

February 18, 2019

Re: Donna DeSanto Ott v. Metropolitan Edison Company
Docket No. C-2018-3005829

Dear Secretary Chiavetta,

Please file this letter stating my reasons for dissatisfaction.

Sincerely,

Donna A DeSanto Ott

Donna DeSanto Ott

111 Meadowlark Road
Reading, PA 19606

February 18, 2019

Donna DeSanto Ott v. Metropolitan Edison Company
Docket No. 2018-300-5829

Dear Secretary Chiavetta,

I am writing a second letter to document that I am not in any way satisfied with the outcome of being forced to accept Met Ed's smart meter. As a result, I cannot sign a "Certificate of Satisfaction" as requested.

I had to abandon pursuing my formal complaint because the PUC formal complaint process is difficult, and extremely stressful to both me and my family. I am in fact, extremely **dissatisfied** with Met Ed's electronic metering and their lack of customer service. Our power did not get "brighter" in any way, as the advertisement promised, I got sicker, lost the use of my home for 2 months and I am now struggling with what to do with the walls I attempted to paint with black shielding paint. The electromagnetic radiation coming from Met Ed's other mesh smart meters in so many different directions appears to be getting reflected by the paint and appears to be making it worse in other areas of the house. Met Ed's electronic metering has exacerbated my medical problems and disabilities and led to a substantial decrease in my ability to participate in my usual activities. I have had a loss of function, less ability to work and contribute to our family's income. We have had large financial losses associated with shielding our house from the electronic meter's electromagnetic radiation and conductive emissions on our household wiring. The problems associated with Met Ed's electronic metering and the formal PUC Complaint Process has created tremendous stress for our family, including our children. The PUC complaint process takes too much time away from the time I need to work to regain my health, and time we need for household and family activities. Met Ed's refusal to accommodate me for my disability, despite three physicians' notes requesting such an accommodation, has left me without the resources to effectively mount a defense against Met Ed's team of professionals who use the legal process to attack those customers who dare file formal complaints.

On or about October 8, 2018, I began to experience severe headaches and nausea when smart metering began in our general area. I was surprised to develop symptoms so quickly, as my Chronic Lyme Disease had been under excellent control since I became a patient at the Cleveland Clinic in Ohio. I had worked very hard on my health, recovering from 6 types of Chronic Lyme Disease and other medical problems. I had been following a comprehensive program managed by the Cleveland Clinic, with prescribed lifestyle modifications including

reducing my exposure to electromagnetic radiation. We had been using a landline since 2016 and we gradually made more changes, including removing our WiFi router in June 2018 and replacing it with a hardwired system without WiFi. I use my cell phone in a very limited manner, and with shielding. My health and ability to sleep had returned to a very good level after doing this. Our home was close to a natural level of electromagnetic radiation exposure, less than 0.02V/m².

We hired Paul Harding, because I was sickened by the increase in radiation after the electronic metering began. He came to our home on or about October 15, 2019 and removed the last wireless devices that remained, some Tile Key Finders. He installed Stetzer Filters. We paid him \$849.00. He said, before he left, that it was one of the lowest EMF houses he had worked on. His remediation helped and I began sleeping well and feeling better again.

This changed, as noted in my Formal Complaint, around October 23 and 24, 2018, when the levels of electromagnetic radiation suddenly and dramatically increased. It remained at high levels. I could not tolerate these high levels and was forced to move out of my house. It was through the kindness of friends that I was able to recuperate in a home shielded from electromagnetic radiation.

I called Met Ed a few times the week of October 24th to ask their help in addressing this sudden increase electromagnetic radiation was in my home. On October 15th, there was almost no electromagnetic radiation, but after October 24th there were almost constant bursts of radiofrequency radiation on my Acousticom2 meter when I was in our home, and very high levels of it (ranging up as high as 3.0 or even 6 V/m²). We had another expert, William Bathgate, an electrical engineer, come to our house and confirm that that our meter (installed in 2006, an Itron Sentinel MultiMeasurement Meter) was emitting high levels of radiofrequency radiation. The Stetzer filters could not handle the amount of conductive emissions placed on our wiring. Some of those measurements were done in our kitchen using a directional arrow, isolating the radiation coming from our meter. I called Met Ed to tell them that what they were doing was harming me and my family and ask them to allow us to use an analog meter. I explained that the American Academy of Pediatrics recommends that we decrease our children's exposure to wireless radiation, whereas their electronic metering was increasing it. I explained they were harming me to the point that I could no longer live in my home or even stay there for short periods. It was important for me to be in my home with my husband and children and also for me to adhere to my medical treatment program, a very effective, complex lifestyle based one prescribed by my treatment team at the Cleveland Clinic. I explained the seriousness of adhering to this, that my walking and breathing had been affected earlier but after this treatment plan, I could not only walk well up and down steps, well enough to work, but was also able to ice skate and ski with my children. Nothing else had ever worked as well as the Cleveland Clinic's treatment plan for me, and I never had a side effect from my treatment. I also needed to live in my own home so I could get good sleep and so I could use the sauna prescribed by my physicians. Unfortunately, my request for help was not heeded by Met Ed.

One of my children also experienced health problems as a result of the electronic metering, requiring a visit to a physician and treatment. This child was unable to consistently live in our

home when the smart metering began. I explained that the American Academy of Pediatrics recommends decreasing children's exposure to wireless radiation and questioned why Met Ed would work to increase it via these meters.

Met Ed did not show up at my home at the times agreed. Instead, they called the police who proceeded to question my mental health. Met Ed could have shown their concern by working with me to develop a reasonable accommodation for my disability by reducing the radio frequency radiation and conducive emissions on our household wiring. They chose not to do so.

Met Ed's electronic metering program prevented me from accessing my home as the weather became colder. Met Ed incorrectly stated that I was living in my car with my three children. At no time did my children ever live a car with me or anyone else. Met Ed could have, knowing that the PUC regulations which mandate smart meters for all customers does not take effect until 2022 and allowed me to use an analog meter while my complaint progressed. Met Ed could have asked the PUC or the legislators for an ADA Accommodation for those like me who are suffering from exposure to excessive electromagnetic radiation. Met Ed could have followed both of my physicians' medical advice and removed the smart meter as my physicians requested. Instead of helping me, Met Ed defied the medical advice and the recommendations of my physicians. These actions constructively evicted me from my home and separated me from my family.

I moved away from our house for two months. By staying away from my house overnight and only returning for very short periods of time to gather clothing and other items, I realized that I could return to health. Despite missing my family, I gradually got stronger and could run short distances. I was temporarily living in a home with no microwave radiation in the home. I got stronger, was able to work, and did everything I needed to for my job.

I only had health problems when I returned to our home in Reading. When I stayed at home for any period of time, the symptoms returned, the chest pains, headaches, nausea, lightheadedness, fatigue and on a few occasions, nearly passing out. **Two days were especially difficult.** I was in our home for about 30-45 minutes on December 1 when I started to get sick. My husband, children and I left the house and went to a movie, I remember when we were driving to the theater, feeling like I was going to pass out. When we got to the movies, I was exhausted and had trouble standing and walking. My husband asked me if I could go in, but I knew there was no way I wanted to go back in the car feeling like that. So, I walked, with difficulty, into the theatre where I could at least sit down. It wasn't very crowded, so it helped. The second most severe episode was the day I returned home to stuff my children's shoes for St Nicholas Day, later in the week, and became so sick with the same symptoms that I could not drive a car. I felt like I was going to pass out. I had chest pain, was lightheaded, nauseous, and had so much fatigue I knew I was unsafe to drive.

I returned home just before Christmas. When I left that home, my physical skills were very good, I was able to run about a half mile and was looking forward to going ice skating and skiing that winter with my children. About that time, I acquired an EMAY ecg monitor to better help me assess the seriousness of the cardiac symptoms I was experiencing. Both of my doctors did

not want me to have a wireless Holter monitor study. The EMAY ecg monitor seemed like the best thing I could do to objectively assess the severity of my cardiac symptoms, at least as a screening tool, since Met Ed refused to comply with the three notes from my physicians. My physicians' preference for treatment was to remove the source of the problem, the wireless electronic meter from our home and replace it with an electromechanical analog meter.

The EMAY ecg monitor showed I was developing cardiac arrhythmias. These were simple arrhythmias right before Christmas, and worsened over the weeks I was at home, progressing in two weeks to bigeminy and runs of triple PVC's. I saw a cardiologist after the more significant arrhythmias and one frightening episode of very severe chest pain. The cardiologist ordered a wired Holter monitor test and a stress test. I also ordered a bed canopy to shield the electromagnetic radiation (approximate cost \$1,000.00) because I was having difficulty coping with the chest pains and loss of motor function I was having around that time. At that point I was considering an apartment in New Jersey because I felt so bad. The arrhythmias and Lyme symptoms lessened and, for a short time, completely went away after I got the bed canopy and mat for under the bed, though those symptoms are slowly returning. It has been a constant battle, trying to recover my health. I have the new problem of the cardiac symptoms, which I was never at risk for, the chest pains, palpitations and arrhythmias. My headaches are worsening. My carpal tunnel problems are flaring, which is very unusual for me. I am developing migratory joint pain, a symptom of Lyme Disease. I am back on my Lyme Disease medication and using a variety of other strategies to help my body heal. I am starting to have difficulty sleeping again, despite the bed canopy. My doctors have told me that good, restful sleep is critical for my health. Our smart meter and our neighbor's smart meter are near our bedroom. All of the meters in a mesh network connect. I now have stomach pain and bloating which is also very unusual for me. My weakness and muscle fatigue are coming back, worse on the left side. I have decreased function – it is difficult to walk up and down steps at times, my left knee is buckling when I am tired. I can only run for short distances, maybe 50 feet, and my ability to run is not as smooth and efficient as it was. I am taking more medicine now, at greater cost. I believe I would not need any of this, if I could remove the electromagnetic radiation exposures which started when Met Ed's electronic metering began in our area.

The most heart-breaking symptom, as I know it is generally not reversible, is the increasing electromagnetic sensitivity. I now have more difficulty attending events with many people and cell phones. Met Ed's refusal to allow me an ADA accommodation and my resultant exposure to their Mesh Smart Meter Network's very frequent, very pulsed, microwave radiation from multiple directions, is turning what was a minor problem I could manage well through my own decisions into a problem that may be permanent and very disabling. It is hard for me to understand why my health should be harmed, possibly permanently, because of Met Ed's insistence that they cannot bill us for electricity the way utilities do in all other states, which seem to have no difficulty billing customers who have opted out of using smart meters.

One of the most difficult and stressful aspects of this now is the need to focus much of my time and energy into trying to figure out how to attempt to protect my health by increasing the shielding of our home from the surrounding mesh network of many Met Ed smart meters. No

one really seems to know how to do this. I have consulted experts near and far and it is very difficult, and probably not entirely feasible. If it is even possible, it will be so expensive as to be unaffordable. Further, there are no guarantees it will work. I am tired of having to focus so much energy on this. I have so much fatigue that I can no longer do the things I enjoyed – going for walks and runs, ice skating, and skiing with my children. I get chest pains when I walk in the neighborhood, so if I am going to go outside to exercise, I really should drive somewhere else to be able to go for a walk. I understand, as a physical therapist, the seriousness of heart conditions, which I never had before Met Ed smart metered our neighborhood. I try to avoid the cardiac symptoms which I recently developed, all of which are strongly associated with my wireless exposures. I am getting more chest pains, palpitations, and fatigue when I attend events where there are many wireless devices. I understand the problem gets worse with exposures and I know that every time I push myself to just deal with the exposure that I am contributing to my own demise. There are no housing options, even for the purpose of respite, for people who have electromagnetic sensitivity. It is an ADA recognized disability and has an ICD 10 Diagnosis code. In Pennsylvania, however, the condition is ignored. No utility will grant an accommodation, and the only hope of remaining healthy or regaining health is to leave the state.


We have made a number of changes, expensive ones, in our house as a result of the damages from Met Ed's electronic metering. They cannot keep up with my increasing disabilities from constant exposure to Met Ed's wireless mesh system. I cannot keep my health problems at a manageable level. My Lyme Disease, which had been under control before Met Ed smart metered my neighborhood, is flaring with migratory joint pain, carpal tunnel, headaches, fatigue, and difficulty with activities that used to be easy for me. I have more chest pain. I worked very hard to recover from my Chronic Lyme Disease and now I am struggling. My symptoms are exacerbated by the Met Ed mesh system, which I cannot escape even in my own home. Last winter I was skiing and ice skating, this winter I sit in our house much of the time as it is harder to tolerate WiFi now. I am not alone in developing more electromagnetic sensitivity after smart metering; it has been documented in other PUC cases. My professional degree is used less and I am feeling worse every day.

We have spent over \$8,000.00 to date, and we are expecting an estimate to move the meter off our house this week. I am very fortunate and grateful that we were able to pay for these changes. I am grateful for the expertise offered by William Bathgate who has been to my house twice now and offered his help and expert measurements. We purchased a SineTamer from him to remove the dirty electricity, which has helped reduce my symptoms. He also confirmed that our meter, the Itron Sentinel MultiMeasurement Meter was a industrial collector meter and recommended it be removed immediately because it was emitting far more electromagnetic radiation than a regular residential smart meter. Met Ed exchanged it the next day for an Itron Openway Mesh Smart Meter. These actions may have helped, though over time the continuous, short duration pulses of radiofrequency radiation continue to harm my health and make it impossible for me to keep my health problems at a manageable level. The unfortunate reality is that though we could eliminate the conductive frequencies on the wiring, the microwave radiation remains everywhere in the house, though at lower levels in the bed canopy. We are trying to shield an area in the attic. Every small change I could make has been

made. The effect of microwave radiation exposure is cumulative, and I am and will be exposed to it every day unless something changes. I find it was easier to accept a difficult, disabling diagnosis from natural causes than these medical challenges, which could have been prevented if Met Ed simply followed the medical advice of my physicians and the Americans with Disabilities Act.

I would have never imaged the extreme hardship and suffering my family and I would experience at the hands of a utility company. No one should ever be put in the position of having to choose between their home and their health. The PUC formal complaint process is too difficult, stressful and expensive for me, and many others, to pursue. It is unfortunate that those harmed the most by electronic metering are often the least able to follow through with a formal complaint. Met Ed's lack of adherence to the Americans with Disabilities Act is even more troubling. This is a serious problem that I am unable to address at this time, especially without legal representation. I hope to address this through an ADA claim in the future.

Sincerely,



Donna DeSanto Ott

Att. Cleveland Clinic, Paris Kharbat D.O. letters 3/14/2018, 12/11/2018
Stacey Kuhns MD letter, 10/29/2018

Cc: Stanley J. Brassington, R.N., M.P.H., Esq.
120 E. Main Street
Schuylkill Haven, PA 17972

James S. Turner, Equ.
Swankin & Turner
1601 18th Street, NW, Suite 4
Washington DC, 20009

Donna DeSanto Ott
111 Meadowlark Road
Reading, PA 19606
dott1006@comcast.net

January 1, 2019

Charles E. Jones
President, and Chief Executive Officer
Metropolitan Edison Company
FirstEnergy Company
2600 Pottsville Pike
PO Box 16001
Reading, PA 19612-7741

**NOTE: CONTAINS PERSONAL AND CONFIDENTIAL HEALTH INFORMATION WHICH MUST BE KEPT
CONFIDENTIAL BY ALL FIRST ENERGY EMPLOYEES THIS IS SHARED WITH.**

Dear Mr. Charles Jones,

I have been a customer of Metropolitan Edison Company for over 25 years and am requesting a mechanical analog meter as an Americans with Disabilities Act accommodation for my disability, Electromagnetic Sensitivity. Please find attached the medical evidence from my physicians. The wireless meter currently on our home is interfering with my ability to participate in my everyday activities.

Please share this letter with your ADA Compliance Office. I would be grateful for the courtesy of a response to my home address as well as my email address. I have been very ill from the recent changes in our electric metering system and am not consistently able to live in our home with my husband and children.

Thank you for accommodating me in my request.

Sincerely,



Donna DeSanto Ott

att. Cleveland Clinic, Paris Kharbat D.O. letters 3/14/2018, 12/11 /2018
Stacey Kuhns MD letter, 10/29/2018

cc: Stanley J. Brassington, R.N., M.P.H., Esq.
120 E. Main Street
Schuylkill Haven, PA 17972



Center for Functional Medicine
9500 Euclid Avenue Q2-1
Cleveland, OH 44195
Phone: (216) 445-6900
Fax: (216) 636-3074

3/14/2018

Donna A Ott
111 Meadowlark Rd
Reading PA 19606

DOB: 7/21/1966

To whom it may concern:

The above named is my patient. I have determined she has a medical need for removing the Smart meter, based on her diagnosis of fatigue.

Thank you for your cooperation and understanding in this matter. If you have any questions, please do not hesitate to contact my office.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paris Kharbat'.

Paris Kharbat, DO



Center for Functional Medicine
9500 Euclid Avenue Q2-1
Cleveland, OH 44195
Phone: (216) 445-6900
Fax: (216) 636-3074

12/11/2018

Donna A Ott
111 Meadowlark Rd
Reading PA 19606

DOB: 7/21/1966

To whom it may concern:

I have determined Donna has a medical need for the removal of her home SMART meter, based on her diagnosis of Electromagnetic Frequency sensitivity.

Thank you for your cooperation and understanding in this matter. If you have any questions, please do not hesitate to contact my office.

Sincerely,

Paris Kharbat, DO



Monarch Integrative Medicine

Stacey J Kuhns, MD

267 Schuylkill Road, Phoenixville, PA 19460 O: 610-935-4745 F: 610-935-4748

DOS: 10/29/2018

RE: Ott, Donna

DOB: 07/21/1966

To Whom It May Concern

I am writing on behalf of my patient Donna Ott to request that your company make ADA accommodation for her.

Donna suffers from Electromagnetic Sensitivity. This illness causes fatigue, headaches, difficulty concentrating, rashes, burning eyes, palpitations, and chest pain when she is exposed to even small doses of Electromagnetic Radiation for a short amount of time.

- **T66.XXXS Radiation Sickness Sequela**
- **W90.0XXS Exposure to Radiofrequency Sequela**
- **W90.8XXS Nonionizing Radiation Sequela**

I am requesting your company remove the multi measurement smart meter from home and replace it with an analog meter.

If I can be of any further help please do not hesitate to contact me.

Sincerely,

Stacey Kuhns, MD

Stacey Kuhns, MD

1.36 Verification

Verification

I, Donna DeSanto Ott hereby state that the facts above set forth are true (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. section 4904 (relating to unsworn falsification to authorities).

02-18-2019

Donna A DeSanto Ott

Date

Signature

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DONNA DESANTO OTT :
 :
 :
 v. : Docket No. C- 2018-3005829
 :
 METROPOLITAN EDISON COMPANY :
 :

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of a Letter Documenting Dissatisfaction in the Formal Complaint of Donna DeSanto Ott upon the individuals listed below, in accordance with the requirements of 52 Pa Code Sections 1.54 9 (relating to service by a participant.)

I filed this yesterday, in the same manner as all previous communications, but was told I need to resubmit this today.

Service by e-file as follows

PA PUC

Service by Email

Lauren M Lepkowski
Tori L. Geisler
First Energy Service Company
llepkoski@firstenergycorp.com
tgiesler@firstenergycorp.com

Dated: February 19, 2019

Donna A DeSanto Ott

Donna DeSanto Ott
111 Meadowlark Road
Reading, PA 19606