

December 30th, 2014

Dave Roberti, Board President
Plumas Sierra Rural Electric Cooperative
73233 State Route 70
Portola, CA 96122-7069

<sent via USPS certified mail, return receipt requested>

Dear Mr. Roberti,

On February 19th, 2014, PSREC disconnected electricity service to our home, and has repeatedly refused to reconnect it over the last ten months, despite the fact that we have paid all agreed charges for service as outlined under your tariff. (attachment 1)

PSREC has been repeatedly billing us for the amount of \$229.60. These are apparently fees based on agreement with your “AMR opt out policy” (attachment 2) and customer signature on the “Automatic Meter Reading Opt Out Form” (attachment 3) a document we have never signed nor agreed to. Therefore, please remove these unauthorized charges immediately.

When we moved in to our rental home at xxxxxxxxxx in August 2013, we requested that PSREC replace the existing AMR wireless “smart meter” on the home with a standard electromechanical analog meter. This is the same type of meter that PSREC currently allows to be self-read *at no extra charge* to customers living in remote locations within your service area. We are simply requesting the same service offered to these other customers, based on documented medical need.

Several days after we moved in, your crews came out and installed an analog meter per our request, which remains on our home today. This was approximately two months prior to PSREC adopting a policy to charge for the use of analog meters.

Prior to PSREC installing an analog meter on our home per our instruction in August 2013, we were never asked verbally or in writing to agree- and we never agreed- to any fees associated with this substitution. At the time, your staff only asked for a copy of a letter confirming my doctor’s

recommendation to have an analog meter on our home, and my intolerance of wireless radiation from AMR “smart meters” and other wireless devices.

A letter from my physician Dr. xxxxxxxx (attachment 4) was sent to you on August 14th, 2013 stating that I “*suffer from headaches and other medical symptoms when exposed to radio frequency from smart meters.*”

On February 19th, 2014 at about 1pm in the afternoon your workers came to our door and requested to install a wireless “smart” meter on our home. When we refused to accept the smart meter, crews pulled their truck into our neighbor’s driveway and cut the wires to our home at the secondary power pole. A day later, a member of your staff was recorded taking photographs into our home. (attachment 5)

In February and March, repeated requests to meet with board members and your director Robert Marshall were ignored. In response to hundreds of calls made to PSREC by members of this community and those around the country demanding that our electricity be restored, your Member and Energy Services Manager Corby Gardner discussed details of our private account with members of the public, and made misrepresentations and mischaracterizations regarding our actions and our credit status including payments made to our account.

In April 2014, the day before I left on an extended business trip, my wife Heidi spilled water on the floor while carrying a large pot from the sink to the wood stove in order to wash dishes. She slipped on the spilled water and fell and badly injured her arm, nearly breaking it. She had to wear a sling for weeks afterwards. You received a 2nd medical letter at this time urging you to reconnect our home’s electricity service as Heidi was not able to carry water with one arm, nor carry out the daily necessities of life.

On April 4th, 2014 Dr. Williams at Eastern Plumas Health Care wrote (attachment 6), “*Please restore Heidi’s electricity without a surcharge, as she now has an injury that cannot be managed without electricity.*” The request by my wife’s MD was declined and you refused to restore power without an agreement to pay the disputed fees.

In June, repeated requests to meet in order to find a resolution to this dispute were ignored.

On Saturday, September 13th, 2014, PSREC held its annual member meeting where elections for board members are held. We received an invitation to this event in our bill, so planned on attending, discussing our dispute with the board and other members and casting a vote for board candidates who put health and safety first. **Yet when I arrived I was barred from entering, told I was no longer a member, and that I would be charged with trespassing and arrested if I attempted to simply attend the meeting and cast a vote.** Please let me know what procedure was followed to strip me of my membership in the “cooperative” and disenfranchise me, cutting off my voting rights with no notice or rationale provided.

Applying an extra fee for an analog meter that is medically required violates the California State Utility Code. Specifically, Section 453 (b) states that:

"No public utility shall prejudice, disadvantage, or require different rates or deposit amounts from a person because of ... medical condition ...

Persons in California with medical conditions may not legally be charged extra by their utility for accommodating that medical condition.

By directly going against the written medical advice of two physicians, and disconnecting our service, PSREC is essentially declaring that it knows better than trained medical personnel regarding health conditions and what is necessary to treat them.

Do you have a physician on your staff trained to make such diagnoses?

On Nov. 14th, I was contacted in writing and by phone at my mother's home in xxxxxxxx by the On Line Collection Agency regarding these disputed charges. (attachment 7)

Disconnecting our electricity last February and your subsequent actions have caused us a great deal of anxiety, distress and inconvenience.

These actions by PSREC are unacceptable and must cease immediately.

By this letter, we hereby demand that Plumas Sierra Rural Electric Cooperative:

- 1) Cease billing us for \$229.60 past smart meter “opt out” charges never agreed to by us and not applicable to us. Notify collections agency that charges have been withdrawn.
- 2) Restore electricity service to our home, charging the basic tariff rate applied to other customers, and allow us to self-read our analog meter which adds no extra cost beyond what other customers cause.
- 3) Compensate us in the amount of \$431.91 for out of pocket expenses related to sudden interruption of electricity service in winter (see attachments 8a-8d, an itemization of disconnect-related expenses)

We insist you fulfill your legal responsibility to offer basic electricity service using a self-read analog meter to our home at xxxxxxxx at no additional charge. Additionally, please reimburse us \$431.91 for out of pocket expenses via check or money order on or before January 15th, 2015.

If you do not restore our electricity by January 15th, 2015 and payment is not received by that date, we will promptly file this case in a court of law.

Assuming we receive a judgment which will be part of the public record, we will promptly follow all legal avenues to collect it, and see that fair utility service is provided and justice is done in this case.

You may reach me by landline telephone at xxxxxxxxx or in writing at the address below if you have any questions.

Sincerely,

Josh Hart
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