

DECISION MEMORANDUM

TO: COMMISSIONER ANDERSON
COMMISSIONER CHATBURN
COMMISSIONER HAMMOND
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL

FROM: CLAIRE SHARP
DEPUTY ATTORNEY GENERAL

DATE: JUNE 14, 2022

SUBJECT: IN THE MATTER OF TAMI THATCHER’S FORMAL COMPLAINT
AGAINST ROCKY MOUNTAIN POWER; CASE NO. PAC-E-22-09.

On May 2, 2022, Tami Thatcher, a customer of PacifiCorp d/b/a Rocky Mountain Power Company (“Rocky Mountain” or “Company”) filed a formal complaint against the Company requesting a formal opt-out of its smart meter program—alleging the Company provided misinformation about its smart meter program and that radio frequency emissions from smart meters cause health problems to consumers. *See* Formal Complaint Attachment A. Ms. Thatcher filed her complaint after becoming unsatisfied with the outcome of informal proceedings.

FORMAL COMPLAINT

Ms. Thatcher believes that a Company representative assured her she could opt-out of the smart meter program before notifying her opting out was unavailable to residents of Idaho. Ms. Thatcher claims misinformation in the Company’s Smart Meter handouts and informational brochures obscure and minimize the risks of smart meters to consumer health. Ms. Thatcher criticizes current studies on smart meter safety as being incomplete and failing to adequately protect consumers. Ms. Thatcher also alleges that radio frequency emissions, such as those in smart meters, have caused or aggravated her health problems—including insomnia, increased tinnitus, and heart palpitations. Finally, Ms. Thatcher criticizes the Commission’s formal complaint process as being onerous, and that it deters the airing of consumer grievances.


RECOMMENDATION

Staff recommends the Commission issue a Summons to the Company directing it to answer or otherwise respond to the complaint within **twenty-one (21) days**. Staff also recommends the Commission allow **fourteen (14) days** for interested persons to reply to the Company's answer.

COMMISSION DECISION

Does the Commission wish to:

- (1) Issue a Summons to Rocky Mountain giving the Company **twenty-one (21) days** to respond to the Summons?
- (2) Allow replies within **fourteen (14) days** of the response deadline?



Claire Sharp
Deputy Attorney General

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