Narrative Report

Contact: 136224

Customer: SECOR, KAREN (101075)

05/26/11 Mackenzie Arney

Customer states that Xcel has installed a smart meter at her house. Customer states that she has had issues ever since and knows others who have had problems also. She said that she hears buzzing noises, has heart palpatations, and some parts of her house are really noisy. Customer said that she called Xcel to complain and they sent two techs to her house. She thought they were going to replace the smart meter back to the original meter, but the techs told her they cannot do this. She was told to call the PSC to get a "customer advocate". I told her that someone will be reassigned to her issue and will call her back to discuss.

06/01/11 Terri Kosobucki

I spoke to Bob Stebe, Manager, Metering Dept., Xcel Energy (715-737-2353)on June 1 regarding the site visit that was recently done at the customer's property. He said 2 techs were sent to her property in May 2011 to check out her AMR meter and answer any questions she had on the technology. There was nothing wrong with her meter, the customer just felt it was making her sick. An AMR meter was placed on her property in Spring 2010. The customer had read a news article written by another customer who believed she was having health problems related to the AMR meter. She handed the techs a copy of the news article and told them she had been hearing buzzing in her house and in her head because of the meter. The techs explained the technology and tried to reassure her that the meters gave off a low power RF signal, that was much lower than anything else she had in her home. I asked Bob if there was someone at the utility that could answer her health/ environmental questions on the AMR technology. He told me to have her contact Ray Grover, out of the St. Paul office at 651-229-2385.

I called the customer on June 1 around 2:30 pm and talked to her for quite a while trying to explain the AMR technology. She was insistent that the AMR meter was amplifying the various devices in her house, giving her heart problems, and chirping and buzzing. She told me that it felt like there "was a chipmunk in her head". She told me that she believes she has multiple chemical sensitivity and gets headaches from this technology. (The customer was speaking to me from her cell phone as she told me she was driving somewhere as we were talking, and she only gave our agency her cell phone number when she filed this complaint.)

The customer asked me if mylar sheets would reflect the rays. I told her that I didn't believe this was legitimate. The customer was aware that another utility had offered to move poles further away from houses if customers had concerns on the safety of AMR meters. I told her that was correct, that WE had taken this position but that it was at the customer's expense. She asked if Xcel could do this. I told her that I didn't know, but that I would contact the metering dept. and have them get back to her. I told her that this could end up costing her several thousand dollars if the utility was willing to move the meter as she had underground service and she would be required to pay for the cost. I gave her the name and phone no. of Ray Grover, but she asked me to email it to her at winks2@charter.net as she was driving and didn't have a pen. I told her I would do that. She asked if we could require the utility to give her old meter back to her. I explained that per Wis. Admin. Code PSC 113.0809, that the utility determines the type of metering equipment to be installed and its location. I told her that there was no basis for the Commission to require Xcel to take any different action. I also explained the FCC's role in the regulation, licensing and safety of radio frequency devices, and that the AMR meters used by Xcel complied with FCC safety standards. It didn't seem to matter what I told her as she felt very strongly that the AMR meter was making her gravely ill.