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To: [Public Involvement \(UTC\)](#)
Subject: Completed Questionnaire for DOCKET U-180117
Date: Tuesday, March 13, 2018 8:20:57 AM
Attachments: [UTC Questionnaire-RobynCasal.docx](#)

I'm submitting the attached UTC Questionnaire on behalf of Robyn Casal, Chelan WA.

Thank you.
Suzan Keller

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DOCKET U-180117

Name: Robyn Casal, Chelan WA - email: grandmaskywalker@yahoo.com

Commission Policy on Customer Choice for Smart Meter Installation Docket U-180117

Date: March 12, 2018

QUESTIONS FOR CONSIDERATION

To facilitate the development of its policy on smart meter installation choice, the Commission requests stakeholder feedback on the following questions.

Smart Meter Installation Opt-In/Opt-Out

1. Should companies be required to offer customers the choice to opt-out of smart meter installation at their premises? Alternatively, should customers affirmatively opt-in?

I believe that it's unconstitutional to charge a fee to someone for a service they do not want to receive. If there is to be an Opt-Out, it should be at no charge.

I prefer an Opt-In program that is fair to all customers.

2. Should companies be required to offer all customer classes the choice to opt-out or opt-in for smart meter installation? **Yes.**

3. What company estimates, if any, have already been developed for how many customers would choose to opt-out or opt-in for smart meter installation? **Unknown.**

Smart Meter Benefits

4. What challenges do the companies face based on different levels of opt-in and opt-out (*e.g.*, 1 percent, 5 percent, 25 percent) and what smart grid benefits are either reduced or eliminated at these levels? **Unknown**

5. For those customers who select to opt-out of, or decline to opt-in to, smart meter installation, what types of services or benefits would they be forgoing?

NONE. They can stay with a perfectly functioning analog meter.

Costs

6. What types of costs are associated with offering an analog/existing meter opt-out option?

Unknown.

7. Are costs a function of the number of customers choosing to opt-in or opt-out? **Unknown.**

8. Should all costs associated with the opt-out choice be paid by the individual customer making that election or should some portion of those costs be allocated to all ratepayers and/or to company shareholders? **If there is a fee it should be absorbed by all customers.**

Fees

9. What fees (one-time/recurring) should be assessed to customers who elect to opt-out and should the fees be assessed on a per-meter or per-location basis? **None.**

10. If a monthly fee component is included, should there be a limited duration for companies to recover the incremental costs associated with the customer's choice to retain an analog/existing meter? **No. A perfectly functional meter has no cost associated.**

11. If a one-time or up-front fee is required, should the companies be required to offer a payment plan?

There should be no fee as it's unconstitutional to charge a fee for a service not wanted.

12. If recurring opt-out fees are assessed with each meter reading, should alternative meter reading schedules be adopted to reduce the opt-out fees paid by the customer (*e.g.*, bi-monthly, quarterly, or annually with budget billing)?

Annually. Or allow customer to send photo of meter for billing.

13. Should fees differ based on whether the customer is selecting to opt-out of a smart meter for a single service (*e.g.*, electric or natural gas) or both services? **No fees, no fees, no fees.**

14. Should there be a fee imposed on customers who elect to opt-out and later desire to have a smart meter installed? **No.**

15. Should opt-out fees be a separate line item on a customer's bill?

Unconstitutional to have a fee.

Options

16. Should more than one opt-out option be offered to customers who do not wish to have a wireless smart meter (*e.g.*, a digital non-communicating meter)? If so, should the cost differ based on the type of meter selected?

Yes.

No, cost difference.

17. Should customers with smart meters be offered the opportunity to relocate the smart meter to another location on their premises? If so, should the customer pay the cost of relocation?

Yes.

No cost.

Customer Communication

18. What form(s) of communication should the companies employ to advise customers of their smart meter installation options, and what type of information should be communicated?

Several forms: hard copy, registered mail.

Thoroughly inform the customer of the harm and fire danger these meters could impose.