the CPUC to take action immediately and authorize the the meter be replaced by an analog meter so that I may continue to work from home and remain in my house. I will be leaving the home and shutting down the utilities if I can not have the meter exchanged right away. I would like assistance gaining repercussions from the Utility company if this needs to happen.</p> <p>Utility Name: PGE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
204104	COMPLAINT	WEB	1/23/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: When the "smart" meter was installed, many of the electric outlets stopped working and flame came out of one. The outdoor lighting stopped functioning correctly. The circuit breaker for the toaster oven literally burnt up. PG&E removed that meter, but replaced it with another "smart" meter model with another label hiding the SMART METER label.</p> <p>I have negative health effects—insomnia, headaches, low energy and difficulty concentrating. My office chair is next to the meter outside the house so I have abandoned that room.</p> <p>The bushes near the meter outside my former office had huge numbers of bees and birds on them every year— NO birds or bees on them this yer.</p> <p>I have testified at many CPUC meetings and am fully aware of the long term damage these "smart" meters cause to DNA and the unnecessary invasion of privacy and high monetary expense.</p> <p>Utility Comment: PG&E tricked me regarding the removal of the original "smart" meter.</p> <p>Industry spokespeople are idiots whose purpose is to discourage energy customers from demanding redress from the "smart" meter problems.</p> <p>Request of CPUC: This is a request to have my analog electric meter returned. At no cost. I should not have to pay for a meter that was not adequately tested before installation and which was installed without my approval. The electricity in my house was damaged by the "smart" meter and it is not wise to repair it until the analog is reinstalled.</p> <p>PG&E should pay for this expense.</p> <p>Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
204096	COMPLAINT	WEB	1/22/2012	4/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Since about a year ago I and my family members started having issues with night sleep. My wife cant sleep for more than 3-4 hours at night.</p> <p>I have become sleep deprived and have frequent heart palpitations which no doctors can explain. Also, I have developed strong tinnitus and that constant ringing in the ears has very bad effects on me.</p> <p>Also, a some of the network equipment in my house (ethernet over power line devices) experience complete outage every night between 2100 and 0000.</p> <p>Some research shows that all above symptoms are very quite common in house holds with PG&E smart meters installed.</p> <p>I have filed a request to PG&E to restore an analog meter. The request has been rejected. Ive been told that PG&E doesnt offer such an option.</p> <p>Utility Comment: When Ive contacted PG&E and demanded to restore an analog meter they rejected it outright. Ive been told that PG&E doesnt offer such an option. They have put an note on my account about my claim though, which isnt very helpful.</p> <p>Ive been offered an option to contact CPUC which I am doing right here.</p> <p>Request of CPUC: PG&E should never have been given the legal right or authority to install the so-called smart meters. Scientific testing, Underwriter Laboratory certification, health consequences, privacy issues, and accuracy testing and verification was never properly given their due and as a consequence many thousands,</p> <p>PG&E current meter restoration proposal is outright extortion with \$270 up-front fee, \$14/month charge, and possible "exit fee". This is a big corporation racket at its earnest. I havent given any consent to install the meter at my property in the first place. And now I demand that the safe old analog meters is restored to prevent any further damage to the health of my family.</p> <p>This is a responsibility of CPUC ss a public institution to protect well-being of state taxpayers.</p> <p>I am asking you to rule for free-of-charge restoration of analog meters and protecting CA citizens as youre obliged to do.</p> <p>Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
213141	COMPLAINT	LETTER	3/1/2012	4/19/2012	Pacific Gas & Electric Company	NULL	<p>The customer's case is addressed to CPUC-Consumer Affairs Branch PG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer states that he is experiencing heart palpitations which he has never had prior to moving into this house with the Smart Meter. He also states that the radiation levels are unsafe and will create large lawsuits for the power company. Customer further states that for this health and the power companies good, please stop these Smart Meters.</p>
254122	COMPLAINT	WEB	12/15/2012	12/19/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: I am writing regarding the installation of smart meters on my building. We live in a town home with 3 homes. The meters are on the side of my wall, so we have 4 smart meters all next to each other. Since their installation (which I did not agree to), I have had numerous health issues all listed as common complaints as a response to meters. My 7 year old daughters room is above the meters. I am incredibly concerned about the risk and health issues my family are facing. We arent just suffering from the radiation of ONE meter, we have FOUR meters, 4 times the radiation and 4 times the concerns. I have contacted my utility provided and am awaiting a response. I do not feel it is appropriate for my family to have to pay to opt out for meters that are not ours that happen to be on our building wall. I wish to file a complaint about the fees to remove the meters and their initial installation.</p> <p>Utility Comment: Awaiting response.</p> <p>Request of CPUC: Insist that SDGE remove ALL four meters on our building. Our family does not deserve to be forced to suffer health issues so that SDGE can make more money.</p> <p>Utility Name: San Diego Gas & Electric</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
238237	COMPLAINT	WEB	8/22/2012	8/30/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: I called SDGE 8/22/2012 to have my smart-meter removed and I am being charged under duress to pay a setup fee and monthly fee to opt out of something I didnt opt in for that is harming my health. Since the smart-meter was installed my wife and I have been experiencing joint pain, muscular skeletal problems, and fatigue. We moved from our previous address for high emf radiation and have felt better until this device was put in.</p> <p>Utility Comment: Tracy informed me that I have to opt in and there is no guarantee that I will receive the same type of non-microwave radiation emitting analog unit. I requested specifically for them to do so and had it written in my notes by Tracy.</p> <p>Request of CPUC: I paid under duress for the opt in. I want CPUC to refund all of my "opt in" for analog payments and discontinue charging for it. Ill go along with a small setup fee under duress but monthly charges amount to extortion.</p> <p>Utility Name: SDGE</p>
240836	COMPLAINT	WEB	9/11/2012	9/13/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: Fee \$75 to opt out plus monthly fee for analog metering that should be counted as a basic service. NOT AN ADDITIONAL SERVICE WITH A MONTHLY FEE.</p> <p>Utility Comment: CANT HELP YOU. Minimal RF radiation they state. Not true. I know its enough to interfere with 900Mhz phone service as well as 2.4Ghz WiFi service to our computer. Not to mention health risks from RF Radiation. Most important. SDG&E stated these smart meters would help reduce our monthly billing/ fees and instead my rates have shot up significantly. They claim Im using more electricity but the truth is theyre billing me on a tiered level since they are now fully aware of my exact electric demand and at which times of day.</p> <p>Request of CPUC: I have no issue with \$75 one time fee but I do with monthly fees for opting out. Cant charge more for basic service as an additional service (which it is not).</p> <p>Utility Name: SDG&E</p>
227378	COMPLAINT	EMAIL	5/31/2012	8/13/2012	San Diego Gas & Electric Company	NULL	<p>The customer is stating that after the Smart Meter was installed that she experienced health concerns.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227424	COMPLAINT	LETTER	5/31/2012	8/9/2012	San Diego Gas & Electric Company	NULL	Customer disputes health concerns.
246342	COMPLAINT	WEB	10/18/2012	10/25/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: A low level radiation meter was put on my home without my permission and with no information about the possible dangers of it. I never did want my old meter replaced with something dangerous. I thought this state was concerned about air quality, I asked SDG&E to remove this meter without any cost to me, why should I pay for something I didnt want removed in the first place especially something so harmful. \$75 fee, what for. Its no more then replacing a defective product. Why should I have to pay \$10 more to have my meter read, so SDG&E can have more profit or you, so a meter reader does not have to be paid, thats the price of doing business. I should not have to pay for this. It should not cost me to get unpoisoned. I already have health issues, SDG&E or you should not be contributing to mine or anyone elses health problems. I dont have the extra money for something I did not create, these are hard economic times, in case you are not aware!!</p> <p>Utility Comment: The \$75 fee and \$10 monthly increase to my bill was your doing not theirs.</p> <p>Request of CPUC: Take responsibility for this repulsive act of putting something so dangerous in peoples living space. How can you make a decision like this that can have deadly consequences on peoples health, this is America, this is a democracy, the last I heard. We have enough air pollutant issues, now to add more, without peoples permission is unacceptable and what is more insulting is to expect people to pay to get their health and safety back, when it was your doing in the first place. I feel like this is blackmail to pay an unaffordable fee of \$75 to be safe again, to put back what shouldnt have been taken away in the first place this fee as well as paying \$10 more a month is unjust, I am asking this fee be waived and the \$10 monthly additional charge waived, this is on you, not on me. In case you are unaware these are very hard economic times for so many of us! I want to opt out of this without any additional expense and for you to inform SDG&E of this.</p> <p>Utility Name: SDG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228130	COMPLAINT	LETTER	5/31/2012	8/15/2012	San Diego Gas & Electric Company	NULL	Consumer stase since the SM her and her husband have experienced health issues: sinus problems, disrupted sleep, feeling dizzy for myself and heart problem (pace maker-husband). They are willing to pay to have the SM removed and the analog meter returned.
214356	COMPLAINT	LETTER	3/1/2012	4/20/2012	San Diego Gas & Electric Company	NULL	Consumer states the Smart Meter program is undermining his family's privacy and has potential ill health effects of long term exposure. Consumer also states this is making the cost go up not down and that the meter can not save energy but a person's habits conserves energy. The letter was addressed to the CPUC-Consumer Affairs Branch, SDG&E, Governor Jerry Brown and the California Department of Public Health.
212763	COMPLAINT	WEB	3/9/2012	4/18/2012	San Diego Gas & Electric Company	NULL	Complaint / Concern: I want my smart meter removed and replaced with an Analog Meter Only. I refused installation of the smart meter and SDGE changed the meter to a smart meter anyway. I want it removed and returned to the analog meter now. My husband and I are both experiencing health related problems. Utility Comment: They said there is currently no way to Opt Out, but was also told if it hadnt been installed (which it was against my wishes) I could have been put on a delay to install list. Request of CPUC: I demand an opt-out for the Smart Meter, have it remove immediately and an analog meter installed. Utility Name: San Diego Gas and Electric
210838	COMPLAINT	WEB	2/28/2012	4/17/2012	San Diego Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
212796	COMPLAINT	WEB	3/11/2012	4/18/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: We are very concerned about EM Fs emitted from smart meters! They emit high bursts of pulse microwave rf radiation 24/7 which is a Class @B Carcinogen. Just like DDT, lead, dioxin, cloroform, gasoline, diesel fuel etc...51 cities and counties in CA have criminalized installation, banned smart meters or taken a position against them. Northern CA allowed for an opt out but not Southern CA! Since they have been installed, we have had health problems. My husband back spasms and I insomnia. We would like it removed and have our analog system replaced at no cost to us.</p> <p>Utility Comment: I am in the process of contacting SDG&E</p> <p>Request of CPUC: Offer an opt-out to Southern CA at no cost to the consumer to end the use of dangerous smart meters.</p> <p>Utility Name: SDG&E</p>
215916	COMPLAINT	LETTER	3/1/2012	4/30/2012	San Diego Gas & Electric Company	NULL	<p>Cpuc-Consumer Affairs Branch San Diego Gas & Eelctric Governor Jerry Brown California Department of Public Health</p> <p>Please remove the Smartmeter which was installed on the other side of hte wall of my child's bedroom whre she sleeps and does her homework. She complains of headaches, interrupted sleep and insomnia almost daily. This is a real health issue.</p>
215914	COMPLAINT	LETTER	3/1/2012	4/30/2012	San Diego Gas & Electric Company	NULL	<p>CPUC-Consumer Affairs Branch SDG&E Governor Jerry Brown California Department of Public Health</p> <p>The customer complains that since the Smart Meter was installed she suffers from vertigo, tinnius, blurred vision, insomnia, and overall fatigue.</p> <p>The customer would like suggestions as to what action can she take.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215418	COMPLAINT	LETTER	3/1/2012	4/27/2012	San Diego Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH SDG&E Governor Jerry Brown California Department of Public Health after both gas and electric Smart Meters were</p> <p>The customer states that she and her two children started experiencing debilitating symptoms of anxiety headaches and sleep disorders. The customer states that this caused her to have to go on SSDI and she cannot work anymore. The meters were placed outside of all of their bedrooms. The customer would like to have the meters replaced with analog meters.</p>
212318	COMPLAINT	LETTER	3/6/2012	4/18/2012	San Diego Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants meter removed. Sent smart meter closing letter.
215146	COMPLAINT	LETTER	3/1/2012	4/24/2012	San Diego Gas & Electric Company	NULL	<p>CPUC-CONSUMER AFFAIRS BRANCH SDGE GOVERNOR JERRY BROWN CALIFORNIA DEPARTMENT OF PUBLIC HEALTH</p> <p>The customer wants the SmartMeter removed immediately. The customer further states that he has been having sleep disturbances for the past 6 months. His children are complaining of being fatigued and have had more illnesses then ever before. Customer upset that SDG&E stated that the meters will not be removed once they are installed.</p>
215036	COMPLAINT	LETTER	3/1/2012	4/24/2012	San Diego Gas & Electric Company	NULL	<p>Consumer states she is opposed to the SM being installed in her house. She has both health and privacy concerns but mainly health. She is concerned about the emissions from the SM.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SDG&E, Governor Jerry Brown and the California Department of Public Health.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215019	COMPLAINT	LETTER	3/1/2012	4/25/2012	San Diego Gas & Electric Company	NULL	<p>Consumer states they were not notified of the installation until after it was installed, a tag was left advising the SM had been installed. Consumer states they are concerned with the negative electrostatic radiation the SMs emit. Consumer states they are suffering from insomnia and headaches. Consumer is concerned about the privacy issues as well.</p> <p>The letter was addressed to the CPUC-Consumer Affairs Branch, SDG&E, Governor Jerry Brown and the California Department of Public Health.</p>
215437	COMPLAINT	WEB	3/24/2012	4/27/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: Ive had a ringing in my ears since a smart meter was installed outside my bedroom. The ringing went away twice--when I went out of town to Arizona and Nevada, and both times returned the first night I slept in my own bed.</p> <p>Utility Comment: I asked to have the smart meter removed. They refused. I asked to be added to an opt-out waiting list, and they refused to put me on one. They said they arent keeping a list of people who want them removed. I thought theres supposed to be an opt out list!</p> <p>Request of CPUC: I want the smart meter removed and my old analog meter installed. SDG&E should be responsible for all costs, after all it forced this hazard onto homeowners and never warned about the dangers.Please make them be responsible. If you do something that hurts somebodys health, it shouldnt be the victim who is forced to pay. My income is way down and I cant afford the cost I hear are being charged in other areas.</p> <p>Utility Name: SDG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
220229	COMPLAINT	WEB	4/24/2012	5/4/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: The radiation emitted from the Smart Meters have given me health issues such as ringing in my ears and major headaches that last for 3 or more days. I do not think that I should have to pay to change back to my old meter when I did not want the new one to begin with. I informed this to SDG&E numerous times prior to installing it and was told I had no choice. So that now I have a choice after the fact, I have to pay to have it the way I wanted it to begin with.</p> <p>Utility Comment: SDG&E informed me that the CPUC is responsible for the rate and that the CPUC is the one that wants the rates charged.</p> <p>Request of CPUC: I would like the CPUC to tell SDG&E these fees need to be waived. I should not have to pay for something that I did not want in the first place and that it is now affecting my health. Is SDG&E and the CPUC willing to pay for my medical expenses incurred?</p> <p>Utility Name: San Diego Gas and Electric</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
208903	COMPLAINT	WEB	2/16/2012	4/13/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: The Smart meter installed directly on the wall next to my den I believe may be contributing to or creating some peculiar health problems Im experiencing. Ive lived here for 30 years and while Ive been sitting in the same place/ desk I have not previously felt dizzy and a strange aggravation, humm and blurry recall. It started shortly after the meter was installed but I had not connected the two by date and symptom until a few months ago.</p> <p>Utility Comment: I have not yet. Ive been reading what the canned SDGE response is.</p> <p>in so many words: its you -not us or the meter..." It appears SDGEGs solution is to wholesale deny.</p> <p>As much good as SDGE has done in many communities (and they have here) they have parts of the internal corporate intention and structure that could care less about the consumer.</p> <p>Request of CPUC: Create a swap requirement for SDGE to remove the "Smart meters" and replace with standard meters within 30 days of request.</p> <p>Look youre paid from our taxes to serve and protect the citizens of Calif. Of which my family and my self has been since 1903.</p> <p>Is is quite possible that these S.Meters were not as represented to SDGE, CPUC and consumers like us.</p> <p>A great deal of technology ,medical and mechanical devices once thought safe and sound has turned out not to be. Its your responsibility to protect US (Calif citizens) as a priority regardless of the corporate entitys objectives and lobbying otherwise.</p> <p>Utility Name: SDGE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
200910	COMPLAINT	WEB	1/3/2012	3/28/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: Ever since they installed the smart meter, my bills have more than tripled. I am a single mom; my house is only approx 1000 sq. ft; I work over 10 hrs/day and am gone from 8:00am until 6:30/7:00pm when I get back home. My kids are in school during the day and then they go to their dads after school until I pick them up on my way back home. I do not own a pool; I have 1 refrigerator; Everything is turned off during the day except for the refrigerator and my circumstances have not changed except for the meter. I have also had health issues since its been installed. I have insomnia, headaches, ringing in my ears and it wont go away.</p> <p>Utility Comment: They told me oh well, thats what your usage is and either pay it or we will turn your power off. I asked them to compare years past, and when they say my bills in Aug and Sept during the summer months were approx \$225-\$250 prior to the meter being put on and now they are billing me for over \$500 for August and over \$400 for Sept, they have no explanation except that I must be using more. When I explain I am gone from 8:00 am until approx 7:00 pm and my kids arent home they just tell me basically too bad, pay it or I will have my power shut off. I asked if someone could manually come out and read it and also put my old meter back on and they said no. My Nov and Dec bills have gone frm approx \$75-\$100/mo to \$250/mo.</p> <p>Request of CPUC: Make them take my smartmeter off and put my old meter back on. I know others who are having the same issues and SDGE just refuses to acknowledge there is a problem because they know we do not have a choice but to pay them. I am looking into solar power and also class action lawsuits to see if any have been filed against them. I know PG&E has been sued for similar issues.</p> <p>Utility Name: San Diego Gas & Electric</p>
205295	COMPLAINT	WEB	1/27/2012	4/10/2012	San Diego Gas & Electric Company	NULL	<p>This is an SDG&E SMART meter opt out case due to health concerns. Sent e-mail to SF CAB Supervisors.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
202650	COMPLAINT	WEB	1/11/2012	4/9/2012	San Diego Gas & Electric Company	NULL	Complaint / Concern: The dangerous health effects of dirty electricity and RF from Smart Meters. The World Health Organization has classified RF as a class B carcinogen and I believe it is socially irresponsible to have them on our homes and in our neighborhoods. Request of CPUC: Replace the current Smart meters with analog meters or a digital meter that does not emit RF or put dirty electricity into the wiring of teh home. Utility Name: SDG&E
232447	COMPLAINT	WEB	7/13/2012	7/16/2012	Southern California Edison Company	NULL	Complaint / Concern: Racketeering - Extortion / Classic Mob "Protection" Scheme. Utility Comment: Smart meters, have been documented by numerous scientific studies to pose a health hazard especially when located close to ones living space. With 4 out of 5 residents of this house having contracted various cancers, I do not want a smart meter within a few feet of the most used spaces within the house (patio, kitchen, home office). Yet, to protect my health I get to pay \$75 per year plus \$10 / month to the So Cal Edison for the exact same service I have had for years. How is this different from the Mafia collecting protection to prevent "hazards to my health" (as they did when I worked in NJ during the Mafia hey day)? Request of CPUC: Rescind the extortion fees / punitive fines for not wanting to further endanger my familys health, and to maintain the service I have had for years. Utility Name: Southern California Edison
243372	COMPLAINT	WEB	9/28/2012	10/24/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants opt-out fees for business/schools. Sent smart meter closing letter. ----- Note: Address unable to be verified.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
229891	COMPLAINT	WEB	6/26/2012	11/21/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Please check our monthly usage back to Jan. 2011. You will find that our usage was always about 1000k per mo. until Jan of 2012. Which is when the SMART METER was installed. Usage went up to over 3000 in Jan.</p> <p>MOT POSSIBLE-NO CHANGES WERE MADE. The meter was checked and said to be correct. NOT POSSIBLE. The meter was checked again and reinstalled. This was in Feb. The usage went down and in March was normal, also normal in April. Now in May, actually April 29th, usage going way up. Not possible.</p> <p>Utility Comment: They will come and check the meter. We know what they will say.</p> <p>Request of CPUC: I want my bill adjusted to normal amount. The smart meter is obviously undependable and inaccurate. I want an analog meter back at no charge and no charge for reading the meter. We never wanted the new meter. They are an invasion of privacy, a health hazard, and out of control.</p> <p>Utility Name: So. Cal. Edison</p>
229887	COMPLAINT	WEB	6/26/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SCIENTISTS HAVE PROVEN THE DANGERS OF RADIATION. PLEASE DO NOT FORCE AND SUPPORT SCES SMART METER PROGRAM OPT OUT PROGRAM ON UTILITY USERS. WY SHOULD WE BE FORCED TO PAY TO OPT OUT FOR A PROGRAM WE BELIEVE IS SERIOUSLY FLAWED AND DANGEROUS TO OUR HEALTH AND THE HEALTH OF OUR CHILDREN.</p> <p>Utility Comment: THEY TELL US WE CAN OPT OUT FOR A ONE TIME AND THEN MONTHLY FEE.</p> <p>Request of CPUC: DO NOT ALLOW CHARGES FOR OPT OUT TO TAKE PLACE!PLEASE DO YOUR RESEARCH TO FIND OUT HOW DANGEROUS THESE METERS ARE.PLEASE STOP BEING COERCED INTO FOISTING A PROGRAM ON THOSE WHO DO NOT WANT THIS TO HAPPEN. CONNIE CAMPBELL</p> <p>Utility Name: sce</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
229878	COMPLAINT	WEB	6/26/2012	8/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: 1. So Cal Edison (SCE) is a private company and monopoly.(Anti-Trust?)</p> <p>2. Our \$47K home Solar Panels meet 75% of our annual usage. We were charged 2-3x more for what we buy than for our grid contributions. Until 2011, SCE paid \$0)</p> <p>3. Will Smart Meters monitor daily? hourly? 1/4 hour? SCE states "people can save money by using less electricity during peak hours," indicating higher rates/peak hrs.</p> <p>Our panels add to the grid all day/every day, but SCE will charge us more to use it -when our summer production is high, and we only use in PM peak hours.</p> <p>4. CPUC persuaded SCE to join the Smart Grid. Public complaints inc: a)meter readers jobless; b)health dangers?; c)higher, not lower, rates; d)safety danger when usage reveals non-occupancy; e)signal hackers; and, f)rates subject to corporate whims and profits</p> <p>Why? because CPUC was promised Federal money by 2006 Bush admin legislation. Federal \$=Taxpayer \$ - taxpayers pay so private corp can inc profits, which the public doesnt share.</p> <p>Utility Comment: SCE told me to complain to you, the CPUC, and that they will charge us the Opt-Out fee because the CPUC approved it.</p> <p>Request of CPUC: We customers need the CPUC to immediately deny SCE and other private, monopolistic, electric companies the \$75 Opt-Out Fee and monthly fees for Smart Meters we do not want, need or are in the consumers best interests. If we dont pay it now SCE will put it on a future bill. Since we need electricity, we can be bullied into paying it under duress and against our will unless the California PUBLIC Utilities Commission stands up for us, the tax-paying, rate-paying public.</p> <p>Utility Name: So Cal Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
230644	COMPLAINT	WEB	6/30/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am concerned that the Southern CA Edison company installed a "smart meter" on my home without notifying me until AFTER the fact. After reading about the numerous health issues associated with these meters, I contacted the company and asked that it be removed as I dont want to do a "wait and see" with my health. I am filing a complaint with you because I am protesting the \$75 fee and the additional \$10.00 per month, which I will pay, but under MY terms of \$5.00 per month. I see this as embezzlement and since my only other option is solar.</p> <p>Utility Comment: They said that I MUST agree to their fees in order for them to remove the meter.</p> <p>Request of CPUC: I want for your agency to rule that customers have the right to choose to not have the meter and should not be penalized by fees.</p> <p>Utility Name: southern california edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
230643	COMPLAINT	WEB	6/30/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: CPUC has contacted SCE to get them join in on the Smart Grid system. The CPUC contains the word PUBLIC not corp[orate]. Why would they do this when the public outcry is so loud all across the nation. Complaints about Smart Meters include: a) it puts thousands of meter readers out of work, and radiation from million smart meters might endanger public health. It will raise rates making rate payers even more subject to corporate whims and profits. Why then? Is it because the CPUC was promised Federal money in legislation passed in 2006 if they participate in the Smart Grid which is turning out to be a major, if not THE majot weakness in the security of out utilities be it natural calamities, over use by customers or terrorist attack, the smart grid can be rendered useless with ease. Look into this yourselves, consult engineers who have no ax to grind and thus will tell you the technical, factual truth about the vulnerability of the smart grid.</p> <p>Utility Comment: The person on the telephone at Edison Company read the company line about the one time fee and the monthly fee I would be charged. That employee could not explain more. I hope they can sleep well at night.</p> <p>Request of CPUC: I need need the CPUC to reconsider and immediately deny SCE and other private, monopolistic, electric companies the \$75 Opt-Out Fee and monthly fees or any extra fee associated with this smart meter issue.</p> <p>I also want to see the results of an independent medical-engineering technical study on the radiation factors of these multiple radio energy bursts that are emitted dozens of times during every twenty four hour period of every day by every house and business using Edison smart metering.</p> <p>We cannot justify paying SCE \$75 or any amount at any time to deny the installation of their Smart Meter, which we do not want, need or believe is in our, the consumers, best interests. Of course, if we dont pay it now SCE will put it on a future bill. Since we need electricity, we may be bullied into paying it under duress and against our will unless the CPUC -- the California Public Utilities Commission -- stands up for us, the tax-paying, rate-paying public.</p> <p>Utility Name: Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
238276	COMPLAINT	WEB	8/22/2012	8/30/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: We were gone from August 7-17, 2012 and Southern California Edison installed their Edison SmartConnect electric meter without our permission and against our consent. The first paragraph in a letter from Edison dated Friday, August 3, 2012 said, "During the next few weeks, Southern California Edison (SCE) will be in your area to upgrade your electric service with a new meter." This letter was received after we left on 8/7/12, less than a weeks notice. The unsafe, unhealthful, unknown microwaves, radiation, radio frequency emitting meter has been installed without our consent and over which we have no control. WE OBJECT! This is just WRONG! My husband has heart trouble including a pace maker and other health problems.</p> <p>Utility Comment: According to the SCE representative with whom I spoke, the meter was installed on August 14th. I called yesterday and filed an order to have it removed and the old meter reinstalled. Afterwards, an SCE rep left a voice message saying there would be a \$75 initial charge and \$10/month charge thereafter. WE OBJECT!</p> <p>Request of CPUC: No fees paid to Edison for Opting Out of the Smart Meters. Excuse these charges and change your policy. Change the policy so that electric customers can opt out of the SmartConnect meter at NO COST. With your present ruling, Edison will get from us another \$195 this year and \$120 every year after. Make a specific ruling for homes/customers with solar systems. Edison paid a pathetically nominal amount of \$157.54 for the excess generation in year 2011-12. We have no need for their Smart Meter. What you require them to pay must be reviewed. For health reasons, we object to the Smart Meter and we object because it is NOT a benefit to us, but obviously a benefit for the company. We want CPUC to represent the people of California and hold utility companies accountable as it used to do in the 1960s & 1970s. customers, please let me know how.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227228	COMPLAINT	WEB	6/9/2012	8/8/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: It seems that with your blessing, my Electricity provider is now able to extort 120 dollars each and every year plus a one time fee of 75 dollars just to keep the service I have always had since when I first started paying utilities some 30 odd years ago.</p> <p>I find this nothing less than criminal extortion and I want something done about it.</p> <p>To punish me for keeping my standard electricity usage meter seems to go right along with todays corruption widespread across our weary Nation.</p> <p>Just how much of this money tendered by So Cal Ed comes back to Sacramento?</p> <p>Utility Comment: When I contacted my utility provider to opt out of this so called smart meter program, they placed a tag on my meter not to change it.</p> <p>In the mean time, theyve come up with an underhanded way of punishing those of us who do not want this invasive and possibly unhealthy technology in our homes and yards.</p> <p>Request of CPUC: I want the CPUC to tell Edison that they have no da*n business extorting money from customers in this fashion or any other.</p> <p>Utility Name: So Cal Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
235225	COMPLAINT	WEB	8/1/2012	8/29/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I do not think I should have to pay \$75 + \$10/month to Opt out of the SmartConnect meter program when no one has to expend any effort to remove/change my meter!</p> <p>Also, I am very conservative in usage & do not see any benefit to getting a Smart meter, not to mention I feel it emits UNHEALTHY microwaves, is dumb to put everyone on it so Terrorists can hack into it & crash the system & do not feel ANYONE has the RIGHT to tell me what I HAVE TO DO!!</p> <p>It is NOT FAIR for PUC to RAM this down my throat so Edison can FIRE a lot of meter readers & make MEGABUCKS in profit bec. everything is computerized. ?Isnt the unemployment rate high enough in Calif, w/o adding more to it!!!</p> <p>Utility Comment: Its a ruling by the PUC that they HAVE TO implement (the change to Smart Meters) & I have no choice/say in the matter = WRONG...my meter better not be changed nor my account charged because I refuse to allow the switch to happen!!</p> <p>Request of CPUC: Reverse your UNFAIR RULING & not allow Edison to Charge \$75 + \$10/mth for residents who do not want to switch to Smart Meters.</p> <p>I will not benefit from the new meter; only Edison will benefit from the switch due to reduced payroll costs!!!!!!!!!!</p> <p>Rule to let residents KEEP THEIR CURRENT METERS AT NO CHARGE....the cost TO PAY a meter reader is ALREADY BUILT</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
233419	COMPLAINT	WEB	7/20/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SCE installed a "Smart Meter" on my house in the recent past. I was not aware of the installation, nor informed of the meter emitting microwave radiation. The meter is on the outside wall along my daughters bedroom. I am concerned about radiation being emitted so close to her head while she sleeps, so I "opted out." SCE is going to install the analog meter, and charge us \$75 for the replacement and \$10 per month thereafter. I object to being charged for removal of a device that I never approved to be installed, and that may have the potential to harm my child. I am being fined for not cooperating. Please try to reverse this charge against my family. We are just trying to remain healthy.</p> <p>Utility Comment: They responded as indicated above and suggest that I loge a complaint on this website.</p> <p>Request of CPUC: Please require SCE to not fine those of us choosing to opt out of their Smart Meter program. If we can be reassured that no harm will come to us from microwave radation, then we will likely cooperate. Until then, we should be able to opt out without a penalty.</p> <p>Utility Name: Southern California Edison</p>
237641	COMPLAINT	WEB	8/18/2012	8/30/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: They plan on installing a meter with a transmitter which allows them to monitor when I go to bed, when I get up in the morning and when I may take a vacation. They will be able to eavesdrop on my daily routines using a wireless device that can be compromised by a third party using a frequency scanner. In addition, RF frequencies have also been suspected of causing health problems including cancer. In todays society our privacy has been eroded at an alarming rate and my home is the last bastion of privacy that I have left and I don't wish to give that up in the guise of progress.</p> <p>Utility Comment: They told me that in order to maintain my privacy I must pay a fine of \$75 and then pay an extra \$10 a month. In order to maintain my constitutional right to privacy I have to pay extortion payments.</p> <p>Request of CPUC: Advise Edison that evesdropping is illegal in the state of California and if they wish to install a transmitter on my property they will not only need my permission, but will have to pay me for the privilege.</p> <p>Utility Name: SoCal Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
230480	COMPLAINT	WEB	6/29/2012	8/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I strongly protest electric "Smart Meters" and the Opt-Out we are being forced to pay. As a customer of Southern California Edison,I request that you reconsider and immediately deny the \$75 Opt-Out & monthly fees.SCE is a private for-profit company.This spring the CPUC agreed to allow SCE to "extort" \$75 from any customer who will not agree to let them install a Smart Meter on their private property. Neither SCE or the CPUC have told customers how often the Smart Meter will be monitoring electric usage or provide field-tested RF radiation exposure levels, nor have they warned customers utility bills may go up—sometimes doubling or quadrupling previous bills. The non-thermal health effects of RF exposure has been documented in enough research to cause concern, yet the CPUC & industries who stand to gain high profits choose to ignore the research. Basing decisions on the smaller body of research showing no biological effects is not good science—nor is it wise.</p> <p>Utility Comment: They have been ignoring customer comments, complaints and concerns over documented health effects of wi-fi radiation and their intention to bully us into paying "opt-out" fees to maintain the analog meters we already have. These fees are discriminatory and illegal.</p> <p>Request of CPUC: The CPUC should reverse the ruling on "opt-out" fees. Smart meters have been banned in my City of Ojai. The City Council does not want them here. An opt-in seems more realistic for those people who really want the Smart meters. Maybe there should be a fee to "opt-in." "Opt-out" fees imposed by a monopoly are not legal and is a violation of our Constitutional rights. Nowhere in the legislation does it say that Smart meters are "mandated." Remove fees on opt-outs.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
234111	COMPLAINT	WEB	7/24/2012	8/3/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: to whom it may concern,</p> <p>in regards to the "SMART METER", i am on the OPT-OUT list i live in a guest house.(236 north la luna ave)</p> <p>my neighbor,who lives in the main house ,is not on the list.(234)</p> <p>our 2 meters are on the same panel WHICH IS ON MY HOUSE. therefor, HIS SMART METER IS ON MY HOUSE.</p> <p>the electric company said a private electrician has to be hired to remove it and relocate it ...to the tune of c.1,500.u\$ plus.</p> <p>my health should not be comprimised due to my neighbors choices.</p> <p>this is an outrage.</p> <p>i am on a small budget .i live a healthy life style. i have done a lot of research.</p> <p>THIS IS HIGHLY DANGEROUS.</p> <p>PLEASE HELP AS SOON AS POSSIBLE. THANK YOU, tina mae chillingworth</p> <p>Utility Comment: read above</p> <p>Request of CPUC: i would appreciate the meter being removed as SOON AS POSSIBLE.</p> <p>Utility Name: edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
235048	COMPLAINT	WEB	7/31/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Smart meters are an incredibly dangerous technology that has recently come to light, and is being FORCED upon the consumer. I recently discovered the ill effects of these smart meters, and have asked my power company (SCE) to remove this dangerous equipment from my property.</p> <p>Utility Comment: I informed them that i did NOT want a smart meter in the first place. It was simply installed without my permission. After a few conversations, they finally agreed to remove the meter, but are going to charge me a \$75 removal fee, along with a \$10/month charge for getting my previous analog meter back.</p> <p>My utility bill did NOT drop by \$10 when the "smart" meter was installed. So why am i charged an additional \$10 when the "smart" meter is removed?</p> <p>Request of CPUC: This is absolutely outrageous that people can be held hostage to this kind of financial coercion and bullying! These meters are a HEALTH risk, and my familys health and safety are what is most important to me.</p> <p>These fees are outrageous, and utilities must NOT BE ALLOWED to charge monthly fees for using an analog power meter.</p> <p>I request that the CPUC ban these kinds of fees for customers who choose to have the same type of meter that theyve had for decades.</p> <p>Utility Name: Southern California Edison (SCE)</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
242086	COMPLAINT	WEB	9/19/2012	9/21/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I chose to not participate in the field testing of SCE Smartconnect due to the known problem of excessively high pulsed RF produced by the meters. In exchange for not participating and protecting the health of my children, pets and the environment, I am now told that I am required to pay a "Opt-Out" fee.</p> <p>The SCE unequivocally stated that all the fees I was originally paying covered the service. Now that I am getting nothing new, I am forced to pay a fee for nothing new which I was already paying. Effectively charging me double if not more for the same service. Considering the PUC already set the rates as "reasonable", the fee is excessive and unfair. I would like "real" numbers justifying this charge and show that its not just a punishment or fine for non participation.</p> <p>Utility Comment: SCEs claim that the fee is necessary because the PUC allows the fee is a circular argument. The fact that this is the "explanation" proves again the criminal intent of utility providers who present a bullshit explanation for the reason these fees exist.</p> <p>Request of CPUC: Stop charging for a service that Im already paying for, is not new, existed previously and does not cost more to maintain than what I am already paying. If not provide real data/fiscal proof that such a fee is necessary. Why is this costing me and others like me so much more,as the system is already in here, other than the less than credulous explanation of "the PUC said so".</p> <p>Secondly, the PUC needs to actually look at research proving the damage of RF radiation before testing these devices on the public. There is plenty of evidence that this is going to be a major health crisis. Maybe consider an alternative, like a wired system. Power-lines have no problem with transmitting data in case you didnt know. Why was this not a considered an option?</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
240766	COMPLAINT	WEB	9/11/2012	9/12/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I think it is really bad to require something that is against my will to have on my property. The charges cause it to be a Requirement!!!! Its WRONG. There is enough information about health AND privacy issues to make it necessary for CPUC and Edison to allow us to have the meter weve always had. AND what is the \$75 charge for. Theyre going to charge me \$75 Bucks to LEAVE my meter. How about charging those who want the meter instead of raising money to install the smart meters by charging those who Dont Want it. If theyre getting rid of employees by doing this, how about taking the profits from NOT paying those employees and making it FREE to keep my meter, and FREE to have it read. They dont need to re-coop an costs from those of us that want to keep our meters the way they are. This is CRAP!!!!!!!!!!!!!!</p> <p>Utility Comment: That there is a set-up charge for keeping my meter and a \$10 charge for sending a technician to read my meter. Bullshit, My meter is already set up doing what it has done for years without invading my privacy OR creating interference, or any health concerns. Request of CPUC: OUTLAW IT!!!! Its already illegal in many counties. Why should something I DONT WANT on my property cost me to NOT have it. Again, BULLSHIT!!!!!!!!!!!!There are a lot of things that are wrong in todays society and this action is another one of them.</p> <p>Utility Name: Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227466	COMPLAINT	WEB	6/11/2012	8/9/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Our family has opted out of the smart meter installation. We received a letter in the mail from SCE stating that because we have chosen to opt out, we are being charged \$75 initially, plus an additional \$10 per month on our utility bill. Our choice to opt out should be honored, and we should not be fined because we do not feel that these smart meters have been researched enough to install state-wide. Not only are these known to emit possibly toxic levels of radiation, but it is also very easy to obtain personal information from these meters. If it has been shown that mere usage of a cell phone can be unhealthy, what are the risks of having a 24-hour transmission of a smart meter right outside of my child's bedroom window?</p> <p>Utility Comment: SCE stated that your organization is the one that designated that those opting out should be fined. I know that there have been at least 8,000 complaints filed against CPUC regarding these smart meters. Please add mine to your enormous list. I do not want a smart meter, and I am disgusted that you are punishing families for opting out. What is the CPUC going to do to fix this? By what authority do you have to add a penalty and a monthly tax to opt out of a program that we do not agree with?</p> <p>Request of CPUC: CPUC changes the system that is personally invasive, and you charge us for opting out of the program. Its not only unfair, it is un-American. How we control our power usage is noones business but our own. Your supposed "good intention" to help us budget our money is also none of your concern. We are more than capable of managing our household budgets without the help of any public utility or government agency. We do not want the smart meter, and we do not wish to be penalized for that decision.</p> <p>Utility Name: So Cal Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
231682	COMPLAINT	WEB	7/9/2012	8/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: My concern is Southern California Edison program for opting out of the Edison SmartConnect. I originally placed a sign on my meter stating that I did not want a smartmeter installed at my residence because of the potential of health concerns and security issues. I then received a letter in the mail around the middle of June telling me that I could opt out of the SmartConnect but would have to pay a onetime fee of \$75.00 and a monthly fee of \$10.00 if I chose this course of action. This is nothing more than extortion and I the customer should not be made to pay for exercising my federally mandated choice. Nor should I have to pay extra to protect my family from illegal (unconstitutional) personal data collection, cyber insecurity, privacy violations, unreliability, lack of billing transparency and discrepancies, fire danger, and negative health impacts.</p> <p>Utility Comment: The letter stated it clearly as I mentioned above, I was forced to opt into this program because I could not afford this extra expense. I called Southern California Edison and opted in under protest.</p> <p>Request of CPUC: Southern California Edison has clearly violated my rights and implemented Chicago style extortion from its customers. I hope you will take my concerns seriously and remove this penalty and allow us to have our regular meters back without penalty. Because I was forced to opt into this program I should be allowed to go back to what I had. Please refer to the, "Energy Policy Act of 2005, under Title XII, Subtitle E, Section 1252, (a), (14), (C)" as well as the Fourth Amendment that ensures that the "...right of the people to be secure in their persons, houses, papers and effects,</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
231022	COMPLAINT	WEB	7/3/2012	7/5/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: the extra costs and lack of improvement and possible dangers involved with having or not having a so-called "smartmeter".</p> <ol style="list-style-type: none"> 1. bills are going up to pay for smartmeters. 2. bills are going way up to not have a smartmeter. If Edison wants to avoid the cost of a meter reader, we can mail in a photo of our meter dials to them. this also avoids our privacy from being invaded. 3. there is no benefit to me to have a smartmeter...I can measure my electrical usage whenever I want without a smartmeter. 4. smartmeters are neighborhood networked with nearly constant radio signals beaming between houses and central hubs. long term health effects have not be proven to be safe. 5. smartmeters are an invasion of our privacy <p>Utility Comment: Edison claims to have the approval of the CPUC Request of CPUC: 1. eliminate smartmeters until long term health studies can prove without a doubt the safety of smartmeters. To be statistically accurate, many neighborhoods with and without smartmeters would need to be compared over a 30 year period. 2. since smartmeters are a constant invasion of privacy, they should be optional for homeowners. 3. rescind any extra billing costs for not having a smartmeter or even for having one. Edison is receiving all the profits involved. Meter readers are not needed since a photo record can be made and sent into Edison by email periodically. This also avoids monthly invasion of privacy issues. Utility Name: southern california edison</p>
214476	COMPLAINT	LETTER	3/19/2012	4/23/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and wants opt-out option. Sent smart meter closing letter.
226729	COMPLAINT	WEB	6/6/2012	8/7/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter due to health concerns and opposes the opt-out fees. Sent smart meter closing letter.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
220189	COMPLAINT	WEB	4/24/2012	5/4/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: My 6 year old daughter has been complaining over the last 2 years of having headaches & dizzying spells. She lives an extremely active, healthy lifestyle & we have not been able to figure out why. Unbeknownst to me, about that same time, SCE replaced my perfectly good meter (May 24, 2010) with a smart meter. What is troubling is this meter is directly outside my 2 bedrooms (less than 5 feet) where my 6 yr, 4yr & 3 month old sleep. I was never informed of the change, never asked permission (did not "opt-in") & now I have to pay to "opt-out." Why should I have to pay an up front fee & a monthly fee for something that worked perfectly fine before & something that is hazardous to their health. The risk is too high for the supposed benefits & savings being claimed.</p> <p>Utility Comment: That I was being added to the "opt-out" & would be notified sometime after May 9, 2012 of when the opt-out would go into effect & would eventually be contacted to see if I still wanted to have the unit removed. I told them I wanted it removed immediately & they said I would have to wait until late May 9 to find out when that would be.</p> <p>Request of CPUC: I would like to have the Meter removed immediately (as-in) the next 7 days. My child's health is not worth any further exposure to such radiation & the utility company needs to take immediate action. Further, I should not have to pay for opting-out. I never agreed to opt-in, was never informed of the health risks or from their standpoint "lack-thereof" & I never had to pay additional fees when I did have the analog system.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
218790	COMPLAINT	WEB	4/13/2012	5/9/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am concerned about my health, safety and privacy with the Smart meter installation. I contacted SCE about the EMF waves that could be of danger, since I sleep next to a window that would be about 4 feet from its location, and they informed me that it would pose no health risks to me. I responded can I have that in writing and was told oh we couldnt do that. So I replied then I can assume that it poses a risk to my health and they didnt reply to that. Also, I have 16 solar panels on my roof and no one could assure me that a Smart meter would operate safely with the solar. So, I vehemently object to having these Smart meters forced down my throat!!!</p> <p>Utility Comment: I think it was answered above. Oh, they also responded that you have a cell phone, wifi and a microwave oven. I told them I dont have a cell phone, wifi. But I do have a microwave oven with a door on it. They didnt seem to care about any health risks. Request of CPUC: I dont think that I should have to pay to have the old analog meter remain in its place. Afterall, no one has an answer to any of the questions I posed above. The one thing is the fact that this meter would be about 4 feet outside my bedroom window! Would you like it outside your windiw? I dont think so.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
219734	COMPLAINT	WEB	4/20/2012	5/3/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Hello, Edison electric installed a smart meter on my house. After the meter was installed I had trouble sleeping and was getting headaches. I bought an new analog meter, and mailed a five page certified letter.They didnt respond, so I had it changed with a brand new analog meter. I got a call from Vanessa Kirkwood ,saying I had to have a smart meter. I told Ms Kirkwood that Edison could shut my power off, I did not want a smart meter ,it was effecting my health. They notified me saying I could have an analog meter,but it would have to be one of there meters. At no time did Ms Kirkwood say that they would charge me \$250.00 dollars for installing an analog meter. I was supposed to be on the delay list and the installer from Corix said it was mandatory which was another false statement.I did not sign any consent form saying that I would pay \$250.00, there was no agreement.I hope this matter can be rectified, or I will have to go to small claims court.</p> <p>Utility Comment: To make a complaint with CPUC.</p> <p>Request of CPUC: To drop the \$250.00 fee that I never consented to.</p> <p>Utility Name: Edison</p>
219729	COMPLAINT	WEB	4/20/2012	5/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: We chose to "opt-out" of SCEs Smart Meter program. Now we read in todays paper that SCE was given the authority to charge us \$75 and \$10 a month to keep our analog electricity meter. It is just me or is every one trying to nickle and dime the middle class homeowner! I dont mind paying \$10 a month extra just to elevate the health issue surrounding the smart meter, but to "fine me" \$75 for making a choice is borderline criminal. I am on a fixed income and do not enjoy the break the "low-income" (\$10-\$5) get on their fine and monthly charge.</p> <p>Utility Comment: Havent heard back after e-mailing my complaint.</p> <p>Request of CPUC: Tell SCE that they cannot charge long-term customers \$75 to keep their analog meters.</p> <p>Utility Name: SCE</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215114	COMPLAINT	WEB	3/22/2012	3/29/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: There is much controversy regarding the use of SMART METERS which will begin to be installed in Ventura Co. this spring/summer. Research indicates that there is justification for opting out of this newer technology as a health risk and privacy issues. SCE wishes to charge a one time op-out fee and a monthly fee for this option. There are 51 local governments that are already opposed to this as unsafe and have made the installation illegal. If there are local governments within California declaring this illegal, I believe citizens should be able to opt-out of this mandatory installation without continuous penalty. I have written to my local city council and I have called the utility directly. As of now, I have requested being placed on a "Delay List".</p> <p>Utility Comment: They suggest being placed on the Delay List</p> <p>Request of CPUC: I believe that the PUC should take a proactive approach to this problem and allow a mechanism to allow citizens to opt-out without prejudice or monetary penalty to smart phone installation. I understand that this is to come before you for review</p> <p>Utility Name: Southern California Edison</p>
214526	COMPLAINT	WEB	3/20/2012	4/23/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The smartmeter, I want it removed from my home and replace with the analog meter, I may health issues since the meter has been in and I did not give anyone permission to enter my yard and replace my analog meter. I had filed a complaint and have not recieved any information as to when my meter will be replaced.</p> <p>Utility Comment: They would add my name to the list of complaints</p> <p>Request of CPUC: Replace my Smartmeter with an analog meter A.S.A.P</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
223632	COMPLAINT	WEB	5/16/2012	8/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SCE wants to swap out meter with a smart meter emitting microwave bursts at 15 minute intervals. Meter is placed less than 5 feet from my head while I work at my desk. Micro waves are suspected in the formation of brain cancers and other health issues.</p> <p>Utility Comment: That I, as an American and as a small businessman, have no choice in the matter. That I will be forced against my will to have a meter that emits a microwave burst every 15 minutes installed less than 5 feet from my head while I am at work.</p> <p>Request of CPUC: Allow California small business to opt out of the smart meter program until such time as the CPUC has completed its research/report on the dangers of placing smart meters in the proximity of human beings.</p> <p>Utility Name: Southern California Edison</p>
218437	COMPLAINT	WEB	4/12/2012	5/8/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Edison installed a smart connect meter without my permission or choice to question or opt out. I work at home in a room 20 ft away from the meter and am experiencing weekly bouts of dizziness and imbalance. I am otherwise healthy with no health issues and believe this meter is causing health issues as I am exposed 18 hours a day. I have also seen an immediate increase in my electric bill that should stay the same.</p> <p>Utility Comment: There is no one to contact regarding this issue</p> <p>Request of CPUC: I want legal support and the removal of this smart connect meter and analogue returned. This is the only avenue that will validate the and reverse the health issues.</p> <p>Utility Name: so cal edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216595	COMPLAINT	WEB	3/31/2012	4/12/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I oppose the installation of smart meters on my home and neighborhood because of health, safety, and privacy concerns, and insist that they enforce the "opt-out" option for individuals, cities, and counties at NO CHARGE.</p> <p>Utility Comment: When I requested an opt out I was informed that I will be notified in May how much it will cost me to NOT have a smart meter installed.</p> <p>Request of CPUC: Stop the installation of these meters from being installed anywhere. If that does not happen at least make sure those of us who do not want them will not be charged an additional fee.</p> <p>Utility Name: southern california edison co</p>
216592	COMPLAINT	WEB	3/31/2012	4/12/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I am outraged that SCE would require me to pay them for Opting Out of their Smart Meter Program! An upfront charge, then a monthly fee of I think about \$100! These are being imposed upon us. I do not want such a device on my property period...ever. SCE claims this will help me to monitor my usage. I pay no more than \$20 per month for electricity for a three bedroom house. Even if it was installed I would never take or have the time to monitor my use, no one will. Their really stretching for reasons to make these meters a real sell to the public. The fact is, that the only ones that benefit are SCE by selling personal data, having control of my homes meter and subjecting my family to health issues associated with that type of device. Who is making these decisions? Wow! The state is in an economic crisis and they want to tax me for protecting my property rights and families health.</p> <p>Utility Comment: SCE told me they would put me on a Hold List. Someone came out and did mark the meter stating to not replace this with a Smart Meter.</p> <p>Request of CPUC: Please act to allow customers to opt out at no charge. SCE can afford to eat their losses on such a small portion of their customers who are knowledgeable of the wrong being committed here. But by making us pay for their selfishness, is not fair! If you have the ability to end this splurging of money that could be better used on a multitude of projects to save energy, and harness clean energy, you should do so and not support these robber barons. That fee is preposterous!</p> <p>Utility Name: Joseph Ramirez</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
204365	COMPLAINT	FAX	1/18/2012	4/9/2012	Southern California Edison Company	NULL	SmartMeter - Health Issues - referred to HAW
201079	COMPLAINT	LETTER	1/4/2012	1/25/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The smart meter that was installed is causing a multitude of health problems for my children. My daughters get up multiple times per night complaining of headaches and are unable to sleep. They are tired all day and are not able to sleep at night without headaches and waking up. None of them ever had this problem before and the problems started right when the smart meter was installed. I would like this smart meter removed as it is a health hazard to my family.</p> <p>Utility Comment: nothing</p> <p>Request of CPUC: Please have the utility replace the smart meter with the analog meter I previously had.</p> <p>Utility Name: southern california edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
204212	COMPLAINT	WEB	1/23/2012	4/9/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Since the Smart Meter has been installed, I awake each morning with headaches. I have never had previous issues with headaches, especially of this magnitude. I actually hear in my ears my head pounding like the rythm of my heart beat. Initially I did not make the link to the smart meter being installed at my home but eventually I began searching the internet for information on the device and was completely horrified by the multiple findings of high level radiation that is emitted from the device. I called Southern California Edison and neither the customer service rep nor the supervisor I spoke with was willing to place an order upon my request, to have the smart meter removed. I am mortified that I am paying for electricity each month only to be exposed to radiation levels throughout the house that far exceeds cell phones and microwaves. It is unconscionable that the CPUC would allow SCE to expose customers to this health risk.</p> <p>Utility Comment: The first customer service agent who was a smart meter rep, indicated the smart meters are safe and the only thing she could do is place me on an Opt out list, which would be in a pending mode until SCE receives a decision from the CPUC. I asked to speak to a manager regarding the issue because I stated that was not good enough. I am being exposed to radiation now and I want the smart meter removed. She then transfered me to a manager named Robyn, who reiterated the same thing the customer service agent stated. She state I have been placed on the opt out list and she would follow up with me in a week.</p> <p>Request of CPUC: I would like the CPUC to randomly perform radiation tests on homes that have been installed with the smart meters and by comparison test homes who the street still has analog meters. I would also like to see these radiation readings compared to cell phones and microwaves and if they test higher (which they will), I would like the CPUC to make the right moral and ethical decision to enforce SCE to remove these health hazards from peoples homes. There are families with babyies and children in their developmental years at stake. What will happen to society as a result of long term exposure to this radiation. Please carry out your mission and protect the public from greed and profit margin and enforce the ethical standard of conduct that is expected from utility companies.</p> <p>Utility Name: Southern California Edison</p>

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231388	COMPLAINT	WEB	7/5/2012	8/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: The implementation of the Edison SmartConnect program. This program compromises the health, safety, and privacy of utility consumers. There are no long term health studies that test the potential negative impacts of RF Radiation on people, and statistically 3% of the population is highly sensitive to RF radiation. The meters are also not proven to be accurate and thousands of consumers are reporting spikes in their electric bills after the installation of the smart meters. The meters are also a invasion of privacy. Edison can use the meters to infer when an individual is home or not, what appliances are being used and at what time, and they can remotely shut off the power.</p> <p>Utility Comment: Southern California Edison did not care about my concerns. Their only concern profit. Profit at the expense of their customers. The utility consumers gain nothing by the wide scale implementation of the SmartConnect Program. Edison gains the ability to data mine valuable information which they can sell to other corporate marketing research firms, the ability to charge higher rates for electricity consumed during times they consider to be "peak hours", the ability to remotely manipulate the meters and charge consumers for electricity they did not use, the ability to remotely shut off peoples power, and they no longer have to employ meter readers. They will stop at nothing to fulfill their agenda, it is the CPUCs responsibility to regulate them.</p> <p>Request of CPUC: The CPUC should terminate the Edison SmartConnect program. At the very least the CPUC should not allow Edison to charge a Opt-Out penalty and a monthly Opt-Out charge. The SmartConnect program is an invasion of our civil liberties and allowing Edison to charge a opt-out fee and a monthly opt-Out charge in order to protect the health, security, and privacy (our constitutional rights) of our homes is nothing less than extortion</p> <p>Utility Name: Southern California Edison</p>
216152	COMPLAINT	LETTER	3/1/2012	5/21/2012	Pacificorp	NULL	<p>Utility Response: We have received the case, however there are no details regarding the customers concerns. It should be noted that Pacific Power does not currently utilize Smart meter technology. Please contact Kathleen Sauer at (503) 331-4477 will additional case details.</p> <p>Utility Resolution: UTILITY IS NOT IN AGREEMENT</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228371	COMPLAINT	LETTER	5/31/2012	8/15/2012	San Diego Gas & Electric Company	NULL	Consumer states that he has requested both meters for both units to be removed from his wall. He states he would like his analog meter back. He also claims that he has been suffering from headaches and ringing in his ears since the smart meters got installed.
216458	COMPLAINT	LETTER	3/1/2012	4/27/2012	Golden State Water Company	NULL	Consumer states that she has had fatigue, headaches, stomach issues, and ears ringing since the smart meter installation. She says that her meter reads in the high red zone as well as her neighbor's. She also says the billing is much higher.
227865	COMPLAINT	LETTER	5/31/2012	8/14/2012	Pacific Gas & Electric Company	NULL	Consumer states there are multiple (15) meters on their wall and since the time of installation, their families have been going through symptoms of headaches fatigue, memory loss, sleepless nights etc. Consumer wants the meters removed from their wall.
227488	COMPLAINT	LETTER	5/31/2012	8/9/2012	Pacific Gas & Electric Company	NULL	Consumer wants to know if the smart meter is causing her headaches, ringing of the ears and insomnia.
214757	COMPLAINT	LETTER	3/1/2012	4/23/2012	Pacific Gas & Electric Company	NULL	Consumer states that he and his family have been suffering headaches, leg cramps, insomnia, tinnitus among other things. He states these physical symptoms began when the smart meter was installed without their permission.
215898	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states she has been getting migraine headaches and ringing in her ears since the smart meters were installed in the neighborhood. She wants them to be removed due to health issues.
216544	COMPLAINT	LETTER	3/1/2012	4/12/2012	Pacific Gas & Electric Company	NULL	Consumer states there is someone in home with cancer and another with a nerve disorder. They are afraid the smart meter will worsen their conditions. Consumer is opposed to the fees associated with the option to OPT OUT.
216541	COMPLAINT	LETTER	3/1/2012	5/1/2012	Pacific Gas & Electric Company	NULL	Consumer states she has had headaches and can't sleep fully at night due to the installation of the smart meter. She is also opposed to the fees associated with the option to OPT OUT.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216406	COMPLAINT	LETTER	3/1/2012	4/27/2012	Pacific Gas & Electric Company	NULL	Consumer states he has had headaches, ringing in the ears, pressure in the brain and other emotional issues since the smart meter was installed. He is also opposed to the fees associated with the OPT OUT option.
216401	COMPLAINT	LETTER	3/1/2012	4/17/2012	Pacific Gas & Electric Company	NULL	Consumer states she has had headaches, memory issues, humming in the left ears and extremely high bills since the smart meter was installed over a year ago.
216396	COMPLAINT	LETTER	3/1/2012	4/17/2012	Pacific Gas & Electric Company	NULL	Consumer states she has had sleepless nights, headaches and constant shortness of breath since the smart meter was installed.
219769	COMPLAINT	WEB	4/21/2012	8/1/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Since the "smartmeter" was installed, sometimes in the middle of the night I wake up and have a lot of trouble falling back to sleep, sometimes for hours. My mind is stimulated & extremely active and cant turn off and relax. I never had this problem sleeping before the meter was installed.</p> <p>Utility Comment: They said that I could contact them by May 1 to have the gas smart meter removed and the electric smart meter not installed.</p> <p>Request of CPUC: I want my analog meter back for the gas usage and dont want a smart meter installed for the electric usage. I want the CPUC to insist that PG&E NOT make consumers pay for the removal, and NOT pay monthly to have their analogs read. I would be happy to fill out a usage graph like I used to do years ago on the East Coast and mail or call it in. Having to pay fees to have a meter reader come out to the house makes paying bills even harder.</p> <p>Utility Name: PG&E</p>
214431	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	Consumer states she has developrd headaches since the smart meter was installed. She states she was not provided with notice of the installation or an option to opt out. Consumer would like the smart meter removed.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
214420	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	Consumer wants to express her concerns regarding what she went thru for the past 16 months when she had the smart meter which has now been changed to an analog meter. She states she had chronic headaches and nausea and felt anxious and depressed.
214392	COMPLAINT	LETTER	3/1/2012	4/20/2012	Pacific Gas & Electric Company	NULL	Consumer states she has developed tinnitus and headaches as well as her children since the samrtmeter was installed.
214913	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer states she has 2 small children she cares for and she has had rapid heart beats, agitation and headaches since meter was installed. Would like the meter to be removed. She also thinks it is invasion of her privacy.
214906	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer states his entire family including their dog, have had headaches since the smart neter was installed including thyroid issues.
214888	COMPLAINT	LETTER	3/1/2012	4/24/2012	Pacific Gas & Electric Company	NULL	Consumer states his wife has been having headaches since the samrt meter was installed without his permission. He does notthink there was anything wrong with his old meter.
216137	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states he was not aware of when the meter was installed but he has been suffering form headaches and is opposed to the OPT OUT fess.
216001	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	Consumer states her husband's blood pressure went up and she started experiencing headaches since the smart meter was installed.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206916	COMPLAINT	WEB	2/6/2012	2/16/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I am totally disabled and rely on Social Security Disability Income of approximately \$1,000 per month. I am on feed stamps. I am on the waiting list for the liver transplant program at Stanford Medical Center. I require over ten medications per day and need heat to avoid life threatening infections due to a compromised immune system.</p> <p>On December 8, 2011, I paid \$142.12 for my PG&E bill. A "smart meter" was installed and I now have a bill of over \$700 of which \$488.66 is past due. I have contacted PG&E numerous times to resolve this and have received conflicting explanations. I enrolled under the CARE plan and tried to average payments over a year but PGE demanded payment far beyond my present ability. I am informed that my service will be cut off this weekend. Efforts to resolve this matter with utility have been frustrating and upsetting.</p> <p>Utility Comment: Numerous telephone contacts from November, 2011 to present.</p> <p>Request of CPUC: 1. I want my bill audited and explained. Monthly use did not rise from \$150/mon to \$600/mon simply because of cold weather. I believe the bill inaccurate. 2. I want a realistic, fair and consistent payment plan which reflects my ability to pay. 3. I want no cutoff of service until this matter is resolved.</p> <p>Utility Name: PG&E</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
255584	COMPLAINT	WEB	12/29/2012	2/20/2013	Southern California Edison Company	NULL	<p>Complaint / Concern: SCEdison's new meters are inaccurately recording and reporting energy usage. I live alone and am consistent in my usage. However, there are many inconsistencies in my usage and it is my feeling that SCE is misleading consumers on the effectiveness, accuracy, and value of these new meters. For example, during the summer I ran my a/c periodically during the month of June. My bill went up. In July I did not use my a/c at all, my bill stayed the same. There are many inaccuracies on the daily and hourly use by me in my SCE account since the meters were installed.</p> <p>Utility Comment: When I asked SCE to ensure that my new meter is working properly they said it was, but could provide no verification that the meter was working properly other than telling me it was. SCE did not ask as to what days and hours the meter was inaccurately recording. I would hate to think that SCE and the PUC is manipulating consumers, energy usage, and rates.</p> <p>Request of CPUC: CPUC needs to ensure that the new meters are accurate and should allow consumers to switch to the old meters at no expense, which can be independently verified by the consumer, SCE, and other interested parties. At this time consumers are unable to verify that the new meters are accurate. SCE's rates also need to be investigated. They appear to be tied to temperature and season rather than usage. I use the same amount of energy throughout the year and yet SCE charges me more during the summer. I don't run my a/c at all during the summer and yet pay the same as someone who does. CPUC needs to protect the consumer especially those who are on a fixed income during this recession.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
246580	COMPLAINT	WEB	10/19/2012	10/22/2012	Southern California Edison Company	NULL	Complaint / Concern: I am being forced to install a Smart meter or face penalties of \$75.00 and a monthly \$10.00 charge. My current meter was upgraded about 10 years ago and can be read from the street. I am concerned about reports of EMFS from the new Smart meter as the meter is near our bed outside the wall. Please let me know if I can file a protest? Or if I have any other options/ Utility Comment: Edison told me they will charge me the fees if I do not proceed with the Smart meter program. In addition Corix constantly comes by when we are at work during the week and they will not come out on the weekend. Request of CPUC: Force Edison to eliminate fees involved in giving consumers a choice. Utility Name: SoCal Edison
250234	COMPLAINT	WEB	11/16/2012	12/22/2012	Southern California Edison Company	NULL	Complaint / Concern: Headaches Utility Comment: I cannot happen Request of CPUC: Investigate possibility od new meter as the cause Utility Name: SCE
235306	COMPLAINT	WEB	8/2/2012	8/29/2012	Southern California Edison Company	NULL	Complaint / Concern: I am experienceing headaches. And I can mease high levels of radiation Microwaves and very frequent constant levels. Utility Comment: Edison has been non-responsive to any medical concerns from neighborhood levels of electrosmog. Request of CPUC: I wish to keep my meter and no addittional charge. I want safty levels from my neighbors monitored for high levels of radiation in my home. I want a complaint number sent to me as legal action my be taken Utility Name: Edison
227135	COMPLAINT	LETTER	5/31/2012	8/8/2012	Southern California Edison Company	NULL	Consumer states there are 5 SM outside her bedroom wall in her apartment building that was built in 1947 in an uninsulated area. Consumer states the gas meters are located on the perpendicular wall to the electric SMs and her apartment will be surrounded by SMs. Consumer states she is suffering from headaches, insomnia, muscle achiness, joint stiffness, and a jittery mind. Consumer wants to opt out without having to pay. Consumer states tens of thousands of California citizens insist these meters be removed.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227101	COMPLAINT	LETTER	5/31/2012	8/7/2012	Southern California Edison Company	NULL	Customer states that she is gravely ill since Smart Meter installed at complex.
244525	COMPLAINT	WEB	10/6/2012	10/12/2012	Southern California Edison Company	NULL	Complaint / Concern: CPUC, I am a concerned citizen and mother of a toddler. My toddlers (as well as mine) sleeping area is directly (4 inches) behind a bank of 12 meters. I live in an apartment building and 3 of us have opted out. I paid the fee and still do not have the opt out option because of all the other meters. There needs to be a community based opt out option. These meters should not be pushed on the public. And it is appalling that they have not been adequately studied. When does the second antenna on the meters get turned on btw? The one that operates at 2.4 GigaHertz (GHz), which is nearly identical to the microwave oven frequency of 2.45 GHz (except this will not be shielded). There is no reason to subject the public to radiation, None. XXX Request of CPUC: Smart meter community opt out option. More preferably-Remove all smart meters Utility Name: SCE
244370	COMPLAINT	WEB	10/4/2012	10/8/2012	Southern California Edison Company	NULL	Complaint / Concern: SCE installed smart meter on the property mid month of July, 2012 without my consent. Immediately my electricity bill doubled as never before. Ive contacted SCE to have old analog meter placed back. Which they did in a matter of few days. Utility Comment: SCE told they need to charge \$75 one time fee and additional \$10/month fee for opting out of their smart meter program. I tried to argue that this is pure extortion, but without success. Request of CPUC: Charging \$75 for opting out of smart meter and \$10/month fee is an extortion and violation of consumer rights! I want CPUC to stop this extortion and return opt-out fees! Utility Name: SCE
227593	COMPLAINT	EMAIL	5/31/2012	8/14/2012	Southern California Edison Company	NULL	The customer is complaining about sleeplessness,dizziness, brain fog, headaches etc. since the Smart Meter was installed. The customer wants the meter removed.

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245112	COMPLAINT	WEB	10/10/2012	10/16/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Edison has been very difficult to deal with. I read about other people having many problems as well. After years with no problems and being a very good customer, Ive now filed several complaints against them in recent months.</p> <p>Now they tell me that I must put in a smart meter or they will charge me \$75 installation plus \$10 per month.</p> <p>I do not want a modem transmitting data from my house. It could be intercepted by others.</p> <p>It also creates a radiation source. The meter is near a bedroom and I have children in that bedroom. Edison is endangering my family.</p> <p>This also violates the privacy provisions of the California Constitution, Article I, Section 1.</p> <p>I object and think there should be a free way to opt out.</p> <p>Utility Comment: They said that this is their policy and Im out of luck.</p> <p>Request of CPUC: Tell Edison that they may not require an electronic meter or charge more for those who do not wish to be exposed to the radiation and violation of privacy guaranteed under the California Constitution.</p> <p>Utility Name: Southern Calif. Edison</p>
227111	COMPLAINT	EMAIL	5/31/2012	8/7/2012	Southern California Edison Company	NULL	Customer disputing having dizzy spells and headaches from their Smart Meter. Customer wants to be put on the Opt out list.

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234052	COMPLAINT	WEB	7/24/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I was severely injured on a United States Army post requiring major experimental brain surgery. I am not able to use cell phones, microwaves, wireless equipment, due to the pain it causes in my brain at the surgery site. It is a burning feeling, going to headaches, so severe I get ill to my stomach. A few mounths ago Edison installed, against my wishes, a smart meter. Within a few weeks the headaches started, then the nausea, and now burning on the side of my brain where the operation was. It has impacted me to a point that I can not function.</p> <p>Utility Comment: I informed Southern California Edison of this and requested that they remove the smart meter because of the reasons listed above. I was informed that I would be fined \$75 for opting out, plus \$10 a month fine for as long as I live here.</p> <p>Request of CPUC: How can they punish a person for having a medical problem? I think the meter should be removed as soon as possible, and I should not be fined for having a medical condition. I think this is outrages and a violation of my rights as a consumer, not to mention a violation of my privacy. I need electricity since I use oxygen.</p> <p>Utility Name: Southern California Edison</p>
227841	COMPLAINT	LETTER	5/31/2012	8/14/2012	Southern California Edison Company	NULL	<p>Consumer states there are 6 meters next to he bedroom and she has been experiencing nusea, headaches, tinnitus and many more diseases. She wants the meters removed.</p>
228080	COMPLAINT	LETTER	5/31/2012	8/17/2012	Southern California Edison Company	NULL	<p>Consumer states her tenant is getting ill and is going to move out if SM is not removed.</p>

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235561	COMPLAINT	WEB	8/6/2012	8/8/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I have been given two options by the southern california edison utility company: install an unsafe smart meter or be forced to pay an outrageous extortion fee along with monthly fees. I STRONGLY disagree with this method, as the smart meters have been proven time and time again that they are unsafe and unconstitutional.</p> <p>Utility Comment: I contacted SCE about this, and they simply told me that I will have to pay this or they will shut off my power. And in addition to this, they would also slowly raise the price of the monthly fee until I am forced to get a smart meter put onto my house.</p> <p>Request of CPUC: I demand you contact SCE and remind them that there is no legal mandate to install smart meters, and they do not have the legal authority to do so NOR do they have legal authority to try to force me to pay a fee.</p> <p>Utility Name: southern california edison</p>
232107	COMPLAINT	EMAIL	7/11/2012	7/11/2012	Southern California Edison Company	NULL	<p>Customer complained to the CPUC about his high bill once the new Smart Connect Meter was installed in May of 2012. SCE tested the old meter when it was removed which showed it was not recording the usages accurately, it was recording only 50% of the usage. The large main house is 3300 sq ft which has 3 large air conditioners as well as a barn and a guest house. The customer stated for the last 7 years he has lived here his bill has been \$355.00 and once the Smart Connect Meter was installed his bill went up to \$1,045.00. Customer elected to opt out so his Smart Connect Meter was removed and replaced but his usage continues to remain high which proves it is not the meters fault his usage is so high. Customer asked for an adjustment but unless SCE finds an error on their part there will be no adjustment. Rule 9.A.1: Rendering and Payment of Bills; Metered Service and Rule 10. Disputed Bills.</p>

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214865	COMPLAINT	WEB	3/21/2012	4/24/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: So Cal Edison sent me a letter stating I needed to contact them immediately about installing an electric meter. I called SCE to tell them I didnt want a meter installed and I was informed that they installed an electric meter in my home without my permission. They entered my private property without my knowledge and they refuse to come remove the meter. I have concerns that this meter emits cancer causing radiation and will harm my family and my pets.</p> <p>Utility Comment: Bethany from SCE informed me that I had no rights whatsoever and that they could enter my property any time they wanted. I had no right to have the new electric meter removed and that there was absolutely nothing I could do. I asked then for a supervisor and was refused. I then asked for an appropriate mailing address so I could express my concerns in writing and was told that she didnt have any address and she refused to assist me further. I DO NOT WANT AN ELECTRIC METER PUT IN MY HOME!!!!!!!!!!!!!!!!!!!!This is a complete invasion of my privacy and I will be calling an attorney.</p> <p>Request of CPUC: I want the CPUC to force Southern California Edison to remove the Smart Electric Meter from my home.</p> <p>Utility Name: so cal edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216127	COMPLAINT	WEB	3/28/2012	7/19/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I own a condo and I have 9 electric meters under my bedroom. Most of my neighbors have agreed to be put on a delay list but they aren't sure they will sign up for the opt out list if there is a fee. One of the meters is paid for by all of us through the HOA. The utility company, SCE, said that since it is paid for by the HOA it is commercial meter. They said that they will be changing it to a "Smart Meter" and there is nothing I can do about it. I would like some assistance in removing all 9 electric meters out from under my bedroom to a location away from our residences. Is there any way that you can help? Thank you for your time.</p> <p>Utility Comment: When I called the utility company about my situation they said that it wasn't their problem and they gave me your contact information.</p> <p>Request of CPUC: 1. I would like some assistance in removing all 9 electric meters out from under my bedroom to a location away from our residences. Is there any way that you can help? Thank you for your time. 2. Have a no fee or one time fee for people who opt out 3. Change our HOA common electric meters from commercial to residential. Thank you for your time.</p> <p>Utility Name: Southern California Edison</p>
214383	COMPLAINT	LETTER	3/1/2012	4/20/2012	Southern California Edison Company	NULL	<p>Customer suddenly started having headaches after SCE installed a Smart Meter at her home. She is also experiencing ringing in her ear. She also has privacy concerns. Customer called to opt out but was told that she had to get on a waiting list.</p>

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215951	COMPLAINT	WEB	3/28/2012	4/30/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: They replaced my meter to a smart meter without any permission of the property owner. No notice nothing they just went in and when I came home it was replaced. This damaged my Cable amplifier from the power surge and has caused headaches I dont need. Im a US citizen and a title holder to that property is there no respect for that in this nation any more. Have the lawyers chained my rights to where I have no say who comes and goes on my property and what they do and when they do it to hardware on my land?</p> <p>Utility Comment: They said its covered by some contract signed when getting power and that in California they have the right to go and change faulty hardware if there is access. I dont see what was wrong with the original meter why this smart meter that can transmit my personal information. If it can transmit it then it can be hacked Im an engineer and I dont feel comfortable leaving my personal information to the hand of an electronic box. I dont remember signing my rights away to Edison.</p> <p>Request of CPUC: Return my old meter I dont want a smart meter that transmits radiation on the wall that I have an infant crib set next to. I dont feel comfortable with any radiation near my child.</p> <p>Utility Name: Edison SCE</p>
215282	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer states she has been having extreme dizziness, headaches, arms and leg muscle spasms and feeling very cold since her neighbor's smart meter was installed.
215153	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer states she has experienced heart palpitations, trouble sleeping, headaches, dizziness, anxiety attacks, nusea and fatigue since the smart meter had been installed. Consumer wants the meter to be removed.
215152	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer states he has had symptoms of sleepless nights, headaches, depression, nervousness, skin problems and ears ringing. Consumer is opposed to the smart meters.
214303	COMPLAINT	LETTER	3/1/2012	4/20/2012	Southern California Edison Company	NULL	Consumer states he has been getting heart palpitations, headaches, sleepless nights and now needs oxygen to help him breathe properly. He states he had to be hospitalize all because of the installation of the smart meter.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215774	COMPLAINT	LETTER	3/1/2012	5/11/2012	Southern California Edison Company	NULL	Consumer states that since the installation of the smart meter,he has experienced dizzy spells of vertigo, headaches,etc. There have also been problems with his mothe. He is also concerned about the extreme rise in his bill. He states he has brought his billing concerns to SCE to no avail.
215757	COMPLAINT	LETTER	3/1/2012	4/27/2012	Southern California Edison Company	NULL	Consumer wants to have the smart meter removed. She states her permission was not given to have it installed. Since installation, she has had headaches,new muscle problems.and pain in her legs.
215744	COMPLAINT	LETTER	3/1/2012	4/27/2012	Southern California Edison Company	NULL	Consumer does not want to have the smart meter installed at her mobile home park. In addition she is concerned about the affects the smart meter will have on her husband who has a pacemaker.
214893	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer does not want the smart meter to be installed on his property and indicates that he believes it will affect his health as welll.
215284	COMPLAINT	LETTER	3/1/2012	5/11/2012	Southern California Edison Company	NULL	Consumr is concerned with the safety ratings for smart meters and the safe distance for human exposure in feet. Consumer also says his bill tripled after installation.
215232	COMPLAINT	LETTER	3/1/2012	4/24/2012	Southern California Edison Company	NULL	Consumer states that since the smart meter was installed, he has had blurred vision, headaches,and tinnitus.
206008	COMPLAINT	WEB	2/1/2012	2/22/2012	Southern California Edison Company	NULL	Complaint / Concern: Dear Sirs I have filed a complaint before, but no response, We have had new meters installed and since then I bill has gone from 80.00 average to 500.00. Now since no one is home for 12 hours a day or more this seems very wrong. My daughter who lives a few house away her bill has gone from 60.00 to 300.00 this is impossible for one person who is only home a few hours a day to run up the bill like that. And since they have put in the new meters, Ive had nothing but headaches, tired all the time, cant sleep. I was reading that others a having this same problem. If you could look into this it would be a great help . Utility Comment: They sent someone out to reread meter said no bills right, pay it Utility Name: Edison

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207923	COMPLAINT	WEB	2/10/2012	4/11/2012	Southern California Edison Company	NULL	Complaint / Concern: Meter complaint - giving family headaches upon recent installment Utility Comment: They didnt care and put me on a WAITING list. Request of CPUC: replace meter with the old one Utility Name: Edison
250794	COMPLAINT	WEB	11/21/2012	12/7/2012	Southern California Edison Company	NULL	Complaint / Concern: Edison and other utility companies in CA are purposely misleading the public about EMF radiation. People here in Topanga received notification that questions have been raised about 60 hertz EMF. 1) 60 hertz radiation is a Class 2b carcinogen per the WHO, meaning there is sufficient evidence in humans to say that is can cause cancer. Edison misleads in their leaflet and does not mention this. 2) The real story is questions have been raised about about 300 mega hertz to 5 giga hertz radiation, the frequencies within which smart meters operate. The WHO has deemed these frequencies also to be capable of causing cancer in humans. Class 2b. NONE of this is in the leaflets distributed to consumers. Edison is purposely using outdated science to back their claim up of relative safety with this radiation. Further, Edison gives advice on how to reduce EMF exposure in the home while forcing new EMF exposure onto the public through smart grid and smart meters. Utility Comment: When I contacted the utility, they continued to lie to me about the science and said there was zero evidence of cancer with EMFs. They also appointed EDF who also lies about science and uses outdated WHO reports from 6 years ago to back up their false claims of safety. Request of CPUC: Edison and the other CA utilities should be made to send out new bill inserts clearly stating that EMFs from power lines are a Class 2b carcinogen and should be avoided at all costs. In addition, the EMFs emitted from the new devices and infrastructure known as smart meters and smart grid have also been deemed Class 2b carcinogen and in order to best reduce ones exposure to EMFs in the home, to retain their analog meter (not chip ready or already chipped)or request one from the utility. Utility Name: Edison

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215531	COMPLAINT	WEB	3/26/2012	4/27/2012	San Diego Gas & Electric Company	NULL	<p>Complaint / Concern: Smart Meter-I moved into my new home and discovered that the home has a SmartMeter installed. I do not want a SmartMeter and want it removed and replaced with an analog meter. I contacted SDGE and was told "Smart meters are not optional." This is a violation of consumer rights and I want the device removed from my home. Smart meters emit dangerous RF and EMF energy and the SmartMeter is located next to my bedroom, on the other side of the wall where I sleep.</p> <p>Utility Comment: Dear Jonathan Caceres, Thank you for your email.</p> <p>San Diego Gas & Electric is installing Smart Meters as a directive from the CPUC (California Public Utilities Commission). At this time, Smart meters are not optional. We are awaiting a decision from the CPUC, which will provide details and notification guidelines for customers who wish to Opt Out of the smart meter installation. Once we get a decision from the CPUC, we will comply with that decision.</p> <p>Per your request, we will note our records of your request to have the smart meters removed from your residence.</p> <p>To learn more about the Smart meter program, please visit: www.sdge.com/smartmeter.</p> <p>If there is anything further we can assist you with, please contact us by e-mail at info@sdge.com or by telephone at our 24-hour Customer Contact Center at (800) 411-7343.</p> <p>Sincerely, Rose San Diego Gas and Electric A Sempra Energy Utility www.sdge.com</p> <p>Request of CPUC: I want the CPUC to direct SDGE to replace the SmartMeter on my home with an analog meter.</p> <p>Utility Name: SDGE</p>
251901	COMPLAINT	WEB	11/30/2012	12/7/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I dont fell well generally and have mild headaches since smart meter installation and my wife has the same symptoms.</p> <p>Request of CPUC: Remove the smart meter at this house and remove all smart meters from this neighbourhood.</p> <p>Utility Name: PG&E</p>

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248407	COMPLAINT	WEB	11/3/2012	11/16/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: Smartmeters went up in my neighborhood a little over 2 years ago. We still have our old analog but the houses are close together. I had daily nosebleeds start when the Smartmeters were installed and for over 20 months- till we put up metal screening around our home. Then they stopped.</p> <p>I went to an Ear Nose and Throat specialist to talk about this and have it put in my chart. He refused my request. Since myself and my husband (witnessing my bodys condition), we are convinced these meters are extremely hazardous. 20 months of several nosebleeds a day and then to put up metal screening and have them stop seems the correlation is strong. Utility Comment: I mentioned this on one of many phone calls made regarding my protest of fees. It was readily dismissed by the agent. Request of CPUC: To have proper research done on Smartmeters by an unbiased 3rd party before installing them on homes. Do not charge us extra fees for having an analog meter. Utility Name: PG&E</p>
250417	COMPLAINT	WEB	11/19/2012	11/28/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: PG and E installed their smart meter on our gas line which happens to be less then five feet away from my childs head when he sleeps at night. The want the charges waived to get the original meter put back replacing something that can potentially be harmful to my child. I have read your reports and seen the science behind this and in my situation with this meter being so close to a small child I am extremely concerned.</p> <p>Utility Comment: They said I have to contact you! Request of CPUC: I will pay the lesser charge of \$5 a month to get this meter changed but the initial \$90 charge and \$15 monthly charge is unexceptable to remove something that I didnt agree to be put in as well as being potentially harmful to my child. Utility Name: PGand E</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227882	COMPLAINT	EMAIL	5/31/2012	8/14/2012	Pacific Gas & Electric Company	NULL	The customer disputes the 3 Smart Meters that are outside of her kitchen door. She also has a child that may be Autistic. The customer wants to opt out but not pay for the additional 150.00 it will cost.
234635	COMPLAINT	WEB	7/27/2012	8/2/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: My concern is that I still feel the micro-second sharp pains in my head when the Agriculture strength smart meters gather information and transmit to the grid around my house. My husband and I had our smart meter removed May 7, 2012 due to these sharp pains. After 10 months of working on my computer, I am a Graphic Designer, and experiencing headaches and ringing in my ears, I finally figured out the smart meter was on the other side of the wall.</p> <p>Utility Comment: They explained the Agriculture strength smart meters gather information on the 1/4 hr. and transmit at midnight. He thought I should go see a doctor about the pains in my head. And regarding the extra \$75. and \$10. a month which I feel is extortion, he said it wasnt PG&Es policy.</p> <p>Request of CPUC: I would like to know if the microwave strength can be reduced so I cant feel it. If not, am I forced to move? I cant afford a brain tumor thank you. Can I get a refund of my \$75. plus \$10. a month since May?</p> <p>Utility Name: PG&E</p>
214682	COMPLAINT	WEB	3/21/2012	4/23/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: PG&E installed smart meters on my home some time ago. Since the installation of the smart meters, my family and myself have been experiencing, headaches, nausea and insomnia. Therefore, I would like to have the smart meters removed - at no cost, and with no additional monthly fee, as I should not have to pay PG&E to Not make my family and myself sick.</p> <p>Utility Comment: They said that they could not remove the removal fee or the monthly charge and that I needed to contact the CPUC as they (you) had the power to remove said charges/fees.</p> <p>Request of CPUC: I would like to have the smart meters on my home removed at no cost, and with no additional monthly fee, as I should not have to pay PG&E to Not make my family and myself sick.</p> <p>Utility Name: Pacific Gas and Electric Company</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
209252	COMPLAINT	WEB	2/18/2012	4/13/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: So PG&E makes a big mistake and people end up dieing. Well, I remember that WE, the customers, were not supposed to be charged for this. Why is PG&E even thinking that this is OK? Why is the CPUC letting this happen? This is wrong and it was told to ALL OF US that it would not happen, but yet it is happening.</p> <p>Utility Comment: This is obviously not working. PG&E will not learn from this and we will be paying even more next time. This is FUCKED UP AND WRONG!</p> <p>Utility Name: PGE</p>
210279	COMPLAINT	WEB	2/25/2012	4/13/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: The cost of the PG&E Smart Meter Opt Out Program. I will not pay a fee to keep my home and my children safe from the dangers of installing a Smart Meter on my home. This is illegal.</p> <p>Utility Comment: Nothing.</p> <p>Request of CPUC: Order PG&E to offer a FREE opt out program. NOW.</p> <p>Utility Name: PG&E</p>
221862	COMPLAINT	WEB	5/4/2012	8/1/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I do not want the Smart Meter that was installed at my address. I want the analog meter put back in. I have a terrible reaction to the EMFs -- migraine headaches, nausea, and severely lowered energy level, so far.</p> <p>Utility Name: PGE</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
209479	COMPLAINT	WEB	2/21/2012	4/13/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I have just received a notice that I have to pay to opt out of the SmartMeter Program. We are being charged a \$75 "setup charge" for the analog meter that is already there and set up, which makes absolutely no sense! We are also being charged a \$10 ongoing monthly charge for something that already used to be provided: again, a nonsensical charge! Cases of illness from SmartMeters (see http://www.youtube.com/watch?v=goYQfHClqvc) are well documented, and the utility has no right to penalize us for opting out. The CPUC has failed in its duty to protect consumers from this extortion, which is unfair and wrong.</p> <p>Utility Comment: The Opt-Out program came into being in the first place because of public outcry. I contacted PG&E several times to say adamantly that I do not want the SmartMeter, and the utility responded with platitudes and lies that their meters are, in fact, safe. I have not contacted the utility directly about their latest attempt to extort us into doing it their way, but I plan to do so.</p> <p>Request of CPUC: Please reconsider this decision to allow PG&E to extort money from the brave consumers who have dared to defend their rights. Give us the right to opt out without fee or penalty, and protect consumers from extortion.</p> <p>Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
218786	COMPLAINT	WEB	4/13/2012	5/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I wish to opt out of the "Smart" meter programme, as I am sensitive to RFI in the range used by the meters. Exposure to RFI in the 800-900MHz band (among others) causes my headache to worsen - I have suffered from a post-traumatic headache since NOV2007.</p> <p>However, I do NOT see why I should have to pay to keep something away from me that would cause me pain to have. I have been contacting PG&E (email chain available on request) and mostly receiving "boilerplate" answers and PG&E has not demonstrated any flexibility in their stance. And, I do NOT wish to spend time on the telephone waiting for them to figure out what can(t) be done - spending 20-30 minutes on hold is not enjoyable, and this should be readily handled via email anyhow. Please respond via electronic mail.</p> <p>Utility Comment: Email chain available upon request, all communications are in the same chain.</p> <p>Request of CPUC: I would like to be able to opt out of the "Smart" meter programme, and I do not see why I should have to pay for it. I do not wish to pay extra, simply to keep what amounts to a "pain generator" away from me. Frankly, if I end up saddled with the thing, Im perfectly willing to build a Faraday cage around it - but Id have to keep building it as PG&E took the thing down, and Id end up getting charged for it. I should NOT be forced to pay a "setup fee" (for technology that is already in place and working) and a "service fee" (to do something that they already do as part of the bill) in order to avoid a worsening of pain. There is a small section of the populace that is susceptible/sensitive to RFI/EMI, and I am one of them. The mechanism for avoiding harmful RFI/EMI in the home need not be made public, but it MUST be in place - and it should be available without having to pay for the privilege. Having these wretched things in the neighbourhood around me is painful enough.</p> <p>Utility Name: Pacific Gas & Electric</p>
216067	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	<p>Consumer states that when she is in a smart meter area, she experiences headaches, dizziness, heart palpitations, itchy skin, and red swollen eyes. She states that she had read the mandate for the grid upgrade and there is nothing that says the solution be wireless or that consumer must accept them.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
212439	COMPLAINT	WEB	3/7/2012	4/20/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: My family is suffering from Smart Meters. My wife is losing hair and has vision problems in her left eye. I have rapid heart beat, vertigo, headaches, and nausea. My two sons have had multiple Upper Respiratory Infections and Sinus Problems. Not one of these problems existed until we moved into this apartment complex. I have 16 smart meters along the wall that my bedroom shares along with 16 gas smart meters right next to my head.</p> <p>Utility Comment: They told me that I could replace mine for a fee, but I could do nothing about the other 15. The representative said, "Maybe you can get the apartment complex to relocate the meters?" What a joke. The apartment complex is going to dig into the current infrastructure for me? She had no response. She said she wasn't aware of any FCC violation for co-locating meters.</p> <p>Request of CPUC: I want the CPUC to grant me the power to void my lease that I can move into a residence where I can be free of smart meters. ALL I WANT IS MY LEASE TO BE VOIDED/BROKEN without having to pay hundreds/thousands of dollars. Why are you allowing this to happen to Americans?</p> <p>Utility Name: Smud and PGE</p>
203759	COMPLAINT	WEB	1/19/2012	1/31/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I am experiencing severe and constant ringing in my ears, with difficulty sleeping, nausea, blurred vision and headaches since a smart meter was installed in my home without my knowledge or permission. I've contacted PG&E to request immediate replacement of my smart meter with an analog meter, but have not heard a response from them.</p> <p>Utility Comment: To date I have only received automated response via email and no assistance from phoning PG&E</p> <p>Request of CPUC: I request assistance in getting immediate action to replace my existing smart meter with an analog meter</p> <p>Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
208061	COMPLAINT	WEB	2/13/2012	2/21/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: My neighbors' smart meters were installed on the outside wall of my bedroom, adjacent to my bed. This bank of five Smart Meters were installed approximately 12 inches from my bed—on the adjoining wall of my sleeping area in my small bedroom. P.G.&E. refuses to move these meters a safer distance from my sleeping area. Tinnitus, headaches / head pressure, insomnia, nosebleeds and flu-like symptoms occurred with sudden onset at the time the multiple Smart Meters were installed. My work is affected by lack of adequate, stable sleep. My life has been seriously impacted since the bank of Smart Meters were installed on my bedroom wall. I consider my problem an emergency.</p> <p>Utility Comment: I contacted PG&E many times requesting assistance due to my symptoms, explaining the close proximity of the smart meter cluster to my sleeping area. At minimum, I requested the smart meters be moved a safer distance from my sleeping area. A PG&E supervisor told me the smart meters on my wall belonging to my neighbors "would not be moved or removed." During a future telephone contact and in writing, I requested my neighbors' meters be moved to their corresponding customer areas. On February 1, PG&E's impact team representative told me the only solution would be for me to pay "thousands of dollars" for my neighbors' meters to be moved to a more distant location by PG&E's newly formed "construction team." She gave me PG&E's construction team telephone contact number where I was told, "we cannot move smart meters that do not belong to you."</p> <p>Request of CPUC: I would like CPUC to require PG&E to remove the bank (cluster) of smart meters from my bedroom wall. PG&E installed the bank of smart meters on the wall adjacent to my bed, one foot from my bed. This bank of smart meters are not mine, they do not measure my consumption, and--although PG&E installed them on my bedroom wall--PG&E will not move the meters a safer distance, will not move the meters to the residences they belong, nor allow me to "opt out" and have the meters replaced by analogs (please note: the bank of analog meters for the condo complex still remain on site). It seems fair and reasonable to conclude that if PG&E requires a customers authorization to remove a smart meter, the meters should be placed at/on the customers residence..NOT at/on ANOTHER customers residence.</p> <p>Utility Name: PG&E</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
208045	COMPLAINT	WEB	2/11/2012	4/11/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: We feel it is an outrage that PG&E demands \$75.00 payment to opt out of "Smart" meters plus charge an additional \$10.00 per month. We are old, unemployed, have used most of our savings. We have a hard time paying our monthly bill. We often go weeks without turning on the heat to save money on our bill...its still too high. Is PG&E a greedy monopoly?</p> <p>My understanding is that the research/development of smart meters has been coming out of our bills for years....so why charge us AGAIN. We are SAVING PG&E money by NOT having them install a meter...just use the old one, which is fine. At a time when so many Americans are out of work WHY fire meter readers? PG & Es actions seem immoral.</p> <p>Utility Comment: They wrote that they will not install a smart meter, as our physician recommended, but will charge us \$75.00 plus \$10.00 a month to NOT have a smart meter. That smells like BLACKMAIL and it is MEAN SPIRITED to say the least. Isnt there some kind of law against monopolies like PG&E? Particularity ones that keep citizens scared by "holding them over a barrel." Isnt the CPUC an entity that is supposed to protect citizens? Why do you stand against us? If there is a CLASS ACTION suit, you can bet that we and my whole neighborhood and friends all over California will join in the suit.</p> <p>Request of CPUC: We would appreciate your effort and success in denying PG&E the license to install "smart" meters anywhere! In the meantime, refuse them the ability to use extortion against California citizens by charging them more money each month to NOT have a smart meter and deny them the ability to charge their customers an additional \$10.00 a month (on top of their exorbitant fees)to NOT received a smart meter. Thank you for listening and for your help.</p> <p>We will be discussing this with our Rep. XXX and XXX</p> <p>Utility Name: Pacific Gas and Electric</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
206403	COMPLAINT	WEB	2/2/2012	4/10/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: I didnt want the Smart Meter installed. Since we have had it, I have been having frequent severe headaches. My husband and kids have been complaining of headaches as well. Utility Comment: When the man came to install it, I said I didnt want it. He said everyone was getting them. I later found out my neighbor refused hers! Request of CPUC: I want the Smart Meter removed from our home. I dont want to be charged for this, or for future meter readings. I didnt ask for it, in fact, I asked NOT to have it. I shouldnt be charged to have it removed. Utility Name: PG&E
202962	COMPLAINT	WEB	1/13/2012	1/26/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Since the Smart Meter has been installed on our home, right out side my sons bedroom wall he has been experiencing Headaches, Anxiety, Sleeplessness, Lethargy. This has never been an issue with him before and because of it he has missed numerous days of school and has had several medical tests done and they have all turned up nothing and have been very expensive to have done. What i want NOW is to have the Smart Meter removed and replaced with the old one so he can have his life back. Please do this ASAP like TODAY!!!!!!! Request of CPUC: REMOVE THE SMART METER FROM OUR HOME RIGHT AWAY Utility Name: PG&E
201459	COMPLAINT	WEB	1/6/2012	1/18/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: A smart meter was placed on our property after we had previously expressed that we did not want to have one on our property. The meter is located directly outside of my chidrens bedroom windo and we want it removed. We have contacted local and regional PG&E offices to try and get it removed with no success. Utility Comment: We were referred to CA Utilities Commission and spoke to a customer svc representative who agreed that as a parent she would not want her child sleeping near the device - but was unable to do anything about it. After a lengthy exchange with this employee she hung up on my wife. Request of CPUC: None. I will be pursuing this further with your agency. Utility Name: PG&E

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216088	COMPLAINT	LETTER	3/1/2012	4/30/2012	San Diego Gas & Electric Company	NULL	Consumer wants the smart meter reomved because they were not told that the smart meter emitted radiation or that it has a computer chip that will regulate usage of electricty in her home.
207916	COMPLAINT	WEB	2/9/2012	4/11/2012	San Diego Gas & Electric Company	NULL	Complaint / Concern: Hello, There are 6 smart meters directly behind my living room wall. My wife has fallen ill and has had to leave the house. I called SDG&E to opt out of the program and they told me that it is not an option. I can provide doctors notes confirming the illness of my wife and linking her illness to the smart meters. Utility Comment: I was told that opting out was not an option. Request of CPUC: Change my smart meters back to analog. Utility Name: SDG&E
250773	COMPLAINT	WEB	11/20/2012	11/28/2012	Southern California Edison Company	NULL	Complaint / Concern: Smart Meters need to be outlawed. There is way too much that is unknown about them. The low frequency radiation that they emit, the potential invasion of privacy, etc. Personally I have gotten minor headaches very frequently starting around the time the smart meters were installed on my home and the homes surrounding. Utility Comment: They will not remove my smart meter unless i pay them \$200 PLUS an additional \$10 or \$15 dollars per month. Request of CPUC: To make power companies give the customer the right to have an analog meter if they wish, without "punishing" them for doing so. Also there needs to be an investigation as to the real pros/cons, potential cancer/illness causing radiation that the smart meters emit, and the invasion of privacy that comes along with having a "smart meter". Utility Name: SoCal Edison

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
246862	COMPLAINT	WEB	10/22/2012	12/17/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I installed a smart meter by protest because it was either that or pay Edison \$75 bucks and a \$10 monthly fee. I unable to pay any extra on my monthly bills had to opt for the smart meter. In the 2 months since I had the meter, my electric bill has tripled one month and been a little over double the second month. Their excuse is that my old meter must of been running slow. I dont believe for a minute that Edison has been giving me "free energy" for any length of time. I feel they only side with themselves and do not take the consumer into consideration. I now have a full years worth of arrangements with them to pay my bill not including my new bills. They are ripping consumers off.</p> <p>Utility Comment: Basically told me that they are right and there was nothing I could do. My old meter was just slow and I should be grateful that my bills have been so low. I should stop using my a/c and turn it off at the meter. Or I could go to the Community Outreach Project and try to get them to a my bill.</p> <p>Request of CPUC: Something needs to be done to regulate this better. They cant just tell you oh tough we say its right so it is. These smart meters are supposed to be more accurate but I feel like they are a scam to get us to pay more.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
250206	COMPLAINT	WEB	11/16/2012	11/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Smart Meters. I refused installation due to all the adverse affects and harm it can have on my family and myself. SCE is now charging me a fee and a charge for opting out of that harmful device, charging me extra costs for refusing to allow a harmful and unnecessary device to be put on my house.</p> <p>Utility Comment: That the PUC authorized them to charge me extra cost for the opt out. I asked them to give me a letter from their executive level management stating that the Smart Meters will cause no harm to the residents of the household. They have refused.</p> <p>Request of CPUC: Re-assess the real damages and harm that these meters can cause to resident citizens, and go beyond what the utility companies tell you.</p> <p>Also, deny any extra charges that the monopoly utility companies are charging their customers for the opt out of these harmful devices including the extra monthly charge they have imposed. Customers should not be charged extra on their utility bills for refusing to have these harmful devices and for refusing to be harmed by them.</p> <p>Utility Name: SC Edison</p>
230666	COMPLAINT	DICTATED	7/2/2012	10/8/2012	Southern California Edison Company	NULL	<p>Called SCE and spoke to Laurie and Vanessa will call me back regarding the response.</p>
227325	COMPLAINT	WEB	6/11/2012	6/12/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: "smart" meters</p> <p>Utility Comment: I received a letter telling me to opt out of meter replacement there is are fees. 75 one time and 10 a month FOR THEM TO DO NOTHING!</p> <p>This is quite possibly the most ridiculous rape of the public I have ever heard. 1) I have not talked to even ONE person whos bill did not go up after a meter change. 2) evidence is mounting that the high-intensity connection used by the smart meters causes damage to plants and possibly humans. 3) I have solar panels that are working just fine with the existing meter. I can only assume there will be damage or problems when/if I am forced to change my meter.</p> <p>Request of CPUC: Fees for doing nothing should be eliminated IMMEDIATELY.</p> <p>Utility Name: Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
238842	COMPLAINT	WEB	8/28/2012	10/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Without my consent, my analog electric meter was replaced with a radiation emitting digital meter. I never asked for it, yet I got it and my rates were increased to cover the cost of these new "toys." I want the radiation removed from my home and replaced with an analog one. Since the placement of this new meter my bill has skyrocketed. In June it was \$39, July went up to \$122 (justified due to swamp cooler use), but now in August with no changes to my lifestyle the bill was \$181???? That is highest bill we have ever had in the 12 years we have lived in this home and we never use the A/C!!!</p> <p>Utility Comment: Edison phone operator told me that the meter can be replaced but Id have to pay an initial \$75 and then a monthly charge of \$10, WHAT??? I have to pay to put back what I never asked to have removed and then I have to pay a monthly charge for protecting my children from unwanted and unnecessary radiation??? With regards to the ridiculous bill, they told us theyd investigate.</p> <p>Request of CPUC: I want my analog meter replaced at no charge. Furthermore, I want my analog meter read properly and maintained without the \$10 monthly charge!! In addition, Id like my August bill to be reduced by the unexplainable \$70. Thank you!!</p> <p>Utility Name: SCE</p>
244750	COMPLAINT	WEB	10/8/2012	10/15/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Having to pay opt out fee of \$75.00 and \$10.00 monthly fee to keep Edison from replacing our meter with a smartmeter. We were never informed of these changes. We found out about smartmeters when the Porterville recorder published it in their paper.</p> <p>Utility Comment: That we had to pay the opt out fees to keep our meter or they would replace it with a smartmeter. We had no other option but to pay fees to keep our meter.</p> <p>Request of CPUC: To be able to keep our meter without paying fees.</p> <p>Utility Name: So. Ca. Edison</p>
235573	COMPLAINT	WEB	8/4/2012	8/29/2012	Southern California Edison Company	NULL	<p>Mr. XXX disagrees with opt out fee and is requesting CPUC's assistance to eliminate this charge. I referred this info to Harold Williams.</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
235572	COMPLAINT	WEB	8/4/2012	8/8/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I filed a complaint see above number and I received today Saturday a letter from Mary Ann Camacho. Miss Camacho this case has NOT BEEN RESOLVED. Ms. Weaver is LYING to you. I will say it again she is LYING NOTHING has been resolved I spoke with her 1 time and she was rude and threatened me and you close the case. Is this a joke? You nor any one from your office has NOT spoken to me and you speak to some lady Miss Weaver and you close the case? What is going on?????????????</p> <p>Utility Comment: They are rude and threatened to shut my electric off and Im not LATE?</p> <p>Request of CPUC: Miss Mary Ann Camacho you need to call me or I need to file another complaint. This issue is NOT resolved?</p> <p>Utility Name: SCE</p>
229479	COMPLAINT	WEB	6/23/2012	7/20/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Fraud and acting in bad faith. My electricity bill has been excessive since I moved in to this house. I have calculated kW/h usage of the house and determined that my bills erroneously indicate much higher use. I have complained multiple times by calling the electric company over the years but did not make much progress. I asked them to replace the defective meter. The reason I decided to file this complaint is prompted by a recent fraudulent attempt of the electric company. They attempted to exclude me from the smart meter program to prevent the overcharging exposed.</p> <p>Utility Comment: 1-our meters do not read wrong(!). 2-we will send someone for re-read (resulted in a big \$ refund to me) 3-we will install smart meters soon, your situation would be fixed (instead, put me on a do not upgrade list without my consent)</p> <p>Request of CPUC: 1-first instance, they denied investigation. 2-second time investigated and issued a refund. 3-third instance pleaded patience and asked me to wait for the smart meter, but internally issued an order to not to install a smart meter at my address.</p> <p>Utility Name: social edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
235032	COMPLAINT	WEB	7/31/2012	8/2/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: My privacy is my main concern. I hear all the time about hackers and others obtaining access to private records in all sorts of concerns. I am concerned that my power records could be used by criminals and also that the power company will use the data to justify their poor service.</p> <p>Utility Comment: They demand I pay them \$75 to opt out and also pay \$10 per month. I am paying it under protest.</p> <p>Request of CPUC: Allow us to keep the analog meters without additional fees. Also they should not bill me for putting in the smart meters.</p> <p>Utility Name: Southern California Edison</p>
209983	COMPLAINT	WEB	2/23/2012	4/16/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Over the last 4 months my SoCal Edison utility bills have risen considerably. The most recent bill, which I have attached as a PDF document, is nearly triple the amount charged for the same period last year. My lifestyle has not changed nor have I added any new devices which would consume that much power. I have talked to several other occupants of the building and they, too, are experiencing inordinate increases in their monthly bills.</p> <p>Utility Comment: I called SoCal Edison to inquire last week and a representative told me that SoCal Ed installed new meters in the building which more accurately reflect the actual usage. When I called the rental office at Dolphin Marina, they were not aware of any such activity. I find it hard to believe that SoCal Ed was shortchanging themselves over the past several years because their metering system was not accurate.</p> <p>Request of CPUC: I would like CPUC to investigate SoCal Eds claim, and to investigate the complaints filed by other Dolphin Marina residents and to have SoCal Ed make necessary restitutions as well as paying punitive damages.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
211892	COMPLAINT	WEB	3/2/2012	4/17/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I received a notice in todays mail (3/2/12) that a new SmartConnect meter would be installed and that it would cost me approx. \$2 per month (based on our typical usage). My first complaint is SCEs statement that this would apply "during the smart meter installation timeframe." based on my conversation with an agent at the Delay List number, this is a bald-faced lie: it will apply forever. My second complaint is that they are implementing this program at my expense, with absolutely no benefit to our family, now or in the future. I frankly dont care to get detailed reports about my energy usage. Nor is there any likelihood that these reports could result in any reduction in my bill, as we are already doing all we can to conserve our energy usage. Further, these changes will clearly benefit SCE, because they wont need to employ hordes of people to read meters - so why would they need to increase my rate? Sounds like a boondoggle to me.</p> <p>Utility Comment: The agent admitted that the "smart meter installation timeframe" is not, as is implied, a defined timeframe. Rather, it is "for 12 months" - ongoing forever.</p> <p>Request of CPUC: At the least, there should be an opt-out. However, SCE should also be required to fess up and tell customers the truth about the effective rate increase. In my opinion, SCE should be paying their customers for these devices, which will save them a substantial amount of money.</p> <p>Utility Name: Southern Cal. Edison</p>
211857	COMPLAINT	WEB	3/4/2012	4/17/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: A Smart Meter was installed WITHOUT my permission; on my property without my consent. I would have opted out-HAD I previously KNOWN. I am experiencing muscle aches and neck problems as a result of this being installed. I ask for it to be removed.</p> <p>Utility Comment: They gave me this number. They said, "IT WILL NOT BE REMOVED."</p> <p>Request of CPUC: REMOVE the meter. It is causing me muscle and neck pain, I am missing work as a result of having this meter.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226314	COMPLAINT	WEB	6/4/2012	6/7/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SMART METERS The Calif. Public Utilities Commission Commissioners have approved Smart Meters which are plainly dangerous because of radiation and invading privacy which is against the Constitution. We do not understand how the commissioners could approve this in view of the dangers of smart meters and invasion of privacy. My apt is next to the Electric Room where my privacy and health will be impaired I do not want to pay for opting out and an extra \$5 per month for not having a smart meter installed for my apartment. This is definitely a legal issue and Gov. Brown should look at this issue immediately. I am not sure why these commissioners were appointed but even not knowing all of the fact, it seems as though these "public" officials are not on the side of the public. We are all frightened of what is going on. We do not want a corporation invading our lives unnecessarily. One wonders why they are really doing this. XXX Santa Monica CA</p> <p>Utility Comment: WOULD HAVE TO PAY TO OPT OUT AND CONTACT THE PUC COMMISSIONERS.</p> <p>Request of CPUC: STOP THESE METERS FROM BEING INSTALLED IMMEDIATELY</p> <p>Utility Name: sce</p>
210286	COMPLAINT	WEB	2/25/2012	4/13/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Mandatory Installation of the new "Smartmeter" I DO NOT WANT THIS METER!!! The meter would be 13 inches on the other side of the wall next to my bed.</p> <p>Utility Comment: They were VERY nice. They put us on a "delay" option..... I want to be on a NEVER option!</p> <p>Request of CPUC: Tell SCE that these meters are a danger to consumers and until the waived Environmental Impact report that was mysteriously waived by the State of California gets done as it should be - I will NEVER want one of these things next to my head while I sleep! ~~~~ Thank you!</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
226157	COMPLAINT	WEB	6/4/2012	8/1/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I just received a letter from SoCal Edison that they are going to charge me a \$75 fee and \$10 per month for Opting out of the Smart meter.</p> <p>Is this a joke! How can you condone this kind of action. I understand that they wanted to charge much more but you the PUC got them down to the amount that they are charging. Whoopy! They have you eating out of their hand and this was the amount that they were happy to get! You never asked me if I wanted to pay more and whoever you asked I am sure that they said the same thing.</p> <p>As your representative said on the phone, there is nothing that can be done about it. Nobody asked me if I wanted a raise in my electric bill. Go do a search for smart meters and you will see that people that have them pay 3 times more for electricity.</p> <p>What other utility companies are in my area I would like to buy the electric that I use from some other company.</p> <p>Utility Comment: Why bother you gave them permission to charge me. Request of CPUC: Stop crushing peoples wallets. PUC is a JOKE! I would like to buy the electric that I use from some other company.</p> <p>Utility Name: SoCal Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
221864	COMPLAINT	WEB	5/3/2012	5/9/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: We have a smart meter that reports electric consumption on an hourly basis. I dont mind the operational aspects of the smart meter. However, I do not wish the hourly readings to be archived for weeks or months for later viewing as I perceive this as an invasion of my privacy. I should have the opportunity to opt out of this aspect of the technology. As an example: Imagine you looking at your bill and then calling your spouse asking her why she was home from 2 to 3 in the afternoon last Tuesday based on electricity usage! She would not be happy about it. Bottom line: the meters goal is to process my electricity bill once a month - NOT TO KEEP TRACK OF EVERY MOVE I MAKE by the hour for the past few months.</p> <p>Utility Comment: They said that I do not have an option to opt-out of the archiving feature. The only choice I have is to get a mechanical meter - which in my view is not necessary (I am in favor of reducing meter reading costs and the other reasons a smart meter makes sense.)</p> <p>Request of CPUC: I would ask that they require the utility companies to give customers the opportunity to opt-out of archiving the hourly data to the extent that it is not required to generate a bill.</p> <p>Utility Name: Southern California Edison</p>
226640	COMPLAINT	WEB	6/6/2012	6/8/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: SCE is attempting to EXTORT money from me by chargeing me an opt out fee and a monthly fee to read the meter. They already charge me a fee in my per kilowatt hour charge to read the meter. Smarted people than myself say these meters are unsafe . The scientists and groups opposed to these meters all say the smart meter is unsafe. I am getting extorted because if I refuse to pay " protection money " to SCE they will cut off my power. This is how CHINA and communists do business. I request an administrative hearing to protest this extortion. I am aware that the PUC approved this action but, it seems to me that this action is not legal.</p> <p>Utility Comment: Go buy a generator !</p> <p>Request of CPUC: Stop SCE from trying to extort money from me and let me keep my safe analog meter without charging me the fee to make SCE more profit.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
219874	COMPLAINT	FAX	4/20/2012	8/1/2012	Southern California Edison Company	NULL	Vanessa Kirkwood EO called to advise will need more time for case resolution due to complexity-should be completed on or before 6-15-12
222436	COMPLAINT	LETTER	5/7/2012	8/1/2012	Southern California Edison Company	NULL	SmartMeter - Sent email to re-direct to HAW SmartMeter - Regarding Smart Meters, the CPUC has recommended the SCE analog opt-out option have a \$75 setup fee plus a \$10/month recurring fee. These fees, which are likely illegal, are now being legally contested for valid reasons:
217453	COMPLAINT	WEB	4/5/2012	5/25/2012	Southern California Edison Company	NULL	Complaint / Concern: On February 6th, 2012 my home received a new "smart meter" from Southern California Edison. Since that date my so-called usage has risen over 100% and still climbing. My average KWH over 5 years was roughly 700 KWH per month. In the last two billing cycles they have averaged 1100 KWH per month in the coolest part of the year. Nothing in my household has changed except the addition of the "smart meter". If anything I have been completely changing my familys lifestyle to battle the increase in usage with no success. Utility Comment: SCE has been contacted and a tech has been sent to my home to check the meter to validate it is reading correctly which took place on March 30th. According to SCE the meter is reading correctly and I have requested they come to my home for an audit of my electrical needs which will take place April 11th. Request of CPUC: Understanding the meter is the most advanced in accuracy the "baselines" for billing purposes need to be adjusted accordingly to reflect actual usage. At the rate my usage is traveling upward average baselines should increase roughly 100-200% from current targets. Or can you just get my old meter back?! Utility Name: Southern California Edison

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
205894	COMPLAINT	WEB	2/1/2012	3/12/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Beginning in October of 2011, which incidentally coincided with the installation of Edisons new "smart meter", we began receiving unusually high bills. My specific complaint is in regards to our November bill (\$350.62). My mother and I make up the entirety of our household and we believe that these bills are not a true reflection of our usage. To give a little perspective, our fee from the same month of the previous year (2010) was \$30.59. We understand that the old meters may have been a tick slow, but slow enough to cause such a huge disparity? When we started noticing huge jumps in our electricity costs, it was plain to us that something was wrong. Ultimately, we believe that something is wrong with our smart meter and that it must be changed. That however, is a problem for another day. For now, we would appreciate a further look into our high November bill. Please let me know if I can provide any further information to clarify certain things. Thank you</p> <p>Utility Comment: We have called Edison several times and each time, we have gotten the same or very similar answers. These answers revolve around the idea that the problem is us and that were using more than we realize. We have been offered various energy saving suggestions and told that our old meter was slow, hence the higher bills. An Edison field service representative was sent to check our meter and verify the numbers. Edison notified us that the billing is correct, according to this meter read. As previously mentioned, however, we believe that such a large jump in usage cannot be entirely attributed to factors that we alone have control over. We have stated and argued this point to Edison to no avail.</p> <p>Request of CPUC: As stated under your description of the informal complaint process, our main concern has to do with the accuracy of our utility bills. For the time being, we would like to focus on our Nov. 2011 bill of \$350.62. We believe that a) This bill is artificially high and not a reflection of our true usage and b) The Edison smart meter was incorrectly installed, hence the artificially high readings resulting in high bills. The action that I would like CPUC to take is to adjust our November bill to something within normal range. Although "normal" range may be difficult to determine, I would imagine something that reflects typical electricity usage of two adults, would fit the bill. I have attached scans of our November electricity bill, invoice of check and inspection of our breaker panel by an electrician and Edisons letter notifying us of verification of our bill. Please let me know if I can provide any further information. Thank you</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
208565	COMPLAINT	WEB	2/14/2012	2/17/2012	NULL	NULL	<p>Complaint / Concern: On November 15, 2011, the old analog meter was switched out to a new digital meter. Since the switch has occurred the December, January, and February billing only shows energy use (consumption) and not the second reading of energy (production). I have called monthly about the problem and have been told that the problem is being corrected. I received my new monthly February billing today and nothing has changed. I again contacted SCE at the 1-866-701-7869 and complained again about the same problem.</p> <p>Utility Comment: I again contacted SCE at the 1-866-701-7869 and complained again about the same problem today, February 14, 2012, Another note is being sent off to correct the problem just has happened the prior two months, only so far nothing has been corrected. I am at the end of my true up period this month and my true up is incorrect, just as the billing is incorrect.</p> <p>Request of CPUC: I believe that when bills are incorrect, 30 days is plenty of time for a large corporation like SCE to correct the problem. The problem has been going on for over 90 days. The only way large corporations such as SCE will clean up their act is if they are Sanctioned monetarily and heavily. Otherwise there is not incentive for SCE to change its tactics. Seems as if SCE takes its time on resolving issues such as billing or restoring power after power is knocked out in the San Gabriel Valley and Pasadena area due to a windstorm. SCEs modus operandi or MO is to respond very slowly.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
205386	COMPLAINT	WEB	1/30/2012	2/7/2012	NULL	NULL	<p>Complaint / Concern: Earlier Complaint under investigation Complaint No. 202657. Ever since my analog meter was changed to a digital meter my new solar inverter box would not shut-off at night. The inverter light would stay green and try to restart every 20 minutes with a double click and a surge of input power. At first SCE was going to replace the digital meter with a new digital meter. The replacement never happened. The the PVP2500 Manufacturer was going to replace the inverter. The replacement of the inverter never happened. Instead, the electrical contractor Bill Daily of Bill Daily Electric Co., of Chino, California, came out and reset the inverter. The inverter seems to be OK now and the red light comes on at night when it is supposed to come on.</p> <p>Utility Comment: When I contacted the SCE utility company the utility personnel told me that there are problems with the new digital meters interfering with breaker switches. The SCE employees did not want to be quoted on this, but the company investigation into these matters knows that the digital meters can and do interfere with breakers.</p> <p>Request of CPUC: I believe the CPUC needs to conduct a full and thorough investigation into this very serious matter of these new digital meters interfering with circuit breakers. Had I not complained about my problem inverter and other installations are experiencing the same problems, these expensive inverters would wear-out prematurely. Apparently SCE does not care if expensive inverters wear out prematurely as the cost of replacement would not be on them. I find it most interesting to note that SCE employees know that these new digital meters can interfere with circuit breakers, but the SCE company is not willing to share or be transparent with the public about the problem. Thank you in advance for your time, consideration and follow-up in regard to this serious matter. Sincerely, Mr. XXX, owner of several solar installations.</p> <p>Utility Name: Southern California Edison</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
213778	COMPLAINT	WEB	3/16/2012	4/20/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Installed smart meter with out permission. The layout of my home puts the location of the smart meter less then 12 inches from where my wife and I sleep and less than 9 feet from where my children sleep. Since installation we have been experiencing all ranges of sickness. Our family has been experiencing extreme ringing in our ears, extreme sweating when we sleep, flu like symptoms and the list goes on. We didnt know why we where getting sick until I happened on my new smart meter. I called to power company to see when it was installed and was shocked to find out that is was shortly before we all started getting sick. Utility Comment: That there was nothing they could do to help. Request of CPUC: Get that dam smart meter off my house. Utility Name: PGE
220857	COMPLAINT	WEB	4/29/2012	5/3/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Why do I have to pay PG&E a \$75 "setup fee" to keep my analog meter? This meter is in place now, not a Smart Meter. There is no change out, just keep the existing meter. Utility Comment: That is the cost of "opting-out". Request of CPUC: Disallow the "fee" charged by PG&E if they do not have to change the meter. Utility Name: Pacific Gas & Electric
221554	COMPLAINT	LETTER	5/2/2012	5/9/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter opposes the opt-out fees. Sent smart meter closing letter.
216055	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	QA Review snt to HAW
216005	COMPLAINT	LETTER	3/1/2012	4/30/2012	Pacific Gas & Electric Company	NULL	QA Review snt to HAW
208367	COMPLAINT	WEB	2/13/2012	4/11/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: Why do I need to pay to keep my meter that I had signed up for? Utility Comment: G&E asks a one-time charge of \$75 to keep the old analog meter and \$10 per month. Request of CPUC: Please let house owners make decision and dont force owners to change sometime that they dont want. Utility Name: XXX

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
207884	COMPLAINT	LETTER	2/8/2012	4/11/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter seeks opt-out option without fees. Sent sm closing letter.
256007	COMPLAINT	LETTER	12/31/2012	2/4/2013	California-American Water Company	Customer does not want her meter replaced with smart meter and seeks an explanation and clarification. Please refer to the attached letter from the customer. Please investigate and address all issues raised in customer's letter and respond in writing to both customer and CPUC .	NULL
209148	COMPLAINT	WEB	2/17/2012	5/2/2012	California-American Water Company	NULL	Complaint / Concern: On February 17, 2011 a California American Water technician came by my home to install a new water meter. I didnt want it. He didnt care and installed it against my wishes stating that the water company owns the meter and I dont have a choice. Really? No constitutional rights for my family? Utility Comment: I have a call in and haven;t heard back. Request of CPUC: Help me get my analog meter back. I have a daughter with brain cancer and do not want additional emfs around my home. Utility Name: California American Water

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
254066	COMPLAINT	WEB	12/14/2012	12/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Dear CPUC, I was notified some months ago that the Cortix company was coming to my home to exchange my electric meter for a new Smart Meter. I was not given a choice to change or not. I have a fenced/gated yard where access is needed to get to the meter. I also have loose adult Dobermans in my yard. My account specifically states that the owner must be notified before entry because of my dogs and locked yard. Edison has always called me if they needed access. About a month and a half ago I came home in the evening to find no power at my home, I could see homes near me with their lights on. I went outside to check the breakers and found I had NO meter at all. It was removed the for the entire day. There was no notification or postings on my door or gate. I contacted Edison, talked to their service department, they said they had no idea why my meter was removed and nothing replacing it. They said it must have been their contractor but had explanation to these actions.</p> <p>Utility Comment: An hour later an Edison serviceman came, in the dark, and installed a Smart Meter. I called Edison to ask about the Smart meter. They looked up my account and I was told that I had no choice but to take it or I would be charged \$75 a month for not having one. I have since found out, from CPUC, that I was lied to about having no choice and the \$75 a month added fee. I am also on a CARE account. The new meter has twice shut off since its installation.</p> <p>Request of CPUC: I want my old meter returned immediately. I dont want to be lied to by Edison. I want Edison and their contractors to honor the agreement concerning entering my yard. If my dogs attacked the serviceman either the serviceman or my dogs would wind up seriously injured if not worse. Thats why Edison and I has had this agreement for 25 years.</p> <p>Utility Name: Southern Cal Edison</p>
251913	INQUIRY	WEB	11/30/2012	12/4/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Can I reuse their Smart Meter?</p> <p>Request of CPUC: Have SCE return my old meter.</p> <p>Utility Name: Southern Cal Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
254411	COMPLAINT	WEB	12/17/2012	12/19/2012	Southern California Edison Company	NULL	Complaint / Concern: I have two meters at my home address, and one is the well pump, and the other one is my house meter. I declined to take the smart meters, and was told it would cost me \$75.00 each for not taking the meters. When in the United States did we have to start paying for something we did get or want? We have a small business, and I would like to charge people for not taking our products. Please let me know if this is legal for them to do this. Utility Comment: We had to pay \$75.00 for each meter, and an extra \$10.00 per month for not taking their meters. Request of CPUC: Tell me the truth. Utility Name: Southern Calif. Edison

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
249030	COMPLAINT	WEB	11/7/2012	11/8/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: I have been exposed to large amount of Electromagnetic & Wireless radiation 2011/2012. The exposure was gradual in the amount of radiation. November 2011, it appears someone CSULB and possibly USC & Stanford conducted smart meter & grid research that filtrated a large amount of radiation which resulted severe injuries. Here is a link with videos regarding injuries suffered: http://smartmetersinjuries.blogspot.com/ My biggest concern are the torture and gang stalking that started after contacting and sending a report to the FBI. Every time i contact DOJ seeking assistance, the torture and biochemical attacks worsens. they have isolated me and kept me under control using PSYCHOP tactics to prevent me from going public.</p> <p>Utility Comment: SCE turned off my electricity and advised me it was related to smart meters and they have zero control. Have asked me to speak with Lennar NO further investigation can be done as the meter appears normal. I was able to discover the EMR waves flowing down my walls with flashlight). FBI and Law enforcement never responded and have contacted both several times. I contacted SCE every time i was showered with large amount of radiation and all they do is turn off the electricity. "I was advice its part of the wireless world we live in and they have no control"</p> <p>Request of CPUC: DOJ and FBI have yet to investigate my case. I cant believe these type of attacks can be ignored. Appears all lack knowledge and are ignorant on how to investigate this. After further research description on HAARP mirrors the attacks i received. Im confident with the videos i have captured and evidence, folks from SMART METER or Smart Grid/High Beam researchers have hired folks to attack me and have isolated since March. I find myself being followed and surrounded by military personals, folks driving Luxury cars (Porsche, Lambroginni, Benz, BMW, ect). Prior to all the attacks, unauthorized transactions from my CC, Bank and Paypal account amounting over \$10k+ and WellsFargo & Paypal refuse to investigate and accepted signatures that didnt match mine.</p> <p>Utility Name: SCE</p>
249777	COMPLAINT	LETTER	11/9/2012	11/28/2012	Southern California Edison Company	NULL	The customer is disputing SCE's Threat of disconnection due to the non payment of the 10.00 opt out fee.
252743	COMPLAINT	LETTER	12/5/2012	12/18/2012	Southern California Edison Company	NULL	Smart meter - opt - to HAW

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
248416	COMPLAINT	WEB	11/4/2012	12/20/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Edison is not servicing this area anymore I think. A group named Corix is. Aunto matic smart meters are going in. I dont know if you care but you should. Many are going off grid ... these guys arent stupid. You had better contact CPUC. good luck to all of us...</p> <p>Utility Comment: Thye said they are subcontracted and service our area.</p> <p>Request of CPUC: I want to recontract with Edison ...are you kidding on how did I find out about CPUC????? I AM AN AMERICAN ALL OF MY LIFE....WHO DOESNT KNOW ABOUT CPUC????/ BOAT PEOPLE????????? SOS SOS SOS ----GET US OUT OF HERE!!! THERE ARE MANY AUTHENTIC AMERICAN CITIZENS AND WE ARE IN DANGER...THESE GUYS ARENT EVEN HUMAN...sos sos...the corix people barely have legs...help...there are women and children in here...use the email for longitude and lat coordinates...many of us have been kidnapped.. I am real.</p> <p>Utility Name: Corix/ Edison?</p>
254354	COMPLAINT	LETTER	12/14/2012	12/21/2012	Southern California Edison Company	NULL	Smart meter closing letter sent
247182	COMPLAINT	WEB	10/24/2012	10/26/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Never informed that the smart meter gave any radiation and want it removed asap. They also never disclosed that if we wanted it removed it would cost more money. This should not be a charge since we were not notified of these two ramifications. On line there is documentation that states this and that by law we do not have to accept the meter.</p> <p>Utility Comment: They said it would be a \$75.00 charge to replace the old analog meter and that the radiation given off is no more than a cell phone.</p> <p>Request of CPUC: I want this meter removed and replace the old analog we had with no charge to us. These meters are running all day, 24 hours. I dont have a cell phone attached to my ear 24 hours a day, in fact I cannot use one at work. So I dont even use my cell phone more than 1 hour at the most a day. You cannot compare the radiation affects.</p> <p>Utility Name: SCE</p>
248072	COMPLAINT	LETTER	10/30/2012	11/15/2012	Southern California Edison Company	NULL	additional consumer information

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
248059	COMPLAINT	LETTER	10/30/2012	11/15/2012	Southern California Edison Company	Consuer states bill has gotten higher since smartmeter installation.	NULL
254918	COMPLAINT	WEB	12/21/2012	12/28/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Radiation from neighbors that I have measured in excess of WiFi. Dirty electricity that I have measured due to smart meter on supply line.I am being charged a penalty for keeping my meter no cost to Edison \$75.00 I am being charged Amonthly penalty of \$10.00 for protecting my home from unwanted radiation. I do not have wifi. I do not use a cordless phone or cell phone or microwave oven as they have been proven in a double blind study by Dr Megda Havas of Trent University. Yet Edison is allowed to punish anyone who is electrosensitive roughly 3-8% of the p[opulation. I am one of them.</p> <p>Utility Comment: Edison responds with out dated studies. That have been proven wrong.</p> <p>Request of CPUC: I want Edison to not charge me any penaltys for keeping myself and family safe from Smart meter radiation. Plus I am forced to shield both sides of my home from surrounding meters.Make Edison pay for the invasion of my home and cost of shielding.</p> <p>Utility Name: Edison</p>
241307	COMPLAINT	WEB	9/14/2012	9/14/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: Underwriters Laboratory Confirms Meters Not Safety Tested, Raising Fire Safety Fears.We have opted out of having a smart meter installed so we have been penalized with a fee of \$75. and \$10 a month. Even though we have had to pay a penalty to keep our meter we are now being bombarded my micro waves from houses on our left an right that has caused us the added expense of shielding our lining space. We have chosen not to use wifi we do not use a cell phone in the house a we do not use a microwave oven because of unsafe radiation levels.</p> <p>Utility Comment: Edison does not care about peole who are electricly sensitive.</p> <p>Request of CPUC: I want them to pay for any and all shielding we must now install and to drop the penalty fees imposed for opting out.</p> <p>Utility Name: Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
234423	COMPLAINT	WEB	7/26/2012	8/2/2012	Southern California Edison Company	NULL	Complaint / Concern: Power meter charges Utility Comment: Authorized by CA Public Utilities Commission Request of CPUC: No charges should be charged to customers that do not want new meter. They are functioning proper. It is wrong to be charged an additional fee for an upgrade I did NOT want. Then when solar panels are installed pay another fee to change meter again. I thought the reason for CPUC was to protect citizens not to help Utility companies increase profits and reduce their employees Utility Name: SCE
229259	COMPLAINT	LETTER	6/21/2012	6/22/2012	Southern California Edison Company	NULL	CPUC is cc'd only
241210	COMPLAINT	WEB	9/13/2012	9/18/2012	Southern California Edison Company	NULL	Complaint / Concern: On 9-13-12, employee of Corix unlawfully entered my property, without permission, installed a Smart Meter; I had already notified SCE that I had opted out; trespassed upon my property; I observed employee on my property and cross my fence line; He refused to remove Smart Meter at scene after being told I had opted out; He refused to identify himself and give me his name; asked him to stay while I notified law enforcement; He fled. My complaint includes, but is not limited to, Fraud; Unfair Business Practices, and trespass; Utility Comment: Refused to give me the name of the person who trespassed and installed the meter. I called Corix, spoke with Supervisor Evy and Manager Diana Maldonado, both of them refused to identify the employee or allow me to speak with anyone else. Refused to remove the meter. Request of CPUC: Please conduct a Formal Investigation into this misconduct; Give appropriate discipline, penalties and fines; advise me of the results of the investigation. Order them to remove the Smart Meter. Utility Name: Corix Utilities, Inc.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
241193	COMPLAINT	WEB	9/13/2012	10/18/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: On 9-13-12, employee of Corix, at the direction of SCE, unlawfully entered my property, without permission, installed a Smart Meter; I had already notified SCE that I had opted out; trespassed upon my property; I observed employee on my property and cross my fence line; He refused to remove Smart Meter at scene after being told I had opted out; He refused to identify himself and give me his name; asked him to stay while I notified law enforcement; He fled. My complaint includes, but is not limited to, Fraud; Unfair Business Practices, and trespass;</p> <p>Utility Comment: I called Corix, they refused to give me the name of the person who trespassed and installed the meter. I called Corix, spoke with Supervisor Evy and Manager Diana Maldonado, both of them refused to identify the employee or allow me to speak with anyone else. Refused to remove the meter.</p> <p>Request of CPUC: Please conduct a Formal Investigation into this misconduct; Give appropriate discipline, penalties and fines; advise me of the results of the investigation. Order them to remove the Smart Meter.</p> <p>Utility Name: SCE</p>
240390	COMPLAINT	WEB	9/7/2012	9/11/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: How can you let comunist take over our power companies?Their office general delivery Russa. This is U S A</p> <p>Utility Name: Edison</p>
228984	COMPLAINT	LETTER	6/19/2012	8/23/2012	Southern California Edison Company	NULL	Smart meter opt out cost - to HAW
239931	COMPLAINT	LETTER	9/4/2012	9/10/2012	Southern California Edison Company	NULL	not respondiing to request for legal report on constitutional right to install SM

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
228025	COMPLAINT	WEB	6/13/2012	8/17/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: "Smart Meters" Sometime last year I received a notice from the Edison Co. regarding the so called Smart Meter and how wonderful it is. I replied that I did not want one. This is totally outrageous. Edison already charges double the KW/HR rate that the other naboring utility, Imperial Irrigation District charges. Now they want to put in a new meter that; saves them money (not me), allows them to control any one meter at a time from their head office (turn it on, turn it off, or limit the power). Im sure Im not the only one that thinks these new meters are a scam. The benefits only the Edison Co. not the customer. Is there any way to switch to Imperial Irrigation District as my provider? If I had to have a "Smart Meter" with them, at least I would be saving money too. Their service area is less than 1/4 mile from my home. Can you help? I have no trust in the Edison Co. Sincerely, XXX</p> <p>Utility Comment: Two weeks ago I received a notice from Edison that it would cost me \$75.00 to remove the meter (which they already installed against my wishes) and a \$10.00 a month "Opt-Out-Fee" or \$10.00 and \$5.00 for "income-qualified" customers (What ever that means).</p> <p>Request of CPUC: Is there any way to switch to Imperial Irrigation District as my provider? If I had to have a "Smart Meter" with them, at least I would be saving money too. Their service area is less than 1/4 mile from my home. Can you help? I have no trust in the Edison Co. Sincerely, XXX</p> <p>Utility Name: Edison Co.</p>
233314	COMPLAINT	LETTER	7/18/2012	8/2/2012	Southern California Edison Company	NULL	Waiting for new SM closing letter.
236520	COMPLAINT	LETTER	8/10/2012	8/30/2012	Southern California Edison Company	letter addressed to utility. forwarded for your review and response to customer.	NULL

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
245528	COMPLAINT	WEB	10/13/2012	10/18/2012	Southern California Edison Company	NULL	Complaint / Concern: I am complaining that it is not legal for Edison to charge me a yearly fee to keep my present meter AND an additional monthly fee??? I have agreed to use their meter and i do not wish to have the meter I agreed to use replaced with a smart meter. I should be allowed to continue my contract w SCE WITH NO EXTRA CHARGES. The right to opt out should NOT be penalized. I am NOT satisfied with the "research" edison has performed on the smart meter. There is too much contradictory evidence. Utility Comment: they said tough. Request of CPUC: i want my fees returned. Utility Name: Southern California Edison
233236	COMPLAINT	WEB	7/18/2012	8/2/2012	Southern California Edison Company	NULL	Complaint / Concern: I recently called SCE to opt out of the smart meter program. My problem is that I was immediatly charged the opt out fee of \$75.00 when in fact SCE has not installed any of the new smart meters in my neighborhood. I do not feel it is fair that my extra charges have started yet SCE has not started the work in my area. I feel the charges should coincide with the actual meter installation for my area. Utility Comment: That was their policy. Request of CPUC: Not allow SCE to begin opt out charges until they wwould have installed the meter. Utility Name: Southern California Edison

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
232983	COMPLAINT	LETTER	7/16/2012	8/10/2012	Southern California Edison Company	<p>Consumer is disputing their high bill. Consumer states she is gone from her home for almost 10 hours a day and rarely turns on her thermostat. Consumer stated she stopped receiving her bills for a short period of time and was not able to conserve. Consumer does not believe the billing is correct.</p> <p>Please see attached letter from the consumer and address all issues and concerns raised in the consumer's complaint. Please make all necessary adjustments or, if the utility's position is sustained, cite the appropriate tariff and/or section of the service agreement. Please note that CPUC code 581 requires utility's respond to ALL APPLICABLE compliance statements listed on the IC. Those responses must be included in the letter to the consumer, a copy of which may be used as a report to the CPUC.</p>	NULL
232961	COMPLAINT	LETTER	7/16/2012	10/24/2012	Southern California Edison Company	NULL	Sent a copy of the utility's consumer letter. Returned to close.
227145	COMPLAINT	LETTER	6/7/2012	8/8/2012	Southern California Edison Company	NULL	The customer questions the fee to opt out. for the 75.00.
227140	COMPLAINT	LETTER	6/7/2012	8/17/2012	Southern California Edison Company	NULL	Smart Meter complaint

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
244923	COMPLAINT	WEB	10/9/2012	10/16/2012	Southern California Edison Company	NULL	Complaint / Concern: The California Public Utilities Commission ruled that if you choose to Opt-Out of the smart meters that you have to pay a \$75 initial fee then a \$10 a monthly fee. Utility Comment: CPUC had on April 19, 2012 had ruled that you have to pay the smart meter opt-out fee if you want to Opt-Out Request of CPUC: Asking the CPUC to wave all smart meter Opt-Out fees and let people Opt-Out of smart meters on all applications Utility Name: Southern California Edison
231810	IMPOUND	LETTER	7/9/2012	8/28/2012	Southern California Edison Company	NULL	returned impound
228711	COMPLAINT	WEB	6/18/2012	8/23/2012	Southern California Edison Company	NULL	Complaint / Concern: Being forced to accept the so called "smart-meter"!! If we do not accept it we are being FORCED to PAY \$75.00 to opt out and then in addition to that, another \$10.00 every month. We are being penalized because of our refusal to allow Edison to monitor our usage in the disguise of their "smart-meter". This is all being FORCED on the consumer without the consumer having any other alternative to seek for recourse. Utility Comment: This DEAL with the smart-meter was OKd by YOU/CPUC and that basically TOO BAD for me if I dont want the meter! AND if I DO NOT ACCEPT the meter, CPUC HAS ALSO OKD CHARGING THE CONSUMER/ME THE FEE FOR OPTING OUT,PLUS THE \$10.00 AND MONTH FEE! Request of CPUC: I want CPUC to start functioning as an advocate for the consumer/Me and to STOP being in the back pocket of the utility companies and allowing these unreasonable demands on the consumer to be OKd by you. I want you to STOP letting the monopoly like Edison control and rape Consumers of our rights by letting them get away with charging us fees in the name of helping us, therefore allowing them/EDISON to take precious money from our childrens mouths!!! Money which we all have very little of!!! I want you to let me know, besides you, whom else can I file a complaint with! Thank you. Utility Name: Southern California Edison

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
232781	COMPLAINT	LETTER	7/13/2012	8/29/2012	Southern California Edison Company	NULL	Consumer would like to opt-out without the fee. Sent SM closing letter.
231461	COMPLAINT	LETTER	7/3/2012	8/28/2012	Southern California Edison Company	NULL	The consumer opposes the installation of the smart meter opposes the opt-out fees. Sent smart meter closing letter.
227422	COMPLAINT	LETTER	5/31/2012	8/9/2012	Southern California Edison Company	NULL	The customer disputes the cost of Opting out.
244087	COMPLAINT	LETTER	10/2/2012	10/16/2012	Southern California Edison Company	NULL	Sent to PAO
243725	COMPLAINT	WEB	10/1/2012	10/9/2012	Southern California Edison Company	NULL	Complaint / Concern: Corix contacted me seven times by mail regarding a "smart meter." I responded in writing the first time, saying no to the new meter; They telephoned. I said no. A technician walked into my office. I said no. My meter was tagged months ago by an SCE employee: "Do Not Change to Smart Meter. Do Not Remove This Tag." Yesterday I discovered that in fact, the tag and the meter were removed and a new meter installed. This happened some time in the last week. I am a one-person office. I do not need a new meter. I turn off lights and air conditioning when I am not in the office, and even when I am, I use the air very little. Utility Comment: I do not know who to contact since I have been contacted about meters by Corix Utilities. Request of CPUC: Order SCE to bring back the old meter. Also, do not give SCE a rate increase--they spent excess funds trying to coerce me by letters and sending technicians and making telephone calls to induce me to agree to their change. Utility Name: Southern California Edison
227563	COMPLAINT	LETTER	5/31/2012	8/14/2012	Southern California Edison Company	NULL	QA Review referred to HAW
239169	COMPLAINT	LETTER	8/27/2012	9/5/2012	Southern California Edison Company	NULL	Smart meter opt out - to HAW
236811	COMPLAINT	LETTER	8/13/2012	9/4/2012	Southern California Edison Company	NULL	rec'd e-mail fr Laurie at SCE a/c rec'd copy of ltr addr to CPUC but no IC. adv this case was not sent a/c appears to be smart meter iss. ref to HAW to determine whatstep he wants to take re this case.elw.

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
232001	COMPLAINT	WEB	7/10/2012	8/28/2012	Southern California Edison Company	NULL	Complaint / Concern: I do not want a smart meter placed on my home and i keep finding Corix employees trying to change my meter without my permission and i even have the panel posted Stop do not change my meter Corix employees do not have permission to be on my property.. Please help Request of CPUC: Stop the installation of the smart meter ASAP Utility Name: SCE
230028	COMPLAINT	WEB	6/27/2012	8/24/2012	Southern California Edison Company	NULL	Complaint / Concern: When the Edison employee showed up to change my meter to the new Smart Meter,I told him I did not want it and choose to opt out.A month later another Edison employee showed up to change the meter and I told him the same thing and to quit bothering me.He informed me that I should call a number that he provided to opt out of the program.I tried on different occasions, but was told to try again at a different time due to too many calls. On 6-25-2012 my electric service was interrupted while I was not at home(my clocks were flashing). I went outside in my fenced ,gated yard and found that my meter had been changed. No one notified me! The employee waited until we were not home to change the meter. Utility Comment: My wife called the Edison company to tell them to return our meter because we had opted out.She was told that it would cost \$75.00 to re-hook the old meter that Edison removed without permission and an additional \$10.00 a month to stay with the old meter. I should not have to pay to reinstall a meter that Edison had taken against my wishes or should I be charged for sticking with my old meter. Request of CPUC: Restore my meter to the way it was prior to the switch, and , no penalty for remaining with the old meter.Not enough information is available on these "smart meters" or possible side affects on the inhabitants of my house or the environment. Utility Name: Southern California Edison

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227531	COMPLAINT	WEB	6/11/2012	8/9/2012	Southern California Edison Company	NULL	Complaint / Concern: The situation that concerns me is the ability of SEC to change my meter and their ability to charge me if I opt-out. I've recently retired and have or about to cut back in every area possible. Has the commission given their blessing to this program, were there any public meetings held so the voice of the people who pay your salaries could be heard? Who the hell are you people working for? I was not of the opinion the commission existed to increase the SECs profits. SEC has a monopoly in my area, perhaps its time for a change at both the commission and with SECs control here a bouts. Was SEC looking for a tougher time for people their outrageous charges? By the way, what was their bottom line last year. Utility Comment: \$75.00 initial opt-out fee +\$10.00 per month Request of CPUC: What I expect the CPCU to do is stop this before they find out there is no money to pay their salaries. Utility Name: SEC
237302	COMPLAINT	LETTER	8/15/2012	9/4/2012	Southern California Edison Company	NULL	Consumer is protesting Opt out fees.
232547	COMPLAINT	LETTER	7/12/2012	8/29/2012	Southern California Edison Company	NULL	The customer is disputing the fee that SCE charges for opting out of having a Smart Meter.
231411	COMPLAINT	LETTER	7/5/2012	7/6/2012	Southern California Edison Company	NULL	Sent cc letter.
230855	COMPLAINT	WEB	7/2/2012	8/27/2012	Southern California Edison Company	NULL	Complaint / Concern: My wife and I are cocerned for our privacy and civil freedoms. We are concerned that they are being compromised by the so called "Smart Meters". . . We do not want our private information about our energy use being shared with governemnt entities or private parties outside SCE. Utility Comment: We are being penalized, dinancially, for not allowing SCE to install a smart meter. Request of CPUC: Take action to limit WHO has access to information regarding our energy use. Utility Name: Southern California Edison

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
239912	COMPLAINT	LETTER	8/29/2012	9/14/2012	Southern California Edison Company	NULL	QA Review N/A.
239824	COMPLAINT	WEB	9/4/2012	9/10/2012	Southern California Edison Company	NULL	<p>Complaint / Concern: We are not happy that our right to deny the new Smart meters is punished with astronomical fees.</p> <p>My wife suffers from Migraines and the smart meter would be installed right by our bedroom wall.</p> <p>The power company has misled the public and the Public Utility Commission by leaving out publicly available facts and information regarding smart meters. There are many downsides to this new technology that the power company has not presented to the general public or the Public Utility Commission. Information is slanted and doesn't address the negative issues fully.</p> <p>Utility Comment: first we could opt out, then we received a letter that there is a \$75 fee if we do not want the smart meter.</p> <p>Request of CPUC: I demand an immediate stop to the installation of all Smart Meters until all issues are resolved, an opt-in only for customers who are properly and fully informed and that must have this technology for their own specific need. This is in the public's best interest.</p> <p>An immediate investigation into these issues by the Public Utilities Commission in needed.</p> <p>I demand that the Public Utilities Commission immediately order the power company to fully inform all customers of ALL the known facts, including complaints and downsides of this technology.</p> <p>Utility Name: Southern California Edison</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
237419	COMPLAINT	WEB	8/16/2012	9/5/2012	Southern California Edison Company	NULL	Complaint / Concern: When I learned that opting out of a Smart Mtr was not an option for commercial Edison customers, I felt relieved that my old meter was located inside my building, where they cant access it without me. Just to let them know I dont want a S Meter (after Corix called 2x trying to switch my meter to a new one) I sent a cert letter to Edison stating clearly that we did not want a Smart Meter at our store. They received it. Today I went to the store, where I hadnt been since last Friday, and there was a Smart Meter installed there - inside! I called everyone with a key and nobody had let them in. No signs of forced entry and I dont know how they accessed my private property, but I am outraged and dont know who to turn to except CPUC. This is a violation and I have the right to an explanation. Please help. Thank you and I look forward to hearing from you. Utility Comment: Sorry -- not our problem! Request of CPUC: I would like to have CPUC initiate an opt-out program for commercial customers. I would like my old meter back, if possible! Utility Name: Souther California Edison
235280	COMPLAINT	LETTER	7/7/2012	8/29/2012	Southern California Edison Company	NULL	The customer disputes the fee for opting out of the Smart Meter.
234976	COMPLAINT	LETTER	7/30/2012	8/2/2012	Southern California Edison Company	NULL	Smart Meter compliant. Request sent to ARH for reassignment.
209012	COMPLAINT	LETTER	2/9/2012	6/22/2012	Southern California Edison Company	consumer claims after the install of smart meter bills doubled-review for meter accuracy-when was meter installed? previous meter installed? provide 36 months of bill history-review to resolve consumer issue-contact to advise, summate actions taken to resolve in letter to the consumer and copy puc-offer care or medical baseline etc-	NULL

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
215982	COMPLAINT	LETTER	3/1/2012	4/30/2012	Southern California Edison Company	NULL	QA Review.. forwarded to HAW
227059	COMPLAINT	LETTER	5/31/2012	7/11/2012	Southern California Edison Company	Consumer complains of health issues on Smartmeter installed. . The Commission requests an investigation and review of the account. Please respond to the compliance items, cite tariff justification for utility action, and report in writing to the consumer and CPUC.	NULL
213075	COMPLAINT	LETTER	3/12/2012	4/19/2012	Southern California Edison Company	NULL	This is an SCE SMART meter opt out case. Sent e-mail to SF Supervisors to reassign case to SMART Meter Team.
211863	COMPLAINT	WEB	3/4/2012	4/17/2012	Southern California Edison Company	NULL	Complaint / Concern: We have learned that our EMF is excessively high compared to the national average. SCE has been out, but there appears to be a lack of ambition in regards to the high EMF (electric magnetic field). Originally, when I notified SCE I was asked by the representative if I had witnessed or personally been affected by the EMFs. I told him I have been: I personally have had two bouts of teaticular cancer, my. Sigh or to my left has recently died, and my neighbor to my right has passed as well. Utility Comment: They came out and preformed an EMF evaluation. The results were high 150% higher than the national avg. they have done ample testing. However it does not look like any action is to take place. Request of CPUC: Provide oversight and public resources who can provide unbiased objective assistance to persons in need. Utility Name: SCE

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
244659	COMPLAINT	WEB	10/8/2012	10/9/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: they are attempting to install a smart meter which we do not want. In discussions with PGE is sounded like there was another action before the cpuc which would allow commercial users the same option to opt out that the residential customers have. IT sounded like they were not waiting for the decision and wanted to install now. I need to understand if there is an action pending approval that would allow commercial customer to opt out of the smart meter program</p> <p>Utility Comment: they indicated that "something" had not been decided but they were proceeding with smart meter installations. In the future we "might" be able to have them removed ??</p> <p>Request of CPUC: I want some one to confirm if there is a pending action before the cpuc to allow commercial customers to opt out of the smart meter program. If so I want to delay my install to take advantage one the ruling has been made</p> <p>Utility Name: pge</p>
233335	COMPLAINT	LETTER	7/19/2012	8/2/2012	Pacific Gas & Electric Company	NULL	<p>The customer objects to the opt out fee as he is low income and this appears to be a financial hardship.</p> <p>The customer is disabled and requests that the fee be removed due to hardship and her disability under the American Disabilities Act.</p>
232324	COMPLAINT	LETTER	7/10/2012	8/29/2012	Pacific Gas & Electric Company	NULL	SmartMeter - Opt Out Fees - Refer to HAW
227662	COMPLAINT	LETTER	6/11/2012	8/14/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter opposes the opt-out fees. Sent smart meter closing letter.
231757	COMPLAINT	LETTER	7/9/2012	7/10/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter and the opt-out plan.
232597	COMPLAINT	LETTER	7/13/2012	8/29/2012	Pacific Gas & Electric Company	NULL	Smart meter opt out to HAW

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
241642	COMPLAINT	LETTER	9/12/2012	9/18/2012	Pacific Gas & Electric Company	NULL	QA Review N/A.
227886	COMPLAINT	EMAIL	5/31/2012	8/14/2012	Pacific Gas & Electric Company	NULL	Customer didn't write anything in his complaint. Presuming that he is complaining about Smart Meters.
238129	COMPLAINT	WEB	8/21/2012	8/22/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: ever since the so called "smart" meter was installed my electric bil has moved steadily up & up now over double some things have changed i had my 91 year old grandfather living here the last 1 year and 5 months. I know during the last few months that he used elctric during the day i called and asked the first person to answer at pg&e "does the smart meter know what time of day it is" the operator lied & said no it does not. after i asked for supervisor she put me through & the supervisor said yes the meter does know what time of day it is so it charges more----s.b. county said as customers we had the right to "opt" out of the so called "smart" meter now pg&e says i must pay a 75\$ fee plus 10\$ for file fee of some kind...now we were not informmed of the "opt" out until pg&e installed now uping the price of the utility.</p> <p>Utility Comment: they told me of the cost to take out the smart meter inwhich they did not asked if i wanted in first place now that the s.b. county says we had the right to opt out now pg&e wants to charge me. i have been customer of theirs the last 13yrs why can they now say almost like a "reconnect fee or a connect fee "</p> <p>Request of CPUC: you need to investigate how many other people have been rppied off by pg&e i am not happy and feel that this is taking advantage of me as a customer. forced into this --you need to fine them and stiop this so called smart meter.</p> <p>Utility Name: pg&e</p>
241662	COMPLAINT	LETTER	9/17/2012	9/21/2012	Pacific Gas & Electric Company	NULL	Smart meter opt out costs - to HAW
230095	COMPLAINT	LETTER	6/25/2012	8/24/2012	Pacific Gas & Electric Company	NULL	Customer send letter on 09-17-12.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
238644	COMPLAINT	WEB	8/24/2012	8/30/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: I have about 12 of those meters outside my bedroom wall & everyday I feel like my brains about to explode. Even if I opted out, that would leave 10 other smart meters for the other apartments. What recourse do I have, if any, shy of moving? Request of CPUC: If possible, switch ALL the units back to the old meters. Utility Name: PG&E
241932	COMPLAINT	WEB	9/18/2012	9/21/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: My complaint is toward the CPUC for forcing customers through fees to move to Smart Meters. Customer who opt-out are paying an extra \$75 then \$120 per year to keep their analog meters. Utility Comment: this is mandated by the CPUC Request of CPUC: remove this fee. Utility Name: PG&E
232876	COMPLAINT	LETTER	7/10/2012	7/17/2012	Pacific Gas & Electric Company	NULL	CC on the complaint - closed and sent a cc reply
233230	COMPLAINT	WEB	7/18/2012	8/2/2012	Pacific Gas & Electric Company	NULL	Complaint / Concern: i am being coerced to change from a standard meter to a smart meter, or pay \$75 up front and \$10 a month until this price is raised later. Utility Comment: sorry sir. Request of CPUC: i do not to pay \$75 and \$10 a month to maintain my current meter. why did the cpuc let these fees be initiated? Utility Name: PG&E
233220	COMPLAINT	LETTER	7/18/2012	8/29/2012	Pacific Gas & Electric Company	NULL	The consumer opposes the installation of the smart meter opposes the opt-out fees. Sent smart meter closing letter.
228666	COMPLAINT	LETTER	6/18/2012	8/23/2012	Pacific Gas & Electric Company	NULL	E-mail Supervisor HAW for case re-direct for Smart Meter Protest
227893	IMPOUND	LETTER	6/12/2012	8/14/2012	Pacific Gas & Electric Company	NULL	This customer does not want a Smart Meter and refuses to pay for "extortion".

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
235190	COMPLAINT	EMAIL	8/1/2012	10/10/2012	Pacific Gas & Electric Company	NULL	is asked to modify at his expense his property to facilitate smartmeter installation-
246118	COMPLAINT	WEB	10/17/2012	10/26/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: PG&E is charging a \$75 fee, plus \$10 per month to opt-out of the smart meter program. This fee is unlawful and discriminatory. I have a basic right to choose to opt-out of smart meters because it (a) emits dangerous electromagnetic waves that may cause me to suffer personal injury, (b) invades my privacy by data mining and data basing my private in-home utility habits and usage, (c) utilizes technology that is known to be unreliable in relation to utility usage and the lawful charges that can be assessed for such usage, (d) subjects me to outside control of my life and home activities by computer programs and by people who have no knowledge of my needs and desires, without my knowledge and consent.</p> <p>Utility Comment: I am awaiting the removal of my smart meter.</p> <p>Request of CPUC: Demand that PG&E honor opt-out requests for smart meters within 5 days and at no additional charge to the customer.</p> <p>Utility Name: PG&E</p>

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
227905	COMPLAINT	WEB	6/13/2012	6/25/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: On November 1st 2011 I filed a complaint (#190762) against PG&E. It was in regards to an intensely loud transformer on our street. It had exploded and been replaced in 2007 and has doubled in noise pollution since then. On December 30, 2011 I received a letter from the PUC that our complaint was closed due to "favorable information", which was basically that the local PG&E manager contacted us and let us know they would be measuring the noise level and getting back to us in a month with the results.</p> <p>Utility Comment: The managers name is Bob Murphy, and we had little contact with him and NO resolution to our problem which is the excessive noise. He never let us know the results of the noise level measurement and has ceased returning our calls. In the begin of our conversation with him he said a sound wall could be possible.</p> <p>Request of CPUC: I want the PUC to do an independent noise review and even if it seems close to legal levels I am strongly suggesting some type of sound wall around just the specific piece of equipment. It has been over a year since I first contacted PG&E. Direct contact with PG&E has been of no use, of course, because it is in their best interest to ignore us. I can not open my windows with out hearing a loud buzzing at all times of day. We have a whole room that is going unused because the sound is so loud that no one can sleep in there, even with the new double pane windows closed. We have lived with this for long enough and need some action to be taken. Having lived in this home for ten years now, I can confirm that the noise has intensely increased since they replaced the transformer. My family and I are on desperate for a sound wall to be built and a solution to finally be reached.</p> <p>Utility Name: Pacific Gas and Electric</p>
228924	COMPLAINT	LETTER	6/19/2012	8/23/2012	Pacific Gas & Electric Company	NULL	Smart meter opt out - to HAW
231516	COMPLAINT	LETTER	7/6/2012	8/28/2012	Pacific Gas & Electric Company	NULL	Customer disputing the Opt out charge.

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Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216372	COMPLAINT	WEB	3/29/2012	4/17/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: I live in a apartment and I am only able to opt out for the smart meter for my unit only. there is a row of 4 meters total and by me opting out only applies to my unit only, what about the other 3? the meters (all 4) are on my side only in my front yard. the other tenant dont really care because the meters are not near they and most importantly they cant afford the fees.</p> <p>Utility Comment: they could only opt me out but not opt out all 4 meters unless the other tenants also opt out.</p> <p>Request of CPUC: please dont install the smart meters</p> <p>Utility Name: pg&e</p>
206664	COMPLAINT	WEB	2/3/2012	4/10/2012	Pacific Gas & Electric Company	NULL	<p>Complaint / Concern: This letter and complaint request is being written as of the result of the three hour plea with PG and E personel yesterday 2-2-12. I was called by their automated system regarding the Smart Meter. After being handed off three or four times I was hung up on by an unnamed "supervisor." The person yesterday where all pointing their finger at your office when telling me that if I could not live with a smart meter on my building then I should just live in my car! When I told them that down town Fort Bragg Ca. is all mixed use, with a maxium build of 40 units of residential developement per acre means that their are a lot of people residing in down town mixed use Fort Bragg, as Im sure there are hundreds of thousands all over throughout PGandEs monopoly. Why hasnt the CPUC considered these two things? First, as stated above shouldnt people be considered who are electro-hypersensitive (many have written AMA doctors diagnosis).</p> <p>Utility Comment: Shouldnt they be able to protect themselves as best they can an continue to self-subsist by working in a mixed use area with out being subjected to even more wireless smog. I really feel that your latest finding providing opt out for some types of reasidential uses but not to others is wrong and discriminatory. Please consider this oversight ASAP and make an amendment to include mixed use areas-residential hard working people.</p> <p>Request of CPUC: Please consider the oversight for opt out for mixed use...</p> <p>Utility Name: XXX</p>

Response re Smart Meter Health 2011

Case Num	Case Type	Source	Receipt Date	Closed Date	Utility Name	Comment	Private Comment
216380	COMPLAINT	WEB	3/30/2012	4/17/2012	Southern California Edison Company	NULL	Complaint / Concern: I live in a condo with 6 units, we all decided months ago to opt out. They snuck and put them in. The meters are on the wall directly outside my daughters bedroom, right where she puts her head. She is on the couch now. I called many times today and talked to many supervisors. One tried to have them changed back and said they were already in the recycle and they had none. Right. I am looking for a new place to move to as a result and want toknow how I can fight this. They said the communal meter cant be opted out as it is commercial. It is not, it is a privately own living place, nothing commercial about it. I am so frustrated with them as they dont care as they have my by the balls , so to speak. Can you help please? Utility Name: Southern California Edison