

March 16, 2020

Monterey Peninsula Water Management District Board of Directors

Dear Chairman Edwards and Board:

I oppose the full AMI/Smart water meter deployment that California American Water Company is seeking approval for in the current general rate case. I oppose the installation of these AMI meters already taking place for at least 3 years. The public also did not receive any notice of this proposal. It was not in the notices mailed to customers or in the local newspapers, and it will cost millions of dollars from the ratepayers.

These wireless meters and infrastructure are:

- a health and environmental hazard – RF EMF is a carcinogen, damages DNA, and causes damage at the cellular level including oxidative stress to humans, insects, trees, and wildlife.
- an access barrier to homes, sidewalks, and essential services for people disabled by electromagnetic sensitivity, causing discrimination and violating ADA and Fair Housing rules,
- notoriously inaccurate, giving false readings (“leaks”), and causing overbilling
- expensive – millions of dollars to purchase, set up, monitor, and store system data
- expensive due to short life-spans -- the industry says Smart Meters have a 3-5 year lifespan in contradiction to the claim by Cal-Am of a 20 year lifespan, changing the cost/benefit ratio dramatically, especially with labor costs to install every 3-5 years,
- cybersecurity and hacking risks
- job loss
- elimination of regular meter inspection for leaks by Cal-Am

I am disabled by electromagnetic sensitivity, and the EMF emissions from wireless Smart Meters have greatly exacerbated my disability and caused an access barrier to the use and enjoyment of my home. In 2018, Cal-Am installed a Neptune AMI meter on my family’s water line early in the morning after we expressly requested disabled accommodation and after Cal-Am assured me years before that I would not have an RF-emitting meter. The worsening of my disability including nausea, insomnia, and head pain was dramatic, but Cal-Am only agreed to remove the meter from our house, not the surrounding homes, even though my neighbors all agreed.

I applied for party status in this rate case in February and discovered that MPWMD supports AMI and did so in the previous general rate case, too, despite the information I’ve provided on the problems with smart water meters including inaccuracy and overbilling.

Mr. Stoldt said in testimony to the CPUC on Feb. 27

“Q21: What is MPWMD’s opinion about Cal-Am’s Advanced Metering Infrastructure

proposal?37

A21: MPWMD supports AMI as proposed. We participated in one of Cal-Am's AMI pilot programs and actively supported a similar request in the 2016 GRC, A.16-07-002."

Partial Settlement Agreement, June 12, 2017, from David Laredo and Frances Farina (A. 16-07-002)

"The settlement also authorizes, among other things, implementation of AMI in the Monterey District which will improve operations, enhance customer service, and advance efficiency and conservation efforts. The agreement's public benefits are consistent with the Commission's policy objectives as articulated in the Water Action Plan." p. 6

Partial Settlement Agreement, Attachment A, signed by David Stoldt (A. 16-07-002)

"MPWMD agrees with CAW's requested implementation of a two-way AMI system in CAW's entire Monterey District, which include approximately 39,600 residential, commercial, and industrial retail water customers, in total. MPWMD supports the benefits of AMI in improving operations, enhancing customer service, and advance efficiency and conservation efforts. MPWMD and CAW believe that the Monterey District will uniquely benefit from the proposed AMI investment over one single rate case period given the significant impact to customers of leaks and the estimated savings... "p. 14

When did the board approve this position?

I went through the agendas from May 2015 through February 2020, before the last rate case. I did not find any publicly noticed, agendized meetings where the Board discussed the issues, heard from the public, approved direction for staff, received documents, or heard updates on the GRC progress, I couldn't find any mention at all.

The district is a party in the CPUC proceeding, and the district is governed by the board. Is the board approving the positions, testimony, protests, comments on proposed decisions and settlement agreements by the general manager and attorneys?

If so, when did this happen during the last 5 years? And when did the board approve AMI?

I request the board take up this urgent matter immediately.

Sincerely,

Nina Beety

Attached:

Motion for party status

Protest of Cal-Am advice letter #970

"Cal Am drops request to recover costs" Monterey Herald, 3/19/13



**FILED**  
02/10/20  
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**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Application of California-American Water Company (U210W) for Authorization to Increase its Revenues for Water Service by \$25,999,900 or 10.60% in the year 2021, by \$9,752,500 or 3.59% in the year 2022, and by \$10,754,500 or 3.82% in the year 2023.

Application 19-07-004  
(Filed July 1, 2019)

**MOTION FOR PARTY STATUS OF NINA BEETY**

February 10, 2020

Nina Beety  
P. O. Box 891  
Monterey, CA 93942  
Tel: 831-655-9902  
E-mail: nbeety@netzero.net

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Application of California-American Water Company (U210W) for Authorization to Increase its Revenues for Water Service by \$25,999,900 or 10.60% in the year 2021, by \$9,752,500 or 3.59% in the year 2022, and by \$10,754,500 or 3.82% in the year 2023.

Application 19-07-004  
(Filed July 1, 2019)

**MOTION FOR PARTY STATUS OF NINA BEETY**

**I. Introduction**

I, Nina Beety, respectfully move for party status in this proceeding in accordance with Section 1.4 of the California Public Utilities Commission (“Commission”) Rules of Practice and Procedure.

**II. Interest in this Proceeding**

**A. Background and relevancy to this proceeding:**

1 - I am a member of the public, and my family is a California American Water Company (“Cal-Am”) customer.

2 - I am disabled by electromagnetic sensitivity (EMS). I experience serious disabling health effects as a result of the EMF emissions from wireless devices including cell towers, AMI/AMR Smart Meters, Wi-Fi, and cell phones. I provide information and support to other EMS-disabled people and educational outreach to public institutions on the harm and costs of wireless technology and AMI/AMR on the EMS-disabled population, including discrimination, access barriers, stigmatization, and exclusion.

3 - In 2018, Cal-Am installed an AMI meter on my family’s water line despite my previous requests for an analog non-digital meter, telling them I could not tolerate an EMF-emitting meter. Cal-Am had no clear process or informed personnel to deal with this situation’s

interface with the Americans with Disabilities Act and Fair Housing rules. This situation is still ongoing, with only a partial and unsatisfactory solution.

4 - Since 2009, I have studied the utility industry roll-out of AMI and digital meters, purported benefits, and actual costs. I provide information on a variety of AMI and Smart Grid-related issues including “opt-outs”, and have testified at California Public Utilities Commission business meetings.

7 - I filed a timely protest of Cal-Am Advice Letter #970. I opposed ratepayers’ reimbursement for high bill credits for “leaks” and urged investigation for AMR data errors.

8 - I am an investigative writer and consumer advocate, evaluating programs, policies, and proposals for unintended consequences, strengths/benefits; and weaknesses/costs.

9 - I am a lifelong environmental advocate, focused on dealing with root problems in order to create real solutions, stronger communities, and a healthier Earth.

**B. I am interested in participating**

-- To ensure safe, reliable water service for me, my community, and all Cal-Am customers including those who are EMS-disabled;

-- To advocate against the use of AMI/AMR/RF technologies, show how they result in discrimination, access barriers to homes, public rights-of-way, and communities, and exacerbate disabilities; and to discuss societal, environmental, and economic costs, including liability;

-- To consider Cal-Am’s AMI/AMR opt-out proposal;

-- To ensure that the Americans with Disabilities Act, the Fair Housing Act, and other state and federal rules are included in decision-making;

-- To ensure historic AMI/AMR accuracy and overbilling problems are considered, and that reimbursement to Cal-Am from ratepayers only occurs for actual water leaks;

-- To evaluate whether the public has been informed on the major issues in this proceeding and given adequate opportunity to make informed comments;

-- To respond to other issues as I have time.

I request disabled accommodation if I am granted party status. Due to my disability, I’m no longer able to travel to San Francisco due to 4G and 5G network proliferation or attend

hearings or conferences at the CPUC due to the wireless internet and devices in use. I request reasonable accommodation to be able to remotely participate by telephone.

In addition, the CPUC Public Advisor's office said that I would not be able to speak at the Public Participation Hearing in my community if I am granted party status. Since this would likely be my only opportunity to appear in person before Administrative Law Judge Kelly, I request disabled accommodation to present brief comments at the Seaside hearing on Feb. 18.

### **III. Notice**

Service of notices, orders, and other correspondence in this proceeding should be directed to me at the address set forth below:

Nina Beety  
P.O. Box 891  
Monterey, CA 93942  
Tel: 831-655-9902  
E-mail: nbeety@netzero.net

### **IV. Conclusion**

My participation in this proceeding will not prejudice any party and will not delay the schedule or broaden the scope of the issues in the proceeding. For the reasons stated above, I respectfully request that the CPUC grant this Motion for Party Status filing.

Dated: February 10, 2020

Respectfully submitted,

/s/ Nina Beety

Nina Beety  
Tel: 831-655-9902  
E-mail: nbeety@netzero.net

[http://www.montereyherald.com/local/ci\\_22827190/cal-am-drops-request-recover-costs-courtesy-leak](http://www.montereyherald.com/local/ci_22827190/cal-am-drops-request-recover-costs-courtesy-leak)

## Cal Am drops request to recover costs for courtesy leak adjustments

By JULIA REYNOLDS

Herald Staff Writer

Posted: 03/19/2013 06:12:26 PM PDT

Updated: 03/19/2013 11:30:12 PM PDT

California American Water has dropped its request to recover more than \$6.2 million it says it lost between 2007 and 2011 when it made "courtesy leak adjustments" to customers hit by sudden, large water bills.

However, the company indicated it is still interested in recouping any future losses it incurs when voluntarily reducing customers' large water bills on a one-time basis.

Cal Am spokeswoman Catherine Bowie said Tuesday the company agreed to drop its request for a customer surcharge to cover the \$6.2 million as part of a new agreement with the state Public Utilities Commission's Division of Ratepayer Advocates.

"We are no longer requesting reimbursement for the \$6.2 million," Bowie said. "We have reached an agreement with the Division of Ratepayer Advocates in which we will forgo recovery of past bill adjustments but will be able to request reimbursement of bill adjustments going forward."

Cal Am had asked the PUC in October for permission to collect a 4.26 percent surcharge to customers so it could recover leak adjustment losses incurred between 2007 and 2011.

The timing of the company's request hit a nerve with customers. In November, the Monterey Peninsula Water Management District asked the state utilities commission to investigate the apparent surge in sudden monthly bill spikes, some totaling thousands of dollars.

Cal Am's loss "amounts to more than \$100,000 per month on average over that period," noted the Peninsula water district's letter to the state commission.

The commission initially denied Cal Am's request to add the surcharge to customers' bills, asking for more data to back the company's claims, and Cal Am gave every indication it would continue to try to recover the losses from past leak adjustments.

Stephanie Pintar, water demand manager for the Monterey Peninsula Water Management District, said late Tuesday that Cal Am dropping its effort to recoup the millions was news.

"We haven't had any official notification of that," she said.

In a Feb. 26 "advice letter" to the utilities commission, Cal Am indicated it would no longer pursue compensation for the past losses, but said the Division of Ratepayer Advocates agreed the company could still seek to recoup any leak adjustments from that date on.

"We thank DRA for their work in developing this solution and believe it is the best agreement possible under the circumstances," Bowie told The Herald on Tuesday.

Bowie said the utilities commission still needs to vote on the agreement, but she did not know when that would take place.

Meanwhile, 16 Peninsula Cal Am customers, including members of the Monterey-based Citizens for Public Water, have filed a letter with the PUC protesting Cal Am's original plan to recover the \$6.2 million and asking the commission for updates on its promise to look into the bill spikes for tens of thousands of gallons of water that customers say they never used.

Although irate consumers have blamed everything from new smart meters to human error to corporate foul play for monthly bills that have jumped from less than \$100 to several thousand dollars, Cal Am said the spikes can be attributed to leaks and customers being unaware that a new, tiered rate structure is pushing bills for high water use skyward.

"The tiered rate design is working as intended; unfortunately, for some customers this means very high bill spikes," Bowie said.

The Public Utilities Commission has approved the company's rate structure, acknowledging the Peninsula's dire water supply challenges.

"Rates in the fifth tier are 10 times the rates in the first tier," Bowie said. "The intended result is that when large amounts of water are consumed (either intentionally or unintentionally), water bills will be significantly larger compared to bills with typical consumption, encouraging conservation."

But some residents billed for flood-level quantities of water insist they have been rigorously conserving and can find no leaks.

In several cases documented in The Herald, follow-up inspections — some by Cal Am's own experts — reported no discernible leaks.

"Many instances of excess water recorded by a CAW meter had no proven leak, as evidenced by a plumber or landscaper report (paid for by a customer) or by a CAW representative who made an on-site review," the citizens' group wrote in its recent



protest letter. "Furthermore, there were such huge water use totals reported in the excess bills that any rational person would find it astonishingly unbelievable."

In their letter to the commission, the Peninsula water users suggested a new computer billing system Cal Am installed in 2010 might play a role in the sudden bill spikes and should be investigated by the state.

Bowie said there is no connection.

"Every high bill complaint we've received has been investigated and none have been related to our billing system," she said.

Julia Reynolds can be reached at

[jreynolds@montereyherald.com](mailto:jreynolds@montereyherald.com)

November 6, 2012

Director  
Division of Water and Audits  
505 Van Ness Ave.  
San Francisco, CA 94102

Protest Letter of Advice Letter #970 from California American Water Company

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I wish to protest California American Water Company's (Cal-Am) advice letter #970 which is seeking reimbursement for "leak" adjustments. The reason for my protest is that an unknown amount of bill credits are actually paper credits for "read" errors, not for actual water leaks, and therefore, resulted in no lost revenue to Cal-Am. These amounts should not be paid by Cal-Am ratepayers.

One explanation for the overbilling is the installation of new smart water meters by Cal-Am beginning several years ago. These meters use wireless communication to send information on water usage. Overbilling and bill spikes have been widespread with Smart Meter deployments.

Cal-Am's installation of Smart Meters has not been publicly advertised, nor is that information readily available on the Cal-Am website. However, Cal-Am customers have been told by Cal-Am employees that the company was installing them, and on October 15, 2012, the Monterey County Herald reported that these new meters are manufactured by Neptune Technology Group.

The directors (of the Monterey Peninsula Water Management District) also said they would look into one customer's list of possible malfunction causes in equipment made by Neptune Technology Group, the company that manufactures Cal Am's newest meters. (Cal-Am General Manager Eric) Sabolsice said around 40 percent of customers use the newer meters.<sup>1</sup>

Neptune has had problems with their meters creating very high bills in other states. In Atlanta, Georgia, for example, there have been many and persistent problems with spiking bills from Neptune Smart Meters.

"I thought we were sinking in a hole of water," said Debbi Scarborough. "It scared me to death. I thought we had a major leak when I got the bill."

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<sup>1</sup> [http://www.montereyherald.com/local/ci\\_21781595/cal-am-water-customers-have-ally-complaints](http://www.montereyherald.com/local/ci_21781595/cal-am-water-customers-have-ally-complaints)

Monterey Herald: Cal Am water customers have ally in complaints, October 15, 2012

...Many of the problems arose after the installation of new, automated water meters, which began nearly five years ago, and involved contracts for meter installations, the electronic meters and software equipment.

The automated meter-reading technology eliminates the need for city workers to manually check every meter. Instead, they retrieve the data by driving by each property. The meter electronically transmits data showing the amount of water used.

From the beginning, there were problems.

... (In 2009) another audit concluded that a "high number of accounts" were not getting "actual meter readings" because of "meter read errors, equipment failures or human errors."<sup>2</sup>

As the PUC is well aware, in 2010, the Commission hired the Structure Group to investigate PG&E Smart Meter overbilling and inaccuracy that were very pronounced in the Bakersfield and Fresno areas.<sup>3</sup> This was not the only place this occurred in PG&E territory, and overbilling is a recurring problem with Smart AMI/AMR Meters when they are installed. Last year, a policeman in San Francisco told me his PG&E bill tripled when a Smart Meter was installed.

Many questions remained after the Structure Group report about why these billing problems occurred and why they continue to occur.<sup>4</sup> Though the Division of Ratepayer Advocates questioned the report and recommended that the PUC open a proceeding with hearings to

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<sup>2</sup> <http://www.cnn.com/2011/US/03/01/water.bills.war/index.html>  
CNN: Skyrocketing water bills mystify, anger residents; bills rise to the thousands, March 2, 2011

<sup>3</sup> <http://www.bakersfieldnow.com/news/63581287.html>  
<http://www.bakersfieldnow.com/news/63581287.html?tab=video> TV News Video (3 minutes)

Laughter, jeers: Frustrated PG&E customers pack SmartMeter hearing, October 2009  
<http://www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2010/03/09/BU3V1CCQSI.DTL&tsp=1>  
SF Chronicle: PG&E probe of SmartMeters to start soon, March 9, 2010

<sup>4</sup> ABC 23 News: Dean Florez -- Smart Meter Report Raises More Questions Than Answers, September 2, 2010

<http://www.bakersfield.com/news/columnist/henry/x1303782421/LOIS-HENRY-SmartMeters-dont-do-well-under-heat-and-neither-does-PG-E>

Bakersfield Californian editorial, Lois Henry: SmartMeters don't do well under heat and neither does PG&E, May 4, 2011

investigate this issue,<sup>5</sup> President Michael Peevey refused to do so,<sup>6</sup> DRA launched its own investigation. Unfortunately, Structure Group refused to cooperate, and the Commission did not compel them to do so. There was controversy when Structure Group was hired, in part because of its ties to PG&E.<sup>7</sup> It is not an independent auditing firm; it works exclusively with industry and promotes Smart Grid deployment.

Now we have Cal-Am water meters giving strange readings resulting in very high bills, and upon investigation by homeowners, there are no leaks to be found. An unknown number of these anomalous readings are from new Neptune meters.

Radiofrequency interference is one explanation for these problems. There has been conjecture that wireless signals from other devices, such as cell towers, cell phones, even garage door openers, can interfere with Smart AMR/AMI Meters, much as the problem Toyota had with their cars.<sup>8</sup>

There have also been questions about these wireless meters interfering with each other; now that electric and natural gas Smart Meters have been widely installed by PG&E, their signals would be another source of RF interference.

Since the overbilling problem is common knowledge in the industry, both for water meters (these have occurred in at least four states over several years) and for other utility meters, for Cal-Am to assert that they lost money on actual water usage, when investigations by homeowners showed no water leaks, amounts to a fraudulent claim.

Compounding that is the refusal by the water company to even mention when these are smart meters in interactions with the public, leading me to believe that Cal-Am is intentionally keeping this secret.

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<sup>5</sup> DRA Reply Comments on What the Commission Should Do in Light of the Structure Group Report, p. 3-5, 6, Application 07-12-009, October 29, 2010

Also, DRA Response to Application of Californians For Renewable Energy, Inc. (CARE) To Modify Decision 06-07-027, page 10, A.10-09-012, October 20, 2010

<sup>6</sup> Final Decision (10-12-031) Denying the City and County of San Francisco's Petition to Modify Decision 09-03-026, , p. 19, 20, December 2010

<sup>7</sup> [http://abclocal.go.com/kgo/story?section=news/7\\_on\\_your\\_side&id=7386817](http://abclocal.go.com/kgo/story?section=news/7_on_your_side&id=7386817)  
ABC 7 News: Texas utilities admit billing errors with SmartMeters, April 14, 2010

<sup>8</sup> Detroit Free Press: Toyota's problem in other vehicles; phones, radios and even microwaves could cause sudden bursts of speed, February 1, 2010

The October 15 article in the Monterey Herald talks about a recent Cal-Am brochure to customers:

The brochure suggested that bills totaling in the thousand(s) of dollars are likely attributable to the company's latest tiered rate structure — and leaky toilets. The brochure, formatted as a letter from Sabolsice, states, "In most cases these occurrences can be traced to unrepaired leaks, which under the current rate design can add up to an expensive problem if not dealt with promptly. As an example, a leak of one gallon per minute in a toilet could result in an additional \$2,000/month charge on your water bill," the pamphlet reads. "The goal with these rates is to make sure customers with leaks find them and fix them, and in that regard the rates are working."

Sabolsice said the most common cause of unexplained high water use is a leaky toilet. "And unlike a broken irrigation line, it rarely leaves a trace," reads the Cal Am brochure.

In response to the complaints of customers like Walsh and Carmel Valley resident Toni Ray who submitted letters from plumbers and professional inspectors who uncovered no leaks in their homes, Sabolsice says "toilet leaks are often intermittent, which means they may be overlooked by a plumber."

What is noteworthy is that these explanations are a rehash of the excuses PG&E and other utility companies have given for their skyrocketing Smart Meter bills, blaming the weather, new rates, and the public, while working out payment plans.<sup>9</sup>

"They offer a leak adjustment even when there is no leak," (Lindy) Levin said.

Jennifer Russo said she had two spiked bills a year apart.

"We have to have another solution," she said. "The leak adjustment isn't it."

In addition to RF interference from RF sources, other explanations for false readings from Smart Meters include mis-application of billing information,<sup>10</sup> meter malfunction,<sup>11</sup> and intentional manipulation of bills -- all possible and likely.

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<sup>9</sup> Fresno Bee editorial, Senator Dean Florez: Lack of testing by PG&E, April 20, 2010

<sup>10</sup> [http://abclocal.go.com/kgo/story?section=news/7\\_on\\_your\\_side&id=7424533](http://abclocal.go.com/kgo/story?section=news/7_on_your_side&id=7424533)  
ABC 7, Michael Finney: Experiment raises questions about SmartMeters, May 5, 2010

<sup>11</sup> KGET TV 17, ABC: PG&E responds to \$11,857 utility bill, October 8, 2009  
PG&E spokesman: "When there's not draw in a meter, it has a tendency to roll slightly. It rolled slightly backwards. So in this case it rolled from all zeros to all nines so when we got a read, that's what showed." The meter could actually turn backwards.

A recent article detailed how smart water meters can be hacked.

The problem with the wireless water meters is that they are vulnerable because of the wireless medium they use. Communications are not encrypted (largely due to higher costs) and so they are easily intercepted, faked or even jammed. The sensors are unattended and hang on the meter, outside the house, and so they are easily tampered with. The cyber attacks against them can be active, where commands are issued to them, or passive, where the data is taken.

If people want to reduce their water bills, they could hack the sensors. They could also increase the bill paid by a neighbor they don't like, or evade restrictions on the amount of water used. And since the usage of water indicates the presence or absence of the homeowner, the hacked water meters can be used for surveillance purposes.<sup>12</sup>

In fact, it is impossible for anyone with Smart Meters to know if the readings which their water, electric, or gas meters are registering and sending are correct unless they have an analog meter also measuring usage information.

This billing problem is common knowledge. For Cal-Am to seek reimbursement from ratepayers for probable false readings from at least a percentage of their meters is negligence at the very least, and at the worst, fraud. On top of that, there appears to be a cover-up by Cal-Am in not letting the public know the type of new meters they are installing.

It is long past time for the CPUC to open a proceeding and thoroughly investigate this matter of overbilling and meter accuracy across the spectrum of AMI/AMR/Smart Meters. This request from California American Water Company must be denied until such an investigation is completed and the extent of real water leaks is discovered.

Sincerely,

Nina Beety  
P. O. Box 1505  
Monterey, CA 93942  
[nbeety@netzero.net](mailto:nbeety@netzero.net)

This letter has also been sent electronically to:  
[water\\_division@cpuc.ca.gov](mailto:water_division@cpuc.ca.gov)

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<sup>12</sup> <http://venturebeat.com/2011/08/06/hacking-water-meters-is-easier-than-it-should-be/>

VentureBeat: Hacking water meters is easier than it should be, August 6, 2011

and mailed to:  
California American Water  
1033 B Avenue, Suite 200  
Coronado, CA 92118

Articles on Smart AMI/AMR Meter billing problems:

<http://www.cnn.com/2011/US/03/01/water.bills.war/index.html>

CNN: Skyrocketing water bills mystify, anger residents; bills rise to the thousands, Mar. 2, 2011

<http://venturebeat.com/2011/08/06/hacking-water-meters-is-easier-than-it-should-be/>

VentureBeat: Hacking water meters is easier than it should be, August 6, 2011

<http://www.bakersfield.com/news/columnist/henry/x746309880/Lois-Henry-Smart-meters-leave-us-all-smarting>

Bakersfield Californian editorial, Lois Henry: 'SmartMeters' leave us all smarting, Sept. 12, 2009

<http://www.bakersfield.com/news/columnist/henry/x876262202/Spinning-SmartMeters-PG-Es-story-continues-to-evolve>

Bakersfield Californian editorial, Lois Henry: Spinning SmartMeters: PG&E's story continues to evolve, Apr. 27, 2010

<http://www.bakersfield.com/news/columnist/henry/x1303782421/LOIS-HENRY-SmartMeters-dont-do-well-under-heat-and-neither-does-PG-E>

Bakersfield Californian editorial, Lois Henry: SmartMeters don't do well under heat and neither does PG&E, May 4, 2011

<http://www.bakersfieldnow.com/news/63581287.html>

<http://www.bakersfieldnow.com/news/63581287.html?tab=video> TV News Video (3 minutes)

Laughter, jeers: Frustrated PG&E customers pack SmartMeter hearing, October 2009

[http://abclocal.go.com/kgo/story?section=news/7\\_on\\_your\\_side&id=7424533](http://abclocal.go.com/kgo/story?section=news/7_on_your_side&id=7424533)

ABC 7, Michael Finney: Experiment raises questions about SmartMeters, May 5, 2010

[http://abclocal.go.com/kgo/story?section=news/7\\_on\\_your\\_side&id=7526331](http://abclocal.go.com/kgo/story?section=news/7_on_your_side&id=7526331)

ABC 7 News: PG&E customers refuse to pay bill over SmartMeter, June 29, 2010

<https://sites.google.com/site/nocelltowerinourneighborhood/home/wireless-smart-meter-concerns/smart-meter-consumers-anger-grows-over-higher-utility-bills>

<https://sites.google.com/site/nocelltowerinourneighborhood/home/wireless-smart-meter-concerns/lessons-learned-what-s-happened-in-australia>

Overbilling information from [www.BurbankAction.com](http://www.BurbankAction.com), with several pages of information and personal accounts, including overbilling in Australia.

[http://www.montereyherald.com/local/ci\\_21294053/cal-am-awash-disputed-water-bills](http://www.montereyherald.com/local/ci_21294053/cal-am-awash-disputed-water-bills)

Monterey Herald: Cal Am awash in disputed water bills; more customers question their usage, charges, August 11, 2012

[http://www.montereyherald.com/local/ci\\_21781595/cal-am-water-customers-have-ally-complaints](http://www.montereyherald.com/local/ci_21781595/cal-am-water-customers-have-ally-complaints)

Monterey Herald: Cal Am water customers have ally in complaints, October 15, 2012

[http://www.montereyherald.com/local/ci\\_21805674/cal-am-seeks-recover-costs-from-leak-adjustments](http://www.montereyherald.com/local/ci_21805674/cal-am-seeks-recover-costs-from-leak-adjustments)

Monterey Herald: Cal Am seeks to recover costs from leak adjustments on water bills, October 18, 2012