

To: NCUC Chairman Finley
NCUC Board of Commissioners
NCUC Public Staff

From: Gloria Shen
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Date: January 20, 2019

Re: Docket E-2, Sub 834
Consumer Statement of Position

Dear NCUC Chairman Finley, NCUC Board of Commissioners and NCUC Public Staff:

I am writing to ask that you please take into account all of the consumer statements of position that have been filed under this docket (E-2, Sub 834) as well as E-7, Sub 1115 specifically asking for an electromechanical analog meter before you make a final decision about the opt-out meter for those utility consumers who do not want or who must avoid an AMI 'smart' meter.

Over 100 statements were filed asking for the analog choice under Docket E-7 Sub 1115 upon which the opt-out plan will be based. If these statements are not considered along with the countless other filings that laid out the science behind 'radio-off' meters and how they will still produce voltage transients or 'dirty electricity' in people's homes and living spaces which cause debilitating health effects, I cannot see how any decision that does not provide an alternative to the 'radio-off' smart meter proposed by Duke Energy Progress could truly be representative of the public interest.

Given the chaos that has been reported and shared on community forums surrounding the deployment of the AMI 'smart' meters across Duke Energy Progress' coverage area with:

- people not being properly informed about installations because postcards were not being sent to entire neighborhoods
<https://wlos.com/news/local/news-13-investigates-smart-meter-notifications>
- people who had questions and who called the customer service line only to find that the department was closed and to call back the next business day
- people choosing to be bypassed but who had smart meters installed on their homes anyway
- people who had bypassed and had signs next to their previous meters indicating their bypass status but who had smart meters installed regardless
- people who were told that they would have their electricity shut off if they refused a smart meter during this bypass stage
- at least one individual who was told that he would have to pay \$600 per year to avoid having a smart meter installed on his home on the day that the contractor showed up at his house
- and other examples of things going awry.....

How many of these people and other DEP customers actually trust that things will go smoothly with a 'radio-off' opt-out meter? Given the reported accounts of confusion and miscommunication, is the NCUC prepared to fully address all of the complaints of consumers who are still getting sick from 'radio-

off' dirty electricity-producing smart meters and/or 'radio-off' meters that might be found to have radio antennas activated by chance or installation error?

With an electromechanical analog meter, the adverse health effects and concern about radiofrequency emissions would be entirely moot.

Speaking for myself and others who already have health concerns and serious illnesses, a 'radio-off' opt-out meter will only exacerbate or worsen our conditions. Are those of us who are sick and who cannot afford the harm caused by voltage transients running through our homes just going to be told that our health doesn't matter? And who is liable for the additional harm should a radio-off opt-out meter be found to actually be transmitting? These meters and their antennas can all be remotely controlled. What if there are widespread malfunctions? What then?

The arguments have been made before in Docket E-7, Sub 1115 upon which the opt-out plan is being based. The science is there. The engineering experts' accounts are there. Either these statements have not yet been read or they were reviewed without a reminder of what Article 1 of the NC State Constitution declares.

<https://www.ncleg.gov/EnactedLegislation/Constitution/NCConstitution.html>

There is no grey area here. The right thing to do is for the NCUC to offer an electromechanical analog meter as a choice for consumers across all utilities in the state of North Carolina beginning with Duke Energy and its subsidiaries.

Thank you for taking the time to consider my comments.

Sincerely,
Gloria Shen