



Idaho Public Utilities Commission

P.O. Box 83720, Boise, ID 83720-0074

Brad Little, Governor

Eric Anderson, Commissioner

John Chatburn, Commissioner

John R. Hammond, Jr., Commissioner

June 15, 2022

Via Certified Mail

PacifiCorp d/b/a Rocky Mountain Power Company
1407 West North Temple, Suite 330
Salt Lake City, Utah 84116

Re: IPUC Case No. PAC-E-22-09
Tami Thatcher vs. PacifiCorp, d/b/a Rocky Mountain Power Co.

To Whom It May Concern,

Enclosed please find a Summons and Formal Complaint issued against PacifiCorp d/b/a Rocky Mountain Power Company in the above-mentioned case. As directed in the Summons, you are to file a written answer or motion in defense of said Complaint with this Commission within twenty-one (21) days of the service date of the Summons.

Sincerely,

A handwritten signature in black ink, appearing to read "Jan Noriyuki".

Jan Noriyuki
Commission Secretary

Enclosure(s)

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BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

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2022 JUN 15 PM 12:10

IDAHO PUBLIC
UTILITIES COMMISSION

TAMI THATCHER,)
)
COMPLAINANT,)
)
vs.)
)
PACIFICORP, d/b/a ROCKY MOUNTAIN)
POWER COMPANY,)
)
RESPONDENT.)

SUMMONS

CASE NO. PAC-E-22-09

**PacifiCorp d/b/a Rocky Mountain Power Company
1407 West North Temple, Suite 330
Salt Lake City, UT 84116**

THE STATE OF IDAHO SENDS GREETINGS TO THE ABOVE-NAMED RESPONDENT.

YOU ARE HEREBY NOTIFIED that a Complaint has been filed with the Idaho Public Utilities Commission by the above-named Complainant; and

YOU ARE HEREBY DIRECTED to file a written answer or written motion in defense of the Complaint within twenty-one (21) days of the service date of this Summons; and

YOU ARE HEREBY NOTIFIED that unless you do so within the time herein specified, the Idaho Public Utilities Commission may take such action against you as is prayed for in the Complaint or as it deems appropriate under Title 61 of the *Idaho Code*.

WITNESS my hand and the seal of the Idaho Public Utilities Commission this 15th day of June 2022.

(SEAL)



Jan Noriyuki
Commission Secretary

RECEIVED

2022 MAY-2 PM 2:23

IDAHO PUBLIC
UTILITIES COMMISSION

Tami Thatcher
10217 S. 5th W.
Idaho Falls, ID 83404
Phone: (208) 522-2341

May 2, 2022

Jan Noriyuki
Idaho Public Utilities Commission Secretary
Idaho Public Utilities Commission
11331 W. Chinden Blvd, Ste. 201-A
Boise, ID 83714
Email: secretary@puc.idaho.gov

PAE-E-22-09

Dear Jan Noriyuki, Idaho Public Utilities Secretary:

As my initial complaint to the Idaho Public Utilities Commission on April 15, 2022 I wish to submit a formal complaint to the Idaho Public Utilities Commission because my initial complaint was to be not publicly disclosed, and it resulted only in my being told that few people complain about Smart Meters, the complaint process is onerous, that Idaho does not provide an opt-out of a Smart Meter and also that Rocky Mountain Power is not required to take any responsibility for delivering misinformation by multiple people and in multiple ways from their Smart Meter Hotline and that the Idaho Public Utilities Commission does not take an interest in the disinformation provided by Rocky Mountain Power.

My complaint is the about the repeated misinformation provided by the Rocky Mountain Power Smart Meter Hotline and by mail that asserts that the Smart Meters are safe and like a cell phone or a lap top computer using wireless communications, despite the absence of evidence that they are safe; about the Rocky Mountain Power mailing to me information that stated I could opt out of having a Smart Meter installed; about the refusal of Rocky Mountain Power to document their multiple incorrect statements by phone and in writing that were given to me; about the problems of my individual health situation with radio frequency emissions, and about the about the need for the ability to opt-out of having a Smart Meter installed at my home in the state of Idaho as other states allow.

Chris Hecht of the Idaho PUC did inform me over the phone that I could submit in writing a formal complaint and that due to the procedural complexity of how these are handled, the Idaho PUC would assist in submittal of this formal complaint.

First, an overview of a two-sided handout mailed to me by Rocky Mountain Power. This handout states that is it a "Myth: Smart meters are a health threat because they use radio frequency waves." The handout uses the terminology "radio frequency (RF) waves" but I will use "radio frequency emissions" herein although many other terms apply to the same phenomenon. The

handout cites a report by the California Council on Science and Technology from 2011 titled “Health Impacts of Radio Frequency Exposure from Smart Meters.” The link for the California Council on Science and Technology (CCST) report is <http://ccst.us/publications/2011/2011smart-final.pdf>.

The CCST report states that the contents of its publication “are subject to changes, omissions, and errors, and CCST does not accept responsibility for any inaccuracies that may occur.” The CCST report arrives at its statements about Smart Meters based on current Federal Communications Commission (FCC) standards that only address known **thermally induced** health impacts and not the potential for **non-thermal** impacts of radio frequency emissions. The CCST report cited by Rocky Mountain Power states: “To date, scientific studies have not identified or confirmed negative health effects from potential non-thermal impacts of RF emissions such as those produced by existing common household electronic devices and smart meters.” And it states: “Not enough is currently known about potential non-thermal impacts of radio frequency emissions to identify or recommend additional standards for such impacts.”

The lack of confirmed negative health effects, despite the absence of study, is taken to imply that Smart Meters are safe. In the CCST report, Smart Meters that operate with brief pulses every hour, basically continuously are compared with electronic devices such as cell phones, cordless phones, standing close to microwave ovens, wireless routers and wireless-enabled laptop computers. There are differences in how many hours a day people are exposed to their cell phones or laptop computers. Importantly, the wireless communications to these devices can be stopped by the person who chooses to use them. In contrast, the pulses of brief but frequent, virtually non-stop, transmission of Smart Meter signals on a person’s home creates the potential for **non-thermal** impacts that have not been studied by the very agencies being cited as providing the basis for setting the standards for radiofrequency emissions.

The lack of appropriate standards setting regarding the non-thermal human health effects is explained in detail in the 2021 court decision. The U.S. Court of Appeals for the D.C. Circuit court found that the Federal Communications Commission and other U.S. agencies had all failed to provide a reasoned explanation for the determination that current guidelines adequately protect against the harmful effects of exposure to radiofrequency radiation. See the U.S. Court of Appeals for the D.C. Circuit court, August 13, 2021. No. 20-1025. ENVIRONMENTAL HEALTH TRUST, ET AL., PETITIONERS v. *FEDERAL COMMUNICATIONS COMMISSION AND UNITED*.

Radio frequency, as two words, is used somewhat interchangeably with radiofrequency, as one word. For the same phenomenon, there is a wide variety of terms used in or cited in the CCST report and by others: radio frequency exposure, radiofrequency and electromagnetic fields, radiofrequency emissions, RF emissions, radiofrequency fields, radiofrequency energy, radio frequency radiation, radiofrequency radiation, electromagnetic radiation and probably others. The Rocky Mountain Power handout uses a different term: “radio frequency (RF) waves” and also assured me over the phone that their Smart Meters did not emit “radiation.”

The wide variety of terms being used for the same phenomenon is confusing to many people. Studies that are associated with the cancer-causing potential of electromagnetic frequency (EMF) might not be obviously associated with “RF waves” but in fact both are referring to the same thing.

I suppose it is natural for entities seeking to persuade the public that Smart Meters are benign avoid using terms like electromagnetic radiation. The Federal Communications Commission (FCC) limits on human exposure issued in 1996 are in a document titled “Evaluating Compliance with FCC Guidelines for Human Exposure to Radiofrequency Electromagnetic Fields,” Federal Communications Commission, August 1997 at http://www.fcc.gov/Bureaus/Engineering_Technology/Documents/bulletins/oet65/oet65.pdf

The CCST report and others recognize that the FCC limits address only the **thermal effects** of absorbed radiofrequency emissions. These limits address only the heating of human tissue. From this, it may be fair to conclude that we will not be able to heat and cook a microwave dinner by placing it near a Smart Meter. Some people may conclude that the cancer-causing impact is sufficiently constrained by the FCC limits on thermal effects — cancer was the only impact studied and was studied with regard to cell phone usage.

The **non-thermal effects** of radiofrequency emissions have long been noted by various researchers even if ignored in setting standards for radio frequency electromagnetic radiation. The CCST report lists very few of the non-thermal adverse health effects encountered by people. But the non-thermal adverse health effects identified by people noting the adverse impacts (and not being biased to ignore these impacts) include insomnia, fatigue, neurological problems, reproductive problems including DNA damage, increased blood-brain barrier permeability and others.

For several years, I have had to limit my exposure to radio frequency emissions from cell phones, computer wireless connections and medical devices. I had to get rid of my cordless phone. I have had to limit my exposure to computer WI-FI and despite wanting to download reports at night, I learned that I could not sleep if the computer modem was not shutdown at night. I also have had to specifically request medical equipment, (a sleep apnea machine) that allows me to turn off its radio frequency emissions while I sleep. And after trying out hearing aids that quite promptly increased my tinnitus, I then learned that the hearing aids transmitted signals through the cranium from ear to ear not just to a computer for adjustment. I had to choose hearing aids without these advanced features that did not have radio frequency emissions. And I have personally experienced heart palpitations due to increased radio frequency levels. Especially after my brother died of brain cancer, I also limit my use of cellular phones.

The medical professionals seeking to assist people have explained that the body needs greater protection from radio frequency emissions during the sleeping hours as the body’s cells need to rest and repair.

When I contacted the Rocky Mountain Power Smart Meter Hotline, because of my special health problems from radio frequency emissions, I requested information concerning their Smart Meters several times and from several different people. I asked how often signals were transmitted.

First, I was told it was once per day and also that many people are comforted to know that it is only one signal per day.

Then, I was told it was more than once per day but Rocky Mountain Power Smart Meter Hotline operators would not say how often. Then I was told, with confidence, that it was once per hour, 24 hours a day.

Finally, I was told by Rocky Mountain Power that Smart Meter signals are expected to be transmitted between 40,000 to 200,000 signals throughout the day and night, every 24 hours. This is several thousand signal transmissions per hour of basically non-stop transmittal of signals all day and all night.

The Idaho PUC has stated to me that Rocky Mountain Power is not required to document its statements to me and that I cannot prove what Rocky Mountain Power actually said to me. Rocky Mountain Power steadfastly refused to document my complaint to them. They refused to document what my complaint was and what various responses various RMP people had given me during on various phone calls to their Smart Meter Hotline and their complaint department.

The degree of disinformation and misinformation from Rocky Mountain Power concerning their Smart Meters appears to be deliberate. Rocky Mountain Power people want to persuade people that there is no problem and they were repeatedly offering seriously incorrect information in order to persuade people. The information was incorrect in two ways: (1) it was not consistent with their own stated information sources, and (2) the information from the stated sources, if reviewed, certainly does not allow the sound conclusion that Smart Meter radio frequency emissions do not create adverse health impacts.

When Rocky Mountain Power mailed to me written information stating I could opt out of having a Smart Meter installed, Rocky Mountain Power did later acknowledge that they made an error and that the opt-out applied to another state but not to Idaho.

However, the multiple times I was given incorrect information over the phone regarding their Smart Meters was something I requested Rocky Mountain Power to address as I made a complaint to them. Rocky Mountain Power readily initiated a complaint for my concerns over the phone but then refused to document my stated complaint to them or their multiple instances of providing me with incorrect information. Rocky Mountain Power also refuses to acknowledge the high amount of incorrect information they are giving to anyone who calls their Smart Meter Hotline.

The fact is that the Smart Meter signal transmissions, although brief, are basically many times per hour and basically the intermittent signals continue all day and all night. Rocky Mountain Power finally stated the number of transmissions was 40,000 to 200,000 signals very 24 hours, throughout the day and night. You could say that the drummer of a Rock and Roll band did not beat his drums continuously because there was a pause between the drum beats, yet somehow this noise would actually keep most of us awake if it were next to our bedroom. Would someone making loud music all night long be able to send the police away by giving to the officers the stated duration of time that the drum heads were contacted during the night? Radiofrequency

cannot be heard by most of us, yet our bodies and our cells can still be disturbed by the intermittent signals.

The actual damage and health impact to the human body will depend on specific characteristics of the radio frequency emissions, the duration of exposure during the day and night, the years of exposure, and also the specific characteristics of the human beings being exposed. Human studies take a long time to conduct and there are many confounding influences. The study of cells in a petri dish and of animals have long provided evidence of the highly disrupting influence of radio frequency emissions on tissue.

The 2011 CCST report that provides a comparison of the radio frequency power density of a cell phone, microwave oven, Wi-Fi Router and Smart Meter fails to acknowledge the difference in the number of hours a day a person uses their cell phone or lap top computer. If the conceptual mistakes they make in the CCST report are honest, they have certainly displayed their lack of understanding of human biology and the impact of radio frequency emissions on human tissue.

I don't know anyone who uses a microwave oven, a cell phone or works on their computer while they are sleeping. The distinction that a Smart Meter is transmitting signals all day and all night was not made in the 2011 CCST report. The 2011 report by the California Council provides non-scientific and biased contortions to arrive at a desired presentation no matter the lack of evidence regarding adverse health impacts either in a general case or in extremes of a particular installation.

Did the Idaho Public Utilities Commission understand that the safety standards set for the United States transmission of radiofrequency for Smart Meters and other devices such as WI-FI and cell phones are based only on how much they heat up your tissue? Did the Idaho PUC understand the distinction that with many such devices such as cell phones or computer Wi-Fi, the user can turn them off while they sleep but the user has no control over the Smart Meters transmit signals intermittently, thousands of signal transmission every hour, all day and all night? And why would the Idaho PUC have such utter disregard for the health and safety of people in the state, particularly those people like me who know that they are adversely affected by radio frequency emissions?

When the FCC standards were set in 1996 and when the 2011 CCST by was issued, the non-thermal effects of radiofrequency had not been studied and these effects have still not been studied. The Idaho PUC is making Idahoans guinea pigs all while refusing to provide a reasonable and widely accepted opt-out.

The existing studies of adverse health effects from radiofrequency waves have considered the extent to which radiofrequency waves cause cancer. The studies of the cancer-causing potency have not studied potential adverse effects on children or the reproductive system. Nor have these studies for cancer risk addressed the implications of long-term exposure to "RF radiation, exposure to RF pulsation or modulation (two methods of imbuing radio waves with information), and the implications of technological developments that have occurred since 1996, including the ubiquity of wireless devices and Wi-Fi..."

The Food and Drug Administration has reviewed only the potential cancer effects and no other health effects from radio frequency emission, mainly for the use of very limited minutes per day, of cell phone use.

There remains inadequate scientific basis upon which to conclude that the increased exposure to radio frequency emissions are safe for the general population or the environment.

I have been forced to and able to take measures to limit my exposure to radio frequency emissions, especially while sleeping. Days and weeks of insomnia are a serious health problem for me and for anyone. And I have a medical metal implant in my body near my heart. The metal picks up radio frequency emissions and has put my heart into irregular beating rhythms.

To listen to an uninformed person at Rocky Mountain Power or at the Idaho PUC tell me that radio frequency emissions are safe and like a cell phone only tells me that (1) they do not understand how unsafe the standards really are, and (2) they don't give a fig about my specific health circumstances (metal implant near my heart) that make me more vulnerable.

The radio frequency emissions from a Smart Meter on my house would be a few feet from my bed and it puts me at greater risk of death by a heart attack as I sleep.

There is no federal law requiring the Idaho PUC to forbid allowing customers the option to opt-out of having a Smart Meter.

The Idaho PUC can allow an opt-out for customers, and many states have provided this option to their electricity customers.

The cost of relocating the electricity meter base from my house's bedroom wall would cost many thousands of dollars and would require me to incur liability for underground line failures as well as installation damages.

The installation of a Smart Meter at my home may make my home unsafe and uninhabitable for me.

Rocky Mountain Power and the Idaho PUC do little more than tell me Idaho has no opt-out option for Smart Meters.

This is a completely unacceptable and unjust situation and it relies on grossly inadequate study of human safety which completely ignores all non-cancer adverse health effects. (I have little confidence that the existing study of cancer effects is adequate, either.)

The rules of procedure for the Idaho Public Utilities Commission are burdensome and appear to be intended to dissuade many people from issuing a formal complaint or obtaining a suitable resolution.

I wish this complaint to be publicly documented. I want the Idaho Public Utilities Commission to be aware of how unscientifically sound the current safety studies are for the Smart Meters that they are trying to force upon Idaho customers.

The absence of studies addressing the continuous non-stop exposure to Smart Meters and the ceaseless exposure that people cannot escape from even during needed hours of sleep alone is sufficient evidence that there is no basis for concluding that Smart Meters on a person's house, particularly a few feet from their bed is safe.

I request the Idaho PUC to allow me to opt out of having a Smart Meter on my house. It is the Idaho PUC that should be taking the lead in facilitating the ability for customer's to opt-out.

See the attachments to this email that I sent with my original complaint statement to Idaho PUC which included scans of various brochures Rocky Mountain Power mailed to me which attempt to say that Smart Meters are safe and are similar in health impact to other devices, devices which a user may shut off during the sleeping hours.

Sincerely,

Tami Thatcher

Tami Thatcher's Written Complaint Submittal to the Idaho Public Utilities Commission, April 15, 2022, regarding Rocky Mountain Power Smart Meters

My contact information:

Tami Thatcher
10217 S. 5th W.
Idaho Falls, Idaho 83404
(208) 522-2341
Email: tzt@srv.net

As soon as I read about it this winter, I called Rocky Mountain for information.

I am informed on the phone that the Idaho Public Utilities Commission did not require Rocky Mountain Power to allow an "opt out" option as other states have allowed.

I ask about how many times a day a signal is transmitted and I am told that it is only one time per day. Furthermore, I am also told that "many customers are relieved to know that it is only once per day that the signals are transmitted."

I ask how strong the signal is. The Smart Meter Hotline operator can't answer questions about the signal intensity and does not have units for a number she gives me, but she says she can mail me information, detailed information, that will answer all of my questions.

I receive the packet of information from Rocky Mountain Power; it is post-marked March 10, 2022. It does not seem to answer any of my questions but I have been busy as unrelated email problems have been taking weeks to resolve and tax season adds to my list of desk work.

I receive a phone message from Rocky Mountain Power that a Smart Meter is to be installed in a few days. I think this was on April 5, 2022. I take a closer look at the package of information Rocky Mountain sent to me and I call Rocky Mountain Power.

The detailed packet of information that Rocky Mountain Power sent to me says in writing that I can opt out of having a Smart Meter. It also says that the Smart Meters only communicate via RF for only a few minutes per day. I am curious about when this few minutes is.

The envelop from Rocky Mountain Power to me at my only address, in Idaho, and its post mark of March 10, 2022 is scanned. The enclosed information is one 1-sided page and four 2-sided pages. I have scanned the 2-sided handout that says "smart meters communicate via RF [Radiofrequency] for only a few minutes a day." And the other side of that handout that states: "if you do not wish to upgrade to a smart meter, you may opt out for a one-time replacement fee plus a monthly fee..." I have scanned another handout on general radiofrequency information about "Typical RF Values * from April 2011." It says that holding a cell phone to your head would be 3.3 to 1,100 X more. I know that cell phone studies found higher risk of brain cancers

for cell phones held to the head for more than 30 minutes per day. The Rocky Mountain literature is actually very vague about the actual levels of RF exposure that could occur.

So, I call Rocky Mountain Power and I ask again, how many times a day are signals transmitted. Now I am not given an answer to this question.

I state that because I am particularly sensitive to RF because of metal in my body near my heart and how high RF can put me into heart palpitations I want to opt out. I do not want a Smart Meter on the wall of my bedroom. I am told I cannot opt out. I ask why the information that Rocky Mountain Power mailed to me, specifically at my request states that I can opt out. They say that it is because other states do allow an opt out and I was sent very general information which did not apply to me or my state.

I see that the information mailed to me by Rocky Mountain Power does not say how many times a day a signal is broadcast, but it looks like it may be far larger than one time per day. I ask Rocky Mountain Power on the phone how many times a day the signal is broadcast each time I call them. [Prior to April 11], They acknowledge that it is more than once per day but they will not say how many times per day.

Rocky Mountain Power does agree to cancel the currently scheduled Smart Meter installation and they describe that I may have one of their people come and advise whether it is feasible to move the smart meter. They tell me that I will have to hire my own electrician to move the equipment which can be placed on a post, with wiring about 24 inches below ground.

I can see this is going to be expensive.

Also on the phone, I request that Rocky Mountain Power document a Formal Complaint for me. I state that first of all, I was given completely untrue and incorrect information when I was told on their hot line that there was only one signal broadcast per day.

Then I wanted it documented that I was mailed incorrectly information in writing by Rocky Mountain Power that stated I could opt out of having a Smart Meter. But over the phone, the answer has consistently been that in Idaho, I could not opt out. But they say I may be able to relocate the Smart Meter, but only if they decided I could and only at my expense.

I also explain that I have a health condition that makes me more susceptible to heart fibrillation due to metal in my body near my heart. I try to explain to the folks at Rocky Mountain Power that this is a very serious concern for me but at no time does anyone at Rocky Mountain Power appear to care.

I had to make several calls to Rocky Mountain Power the week of April 5th. I would be told someone would call, but I basically had to call again a couple times. I finally do get a call from "R" at Rocky Mountain Power, I believe on Thursday April 7th.

I ask again how many signals the Smart Meter will be transmitting per day and that I had been told that it was only one per day. The person at Rocky Mountain Power acknowledges that it is more than one per day, but he will not say how many times per day (and night) the signals are transmitted.

Repeatedly Rock Mountain Power tries hard to explain that gee, don't I have a cell phone and computer, so don't I already have Radio Frequency in my house. I explain that I minimize the use of Radio Frequency (RF) in the house and I power down all such equipment during the sleeping hours, say 10 pm and 8 am. I know that these signals can and do send my heart into fib and do awaken me. I know that the standards for RF are based on only minimally heating up your body's tissues and are not based on the most prevalent symptoms, namely, insomnia and heart fib.

The Rocky Mountain person on the phone agrees that it could cost me a lot of money to try have the smart meter moved. He will not answer to any estimate of how many signals per day or night the Smart Meter signal is transmitted. I say all I need is that no signals are transmitted between 10 pm and 8 am. He says he will ask the experts if this is possible, and that he will call me back on Friday April 8, between 10 am and noon. I have some false hope that Rocky Mountain Power will try to be reasonable.

I receive no call back on Friday April 8 and no call on Monday April 11. Around 3 pm, on Monday April 11, I call Rocky Mountain Power to ask about the status.

At that phone call, the Rocky Mountain Power person (a woman) is aware of my complaint to them and states to me confidently that the RF signals are broadcast once an hour, 24 hours per day. She tries to say that because the signals are brief, that they don't matter. I explain that this will likely mean I never get another decent night's rest and that it may likely kill me.

She tries to say, that likely I have a phone and a TV using RF. I say that I do not use RF devices during the sleeping hours. She tries to say that it will be very beneficial for me to know my hourly electrical use, every hour of every day. I tell her that I do not think it will be beneficial for me to know this. She of course emphasizes that Idaho has no opt-out option.

She says that the person who was to call me Friday had been out of the office on Friday. I say that if no one could call on Friday, they could have called on Monday, to say when they could call. Of course, that didn't happen.

She says she will request the team for coming to look at whether an alternate location for the Smart Meter can be found. She says she cannot say any estimate of when they will call me to schedule this. Later she says that they may call me after 2 days or so.

I request a copy of my Formal Complaint. She says that everyone I have talked to in the last week will have to meet and discuss it. I request again, that I would like written documentation of my Formal Complaint and she says that won't happen and that sometime perhaps late this week they will discuss how to respond to my questions. I state that with the very high rate of misinformation from Rocky Mountain Power, I wish to confirm that Rocky Mountain Power has documented the statements I have made to them, especially how the Rocky Mountain Power hot line specifically gave me (and others) completely wrong information when they said only one signal per day was transmitted. I wanted it documented that I was mailed totally inadequate and also factually incorrect information stating that I could opt out of having a Smart Meter. And that even though I had asked several times how many times a day a signal would be broadcast but no

one would answer that question. Prior to April 11, I asked Rocky Mountain Power this question multiple times, and I was never given an answer. The answer I was given on April 11 confirmed my fears as it was stated that it is 24 times a time, every hour, of the day and night. This would be enough to wake me up every hour all night long. It appears that several Rocky Mountain Power hotline operators knew this information but withheld this information deliberately.

Rocky Mountain Power, gave incorrect information to me on the phone and in writing. Rocky Mountain Power appears to have deliberately withheld information pertaining to how often signals would be transmitted. Rocky Mountain Power at no time acted with accountability for documenting the questions and concerns I had. Furthermore, Rocky Mountain Power refused to send written documentation of my Formal Complaint, saying only that they would be discussing it, probably by the end of the week. But no written documentation of my complaint to them would be provided, at least not any specified time and certainly not any time soon. I wanted to confirm that Rocky Mountain Power had actually documented my concerns over my heart health and how many times I had been given incorrect information. But Rocky Mountain Power adamantly refused to provide to me documentation of my Formal Complaint – not the resolution but documentation that they had in fact documented my complaints.

On Monday April 11, I was told by Rocky Mountain Power, with confidence, that the number of signals transmitted per day was one per hour, effectively 24 signals per day, all day and all night.

On Tuesday April 12, I met with a Rocky Mountain Power estimator (Nick) for feasibility of meter base relocation. He was helpful and based on the power pole and the wire to my house, he suggested a possible location. He also said that the underground power line from the pole to my house is now Rocky Mountain Power's but that they could let me have the line. A relocation to a site between the power pole and my house could be in the orchard. A licensed electrician could dig to this line and install the meter base there on a post. The Smart Meter can only be located on the meter base. It would likely cost at least \$3000 if all went well. Any damage to the wire or the meter base would be my responsibility. He said that the Smart Meter could be installed at the house and then later relocated. This way I could tell for sure if it was a problem.

On Wednesday April 13, the Rocky Mountain person who had not called back last Friday did call me. He told me that Rocky Mountain power did not allow opt outs and could not withhold transmission of signals during the night time.

On this April 13 call, I ask again how many times a day signals are transmitted and I am now told that between 40,000 and 200,000 signals a day were transmitted.

First I was told 1 time per day, then I was told 24 times per day (once per hour) and now I am told between 40,000 and 200,000 times per day (and night).

He also confirmed that Rocky Mountain Power would not provide to me in writing any documentation to confirm that they had documented my complaint to them.

For additional background on my health. Due to stomach reflux problems, a metal ring was put in my body, around 2006. Several years ago, I started having problems that I found were related to RF and I purchased an RF meter. I had to get rid of a cordless phone and make adjustments to my computer area. When my sleep apnea machine wore out, I was given a loaner but no instructions or information about the machine. I found that I could not sleep well and could not get rested when using it. The machine had a dc converter and I wondered if it was electrical interference somehow. I got out my RF meter which also measures electrical interference and discovered to my surprise that the sleep machine put out a large RF field. When I later got a replacement machine, I knew that I had to get one that had "airplane mode." This makes a huge difference in my ability to sleep deeply. This allows the user to turn off the RF transmittal. During the daytime, one time per month, I turn "airplane mode" off and let the machine transmit the data to the medical supply office which lets them know if I am using the machine and it also have data about how many times I apnea.

Many people are unaware of the RF influence on their health. They simply don't know why their insomnia is worse.

My brother died of brain glioblastoma at age 63. He was a frequent cell phone user and he would never have thought there was any harm from it. Most people don't know that over 30 minutes per day on a cell phone has been shown to increase the risk of glioblastoma. But many people do know that they should not hold a cell phone close to their head.

When the Rocky Mountain Power literature compares their Smart Meters which operate 24/7 and near the bedroom as it is for my house, to using a cell phone close to your head, this is very little comfort.

I don't expect Rocky Mountain Power Smart Meter Hotline operators to be cellular biologists. But the way that I was given such a wide variety of answers and the way that they avoided answering my questions tells me that the incorrect information was intentional. Rocky Mountain Power was trying to act like they had experts to answer questions about their Smart Meters when in reality Rocky Mountain Power deliberately avoided answering even very basic questions that I had and that other callers typically had.

The strength of an RF field will depend on how much interference is between the Smart Meter and where it is transmitting to. The actual RF Values can be extremely variable whether for your cell phone or a Smart Meter.

The experts for medical help for people with RF sensitivity emphasize that the body needs more protection from RF during sleep. Using the cell phone or computer and limiting that time is something I actively do and I retain a land-line phone for the bulk of my phone calls. Protecting the sleeping area and the hours during sleep are the most important times to reduce RF and I know this from very personal experience.

I should not have to have my health adversely impacted and my risk of death increased by being forced to have a Smart Meter installed, which would be on my bedroom wall. Most other states allow people to opt out of having a Smart Meter. I should not have to move to a state that allows

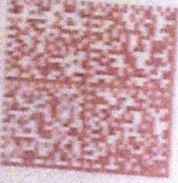
a Smart Meter opt out. I should not have to pay for very expensive (likely over \$3000 to relocate the meter base that connects to a Smart Meter AND accept future liability for the electrical underground line). I should not be forced by the State of Idaho's public utilities commission to not have the ability to opt out of having a Smart Meter.

The standards setting for the safety of RF does not apply to people with metal in their bodies or other health conditions. The standards are based on simply not overheating tissue rather than the cellular dysfunction caused. In studies not funded by the entities promoting the use of these electronics, it is found that RF does cause cellular disruption to the body's cells and that insomnia and heart palpitations are commonly increased by high RF values.

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\$000.75⁰⁰

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Proven technology to serve you better, safely and securely

Have questions about smart meters? We have answers for you.

Smart meters are digital meters that communicate with Rocky Mountain Power through a secure wireless network. As of 2019, nearly 95 million advanced metering infrastructure, also known as smart meters, have been installed across the United States.¹ About 88% of those installations were residential customers. Now, we're joining the movement and upgrading our existing electric meters to smart meters. The technology is safe and secure and will provide you with insights into your energy usage. Our upgraded metering technology will also help us deliver cleaner, more reliable energy and faster, more responsive service.



HERE ARE ANSWERS TO SOME OF THE QUESTIONS YOU MAY HAVE ABOUT THIS NEW TECHNOLOGY:

Do smart meters use waves that can be a health hazard?

No, smart meters transmit data using low-watt radio frequency (RF) waves that are proven to be safe and are well within the limits set by the Federal Communications Commission.

Radio frequency waves – a form of electromagnetic energy that moves through space – are something we encounter every day. They are used for everything from radio and television broadcasting to the cordless phones, cell phones, Wi-Fi routers, garage door openers and microwave ovens we have in our homes.

The World Health Organization has concluded that no adverse health effects have been found to result from exposure to low-level RF energy.²

What's more, smart meters communicate via RF for only a few minutes a day. They are usually outside, farther from people than cell phones and other devices that use RF. Plus, your home's or building's walls further reduce RF exposure. Altogether, this means that living in a house with a smart meter provides very little exposure to RF.³

Is my personal information at risk with a smart meter?

Our smart meters are very secure. No personal information, such as name or address, is ever transmitted from smart meters. We use advanced security and encryption technology to protect what is transmitted. In addition, our security measures undergo third-party audits to ensure your data is secure.

Can smart meters be used to invade my privacy and "spy" on how I'm using energy?

We take our customers' privacy very seriously. Our smart meters only gather and transmit whole-house electrical usage information – the same information collected by your old meter – through our secure wireless network. For example, if your home used 3 kWh of electricity in a given hour, the smart meter would transmit "3 kWh." Smart meters cannot track or record individual appliance usage.

How can I be sure that smart meters are safe?

While smart meters have been tested to meet or exceed ANSI standards and certified by UL testing labs, we go even further to protect our customers. Our metering team and a third party provide additional rigorous testing.

For additional protection, we ensure our team of installers are trained to follow precise, step-by-step installation procedures. This includes checking your meter base before installing the new meter to make sure it is working safely and making needed repairs. We also inspect both the install process and final installation.

Will my monthly bill be higher?

For most customers, having a smart meter will not impact your bill. In fact, the hourly details smart meters provide can help you identify opportunities to reduce your usage and lower your bill.

Older analog meters (the kind with dials rather than digital numbers), can slow as they age, causing them to underreport electricity usage. Customers who have these old meters could see an increase due to accurate smart meter readings.

May I opt out of having a smart meter installed?

We're installing smart meters at no cost to our customers as part of our strategy to modernize the power grid. However, if you do not wish to upgrade to a smart meter, you may opt out for a one-time replacement fee plus a monthly fee that covers the cost of manually reading the meter.

Less than one percent of our customers opt out of installing a smart meter. The fees we charge cover the actual cost to provide individual service and meter reading to those who opt out.

Where can I go if I have additional questions?

FOR MORE INFORMATION on smart meters, visit rockymountainpower.net/meterupgrade or call 1-866-869-8520.



File: www.rockyfoundation.net/media/FILES/Publication/ELSM-1-Meter-Report-2019-FINAL.pdf
<http://www.rockymountainpower.com/smart-grid-10-fact-sheets/epo-of-frequency-and-smart-meters>
<http://www.rockyfoundation.org/energy-center/causes/education/exposure-to-smart-meters.html>

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**ROCKY MOUNTAIN
POWER**

How safe are smart meters? We sort out the myths and the facts.

Smart meters are already working safely in nearly 95 million homes and businesses across the United States. We waited to install smart meters until we were confident the technology had fully matured and the meters would exceed all of our safety and security standards.

HERE ARE SOME COMMON MISCONCEPTIONS YOU MAY HAVE HEARD ABOUT SMART METER SAFETY AND THE FACTS THAT CORRECT THE MYTHS.

MYTH | Smart meters are a health threat because they use radio frequency waves.

FACTS

We all live with radio frequency (RF) waves every day. RF is a form of electromagnetic energy that moves through space, and it's used for everything from radio and television broadcasting to the cell phones, cordless phones, Wi-Fi routers, baby monitors, garage door openers and microwave ovens in our homes.

Smart meters, which also use RF, are already safely tracking energy use in more than half the homes in the United States. They've also been used safely for years in parts of Europe and other countries. These digital meters transmit data using low-watt RF waves that are proven to be safe and comply with limits set by the Federal Communications Commission (FCC).

What do the experts say? The World Health Organization has concluded that no adverse health effects have been demonstrated to result from exposure to low-level RF energy such as that produced by smart meters. In addition, a report by the California Council on Science and Technology concluded: "Exposure levels from smart meters are well below the [FCC's standards] for such [health] effects," and "There is no evidence that additional standards are needed to protect the public from smart meters."¹

It's good to understand a few other key facts about smart meters. First, they transmit RF energy only for short periods each day at very low wattage. In fact, an Electric Power Research Institute analysis of 47,000 smart meters installed in California found that 99.5% of the meters were transmitting for approximately three minutes or less daily.²

The American Cancer Society also notes that because the smart meter is located outside the home, people are much farther away from the source of RF waves than some other more typical sources of exposure, like a Wi-Fi router or cell phone.

Altogether, this means that living in a house with a smart meter provides very little exposure to RF.

Typical RF Values*



STANDING TWO FEET FROM A SMART METER (BASELINE)



SITTING IN A CAFE WITH WI-FI
1.1 - 2.2X MORE



STANDING TWO FEET IN FRONT OF A MICROWAVE OVEN
550X MORE



HOLDING AN ACTIVE CELL PHONE TO YOUR HEAD:
33 - 1,100X MORE



HOLDING A WALKIE-TALKIE TO YOUR HEAD:
35 - 4,600X MORE

*Source: Health Impacts of Radio Frequency from Smart Meters by California Council on Science and Technology, April 2011.

MYTH | Smart meters have a higher radio frequency than cell phones.

FACTS

According to the American Cancer Society, the amount of RF waves you could be exposed to from a smart meter is much less than what you could be exposed to from a cell phone.³

MYTH | Smart meters increase the risk of fires or explosions.

FACTS

Fire concerns were related to early-model smart meters from a different manufacturer, not the model or manufacturer we are using. We studied smart meters and waited to adopt the technology until it was mature enough for us to confidently say that it exceeds all of our safety and security requirements. Today's smart meters are safe and are already being used in more than half the homes in the United States.

Our smart meters are put through extensive testing to ensure their safety. Not only do they meet or exceed ANSI standards, they are certified by UL testing labs, they are tested by a third party, and our metering team has made sure they are accurate and safe. We also require the meter manufacturer to test each meter prior to shipment, and we review all test results.

Our qualified installers follow precise, step-by-step installation procedures when switching out meters. This includes carefully inspecting the meter base and making needed repairs before installing the new meter. We also use a socket jaw tester, a specially designed tool that measures tension associated with installing a meter into a socket. The tester provides immediate feedback on whether the socket jaw tension is adequate.⁴

FOR MORE INFORMATION on smart meters, visit rockymountainpower.net/meterupgrade or call 1-866-869-8520.



**ROCKY MOUNTAIN
POWER**

WE'VE UPGRADED OUR METERING



We sort the myths from the facts regarding privacy, data and smart meters.

New wireless smart meters track electric usage just like the old electric meters. They are already installed in nearly 95 million homes and businesses in the United States. We've studied smart meters for years, and we waited to install them until we were confident the technology had fully matured and the meters would exceed all of our safety and security standards.



SMART METERS

Proven technology to serve you better, safely and securely



Have questions about smart meters? We have answers for you.

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