

Tina Skillan
622 Kenyon Drive
Red Lion, PA 17356

June 15, 2018

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Re: Tina Skillan v. Metropolitan Edison Company
Docket No. C-2018-3001472

Dear Secretary Chiavetta:

Attached please find the Reply to Objections in the above referenced matter. This document has been served to Met-Ed's legal representative, Lauren Lepkoski. **Please note that this Reply to Objection requests the Complainant's right to a hearing.**

Sincerely,



Tina Skillan

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PA PUC
SECRETARY'S BUREAU

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TINA SKILLAN :
 :
 :
V. : **DOCKET No. C-2018-3001472**
 :
METROPOLITAN EDISON COMPANY :

REPLY TO OBJECTIONS

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

AND NOW, Tina Skillan answers the Objections set forth by Metropolitan Edison Company, through Lauren M. Lepkoski, Tori L. Giesler, Teresa Harrold, as follows:

- 1, 2 and 3 are admitted by Met-Ed.
- 4. (a) Denied by Met-Ed. They are only denying intent to shut off service because they were served a formal complaint. This however, does not mean that they do not have the intention of continuing termination of electrical services.
- 5. (a) Denied by Met-Ed. Their website and mailers have misleading information of how smart meters operate. The information given to customers about the operation of how smart meters communicate is misleading and can be demonstrated as fact, not a personal belief.
- 5. (b) Denied by Met-Ed. Met-Ed is denying that smart meter installations are subjecting property owners to an “experiment”. They admit they do not have sufficient knowledge to form any belief of this statement. The company has not shown proof or evidence of having any sufficient studies regarding human populations being exposed to smart meters under normal operation and health outcomes. As such, the current customer population is to a human experiment upon which no permission has been requested or granted. This is in violation of the Nuremburg Code.
- 5. (c) Denied by Met-Ed. Studies are starting to be conducted because of the recent installations of smart meters.

5. (d) Denied by Met-Ed. It can be demonstrated that quite a large number of customer's bills have increased dramatically after smart meter installation, and this does not take into account the additional cost burden placed on the customer for replacement and security costs required to maintain the "smart" grid.

5. (e) Denied by Met-Ed that the meter has no security or privacy issues, when the information collected by the meter is in violation of the Forth Amendment. Their Customer Privacy policy does not reasonably address the issue of criminal data hacking.

5. (f) Denied by Met-Ed that they are not providing evidence of liability. The burden of evidence is on the company to demonstrate that they are accepting liability for any damages caused by the smart meter to people or property.

6. No protection from Abuse Order was referenced.

7. a, b Admitted.

7. (c) Met-Ed was contacted several times, two of those occasions 4/23/18 – on hold for 32 minutes and 4/27/18 – on hold for 20 minutes.

8, 9, and 10 Not applicable.

RESPONSE TO NEW MATTER

11, 12. Dates listed as stated.

13. According to Met-Ed, Act 129 directs electric distribution companies with at least 100,000 customers to file a smart meter technology procurement and installation plan with the Commission for approval. Act 129 states that: **EDC's to furnish smart meter technology (1) upon request from a customer that agrees to pay the cost of a smart meter at the time of the request, (2) in new building construction, and (3) in accordance with a depreciation schedule not to exceed 15 years.** Upon request from a customer that agrees to pay the cost of the smart meter at the time of the request AND in accordance with a depreciation schedule not to exceed 15 years does not anywhere state that smart meters are MANDATORY. Act 129 also states that the customer must agree to pay the cost of the smart meter, and this homeowner has not knowingly agreed to pay for a smart meter.

14. Met-Ed will be deploying smart meters through mid-2019. Who determines an arbitrary shut-off date for a customer when smart meters have not been made available to all customers? Again, Met-Ed does not have a clear policy made available to customers regarding smart meter shut-off.

15. Informal complaints were not being accepted by the PUC when this homeowner called to voice an informal complaint.

16, 17. If the Commission honors Act 129 as originally worded, customers must request and agree to pay for the cost of the smart meter. The utility must provide safe and reliable service according to their Customer Rights. The company needs to provide due diligence in safety studies before deploying hundreds of thousands of meters on the public at large.

18. As stated above, Act 129 requires the customer to request and agree to pay for the cost of the smart meter at the time of request.

19. Metropolitan Edison is requesting dismissal of this complaint, and does not want to address these allegations.

According to First-Energy/Met-Ed's Customer Rights, the utility company can shut off your utility service Monday through Thursday for any of the reasons listed below:

- *Non-payment of an undisputed bill for service, nonpayment of a payment agreement, non-payment of a security deposit, or a "bad" check/dishonored credit card used to avoid shut-off.
- *Tampering with company meters or other company property, or stealing utility service.
- *False statement or fraud in obtaining your utility service.
- *Refusal to allow utility employees to read your meter or to check company equipment.
- *Violations of rules, approved by the PUC, which may cause harm to company equipment.

Their meter has not been tampered with, and utility employee has not been refused access to meter to check equipment or read the meter. No rules have been violated which may cause harm to anyone or any damage to the utility's equipment. Again, nothing in writing here shows any policy regarding shut-off of service if the utility customer does not want a smart meter installed. This customer is requesting to proceed with a fair hearing.

20. All of the public is affected by smart meter installations, and as such, all evidence and information against the involuntary subjection to this technology is wholly in the public interest.

21. Met-Ed has never requested specific health information from the complainant, however, health effects from a smart meter can be demonstrated, and shown that installation of such is detrimental to the health of the occupant(s).

Sincerely,



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