Narrative Report

Alliant - Energy A

Contact: 140484

Customer: FILMANLOWICZ, THOMAS (103918)

12/13/11 Sharon Schuldes

Customer states his electric meter is an Alliant Smart Meter. He states he feels the meter is adversely affecting his health and wants the meter replaced with an analog. He states that Section 1252 of the 2005 Energy Policy Act gives customers the right to opt out of having a Smart Meter but that Alliant is denying this. I advised his concern will be assigned to another PSC staff person.

12/13/11 Sharon Schuldes

The narrative and the following text was emailed to Pam Cook - PSC.

Pam, please review and assign. Thank you.

12/20/11 Terri Kosobucki

I called the customer today at 1:50 pm and left a detailed voice mail message. I told him that pursuant to PSC 113.0809, the utility determines the type of metering equipment to be installed and its location. In terms of possible health effects, the regulation, licensing, and safety of radio frequency equipments rests with the FCC, which is required to evaluate the effect of emissions from FCC-regulated transmitters on the quality of the human environment. I gave him the phone number of Rick Kaplan, Bureau Chief, Wireless Telecommunications Bureau, FCC, to contact on his env. concerns. I told him that I would request Rick Potter, Principal Smart Grid Technology Consultant to provide him written information on his meter, if he hasn't already done so. I also left him my name and phone no. to call me if he wanted to discuss the issue further.

12/20/11 Terri Kosobucki

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

Rick, could you put in CCS copies of any letters or other documents you have sent this customer in the past? Also a summary of any conversations you have had with him would be helpful. If you haven't already, could you send him the packet of info on smart meters that you have sent to prior customers that have filed formal complaints in CCS?

Thank you. Terri Kosobucki

12/20/11 Terri Kosobucki

Customer called me at 3:20 pm to discuss his smart meter. He is quite upset. He asked me if he could put his own meter on and I told him no, that the utility selects the meter to be installed. He then asked if he could install a shield around his meter and I told him the utility needed access to their equipment at all times, but that he could discuss this with Rick Potter at WPL. He told me he wasn't going to discuss anything with Mr. Potter. He told me that the federal government gave the utilities $25 million to install smart meters. The customer told me that if he couldn't put his own meter on or shield it he would work on disconnecting from the utility. I told him that was an option.

12/20/11 Terri Kosobucki

Date communication made with consumer regarding resolution: 12/20/11 Telephone

12/20/11 Terri Kosobucki