Narrative Report

Contact: 142515

Customer: STUESSEL, CLARICE (105411)

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05/21/12 **Peter Wong**

5/21/2012

INFORMATION FROM WEB:
Utility Name: Xcel Energy
Are you subject to disconnection? No
Disconnection Date: Not Entered
Have you contacted the utility regarding this issue? No
Date you contacted utility: Not Entered
Person you talked to at the utility: Not Entered

TEXT FROM THE WEB:

The Smart meter is causing me and my family to be ill. I am requesting an analog meter be returned to my home. I feel I should of had the option in the first place, instead of me having to request it back. I'll be glad to be on a budget plan, pay in advance, whatever it takes to get this switched.

Thank you.

05/23/12 **Terri Kosobucki**

I called the customer this afternoon at 3:10 pm and left a detailed voice mail message. I stated that pursuant to Wis. Admin. code PSC 113.0809, the utility determines the type of metering equipment to be installed and its location. There is no basis for the Commission to require Xcel to take any further or differrent action. I stated that in terms of possible health effects, the regulation, licensing, and safety of radio frequency equipment rests with the Federal Communications Commission (FCC). I further stated that it was my understanding that the AMR meters used by Xcel comply with all FCC safety standards. I told her that I would be forwarding her complaint and request to Xcel, and that she would also be hearing from them. I left her my name and phone no. should she want to contact me.

05/23/12 **Terri Kosobucki**

The narrative and the following text was emailed to the utility.

Please either call customer or send her à letter regarding her concerns and request to have her analog meter returned. Submit a summary of the conversation you have with her in CCS, or if you send her a letter, please submit a copy of the letter in CCS.

Thank you. Terri