

From: [Campbell Rebecca](#)
To: [UTC DL Records Center](#)
Subject: PUBLIC COMMENTS-REBECCA EM CAMPBELL-U-108117-WUTC QUESTIONS ON "SMART" METER OPT-IN/OPT/OUT-OUT-3/8/18
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WUTC 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? Yes, at the very least! Alternatively, should customers affirmatively opt-in? **But better yet, customers should be able to opt in, without dealing with the extortive bureaucracy of "opt-out"!**
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? **The majority of customers who are well-informed -- not energy-propagandized -- would opt out.**
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? **If the WUTC commissioners/staff actually perform due diligence on "Advanced" Metering/"smart" utility meters/the "smart" grid, they will find enough dangers to rule that it is the "smart" grid itself that should be eliminated. The same services can be supplied via analog meters or fiber optic wired systems; a wired fiber optic system via satellite from Elon Musk's SpaceX is now coming online that will eliminate the supposed need for "smart" meters.**
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? **They would forego no real services or benefits by opting out if a real opt-in feature were available.**
6. What types of costs are associated with offering an analog/existing meter opt-out option? **That of justly compensating experienced human meter readers to use their professional judgment, instead of eliminating their jobs.**
7. Are costs a function of the number of customers choosing to opt-in or opt-out? **Yes, especially those dealing with health and well-being -- besides avoiding automated overbilling for which "smart" meters are famous!**
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

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all ratepayers and/or to company shareholders? ***There should be opt-in only, without any protection racket-type extortion of exorbitant utility fees.***

9. What fees (one-time/recurring) should be assessed to customers who elect to optout and should the fees be assessed on a per-meter or per-location basis? **See Question No. 8**

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? **See Question No. 8**

11. If a one-time or up-front fee is required, should the companies be required to offer a payment plan? **See Question No. 8**

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)? **See Question No. 8**

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? **See Question No. 8**

14. Should there be a fee imposed on customers who elect to opt-out and later desire to have a smart meter installed? **No; that will likely not happen if these hypothetical customers are well-informed.**

15. Should opt-out fees be a separate line item on a customer's bill? **See Question No. 8**

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? **See Question No. 8**

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?

See Question No. 8

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?

Such information should be included in customers' monthly bills and prominently displayed on utilities' websites, with notices/press releases sent to local media. It should include all local/state government hearings/forums concerning this issue, with time -- 1-2 minutes is not time enough, although 3 may be -- for public comment, as well as these forums being scheduled during the early evening when people can attend them at venues having adequate parking.

