

Smart Meter Opt Out Proceeding Phase 2

Consolidated

A.11-03-014 Pacific Gas and Company

A.11-03-015 Utility Consumers Action Network

A.11-07-020 Consumers Power Alliance *et al.*

REBUTTAL TESTIMONY OF SANDI MAURER

Served October 26, 2012 on behalf of

EMF Safety Network

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1 Pursuant to Rule 13.8 of the California Public Utilities Commission (CPUC) Rules of
2 Practice and Procedure, I submit this rebuttal testimony on behalf of the EMF Safety Network
3 (Network) in response to The Utility Reform Network (TURN), prepared testimony of Jeffrey A.
4 Nahigian submitted on October 5, 2012. While I appreciate TURN's efforts to lower costs
5 overall, TURN's recommendation to charge SCE customers even more than the current
6 "interim" fees is a contradiction to TURN's advocacy and public position on Smart Meters.

7 TURN historically has encouraged utility customers to refuse Smart Meters on their homes.
8 Below are two screen shots of signs TURN circulated encouraging customers to post in order to
9 refuse Smart Meters.¹²

Download a Do Not Install the Smart Meter Sign

Download a Do Not Install the Smart Meter Sign



SMART METER



FREE ZONE

www.turn.org

Download a Do Not Install sign to hang on your traditional meter

10

11 TURN encouraged not only customers, but whole neighborhoods to boycott Smart
12 Meters: In May 2010, TURN posted a link on Facebook directing customers to start Smart Meter
13 free zones. The KTVU news article, East Bay Neighborhood Fights PG&E Smart Meters
14 reports³, "*The Utility Reform Network was there to celebrate the residents decision to boycott*
15 *PG&E digital devices...PG&E is out of touch, and out of control," said Mark Toney with The*

¹ http://salsa.democracyinaction.org/o/746/p/salsa/web/common/public/signup?signup_page_KEY=5221

² <http://blog.sfgate.com/scavenger/2010/05/20/oakland-neighborhoods-smart-meter-insurrection/>

³ <http://www.ktvu.com/news/news/east-bay-neighborhood-fights-pge-smart-meters/nKROC/>

1 *Utility Reform Network.*”



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3 In an email blast⁴ (date uncertain) TURN directed its members to send a message to the
4 CPUC with the subject line: **I demand a choice about smart meters**. The email stated the
5 current charges were unaffordable for many:

6 *“Dear Commissioners,*

7 *I want a choice about whether or not to have a smart meter installed in my home. For*
8 *that choice to be meaningful, it must be affordable.*

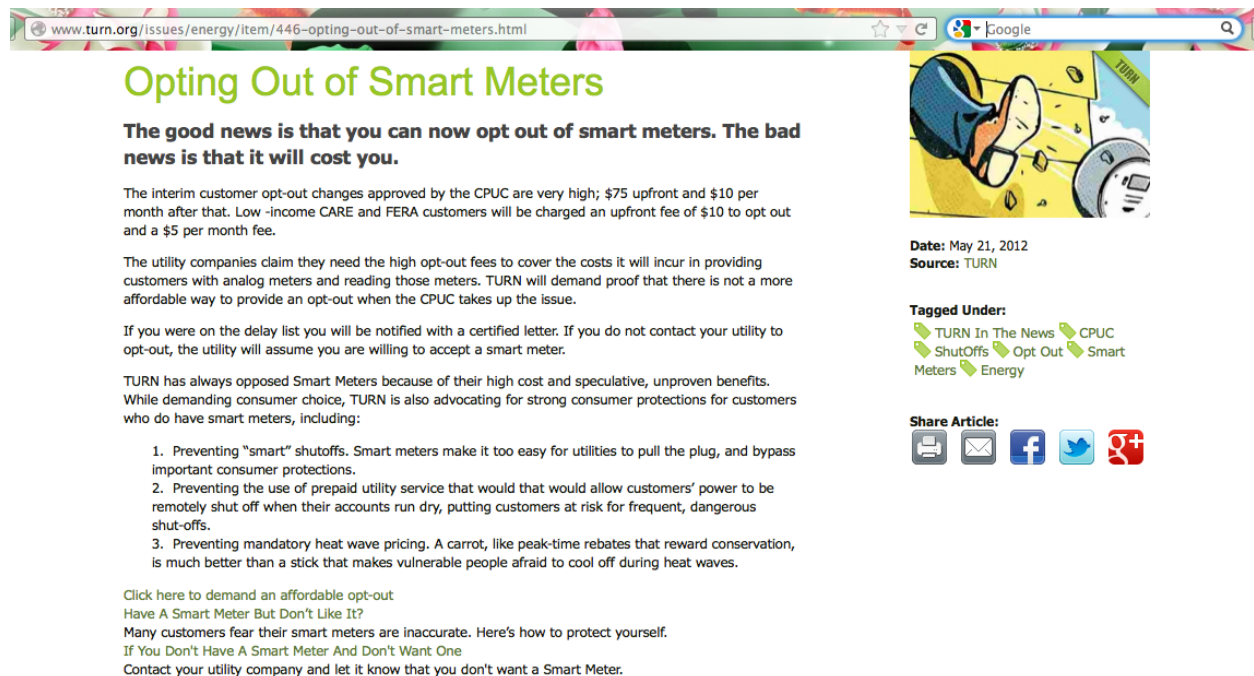
9 *The charges currently authorized by the CPUC will make opting out unaffordable for*
10 *many. Surely there is a better- and fairer- way. Utility companies that insisted on*
11 *installing the meters over customer objections, and are making huge profits on them,*
12 *must provide affordable options and the choice that they should have offered in the first*
13 *place.*

14 *I support TURN’s demands for an affordable opt-out, either allowing customers to read*
15 *their own meters or some other method that gives customers a real choice. Customers*
16 *have already been charged close to \$5 billion for these unwanted and untrustworthy*
17 *meters.*

⁴ http://salsa.democracynaction.org/o/746/p/dia/action/public/?action_KEY=6613

1 *Smart meters are anything but smart from my perspective. Concerns including the*
2 *accuracy of the meters, security of the data they transmit and potential health impacts*
3 *have not been resolved. You've already said customers should have a choice. Please*
4 *make sure that choice is meaningful by making sure it is affordable."*

5 In May of 2012, TURN posted the following article which says it will “demand proof
6 that there is not a more affordable way to provide an opt out...” and continues to encourage
7 customers to refuse Smart Meters stating, “Contact your utility company and let it know that you
8 don't want a smart meter”.



Opting Out of Smart Meters

The good news is that you can now opt out of smart meters. The bad news is that it will cost you.

The interim customer opt-out changes approved by the CPUC are very high; \$75 upfront and \$10 per month after that. Low-income CARE and FERA customers will be charged an upfront fee of \$10 to opt out and a \$5 per month fee.

The utility companies claim they need the high opt-out fees to cover the costs it will incur in providing customers with analog meters and reading those meters. TURN will demand proof that there is not a more affordable way to provide an opt-out when the CPUC takes up the issue.

If you were on the delay list you will be notified with a certified letter. If you do not contact your utility to opt-out, the utility will assume you are willing to accept a smart meter.






TURN has always opposed Smart Meters because of their high cost and speculative, unproven benefits. While demanding consumer choice, TURN is also advocating for strong consumer protections for customers who do have smart meters, including:

1. Preventing "smart" shutoffs. Smart meters make it too easy for utilities to pull the plug, and bypass important consumer protections.
2. Preventing the use of prepaid utility service that would that would allow customers' power to be remotely shut off when their accounts run dry, putting customers at risk for frequent, dangerous shut-offs.
3. Preventing mandatory heat wave pricing. A carrot, like peak-time rebates that reward conservation, is much better than a stick that makes vulnerable people afraid to cool off during heat waves.

[Click here to demand an affordable opt-out](#)
[Have A Smart Meter But Don't Like It?](#)
Many customers fear their smart meters are inaccurate. Here's how to protect yourself.
[If You Don't Have A Smart Meter And Don't Want One](#)
[Contact your utility company and let it know that you don't want a Smart Meter.](#)

Date: May 21, 2012
Source: TURN

Tagged Under:
TURN In The News CPUC
ShutOffs Opt Out Smart
Meters Energy

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10 On December 12, 2011 in TURN's Comments on Proposed Decision (PD) in A.11-03-
11 014 (p.14-16) TURN explains how the conclusion of the PD to reject shareholder responsibility
12 is wrong and asserts PG&E shareholders should pay at least 50% of opt out program costs.
13 TURN comments include the following:

- 14 ■ *"... it is documented that customer dissatisfaction was greatly exacerbated by PG&E's*
15 *failure to respond adequately to customer calls and complaints. PG&E stonewalled*
16 *customers, maintained that the meters were 100% accurate, failed to address underlying*
17 *concerns and failed to process complaints in a timely manner."*
- 18 ■ *"PG&E's response contributed to media attention and customer dissatisfaction."*
- 19 ■ *"TURN thus suggests that at least 50% of the net costs of the opt-out program should be*

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CERTIFICATE OF SERVICE

I certify that I have by electronic mail this day served a true copy of the original attached "REBUTTAL TESTIMONY OF SANDI MAURER" on all parties of record in this proceeding or their attorneys of record. I will mail paper copies of the testimony to Assigned Commissioner Michael Peevey and Administrative Law Judge Amy Yip-Kikugawa.

Dated October 26, 2012, at Sebastopol, California.

/s/_____

Sandi Maurer