

From: [Phillip Mocek](#)
To: [UTC DL Records Center](#)
Subject: docket U-180117: policy of customer choice for smart meter installation
Date: Thursday, March 8, 2018 1:41:48 PM

Regarding policy of customer choice for smart meter installation
(Docket U-180117):

If the potential benefits of these devices outweigh their potential detriments, than informed customers will choose the remotely-controlled devices. Forcing customers to pay an additional fee in order to maintain the status quo is coercive. Offering the opportunity to opt-out via inclusion in the seldom-read fine print accompanying a billing statement is dishonest. These devices should be provided only on an opt-in basis, and the cost of replacement should be paid by those customers who opt for the replacement.

Customers must be well-informed about risks of deployment of the devices. Operational details must be open to public inspection, not hidden behind a maze of non-disclosure agreements and claims of proprietary technology. The most secure computer systems are those that are well-understood. Those that rely on secrecy are doomed to failure. We secure our homes with well-understood tumbler locks, not by hiding our doors behind some shrubs and suing to protect secrecy of their locations.

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Records Management
03/08/18 13:45
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