

NC  
**Ohio**

**Public Utilities  
Commission**

21-816-EL-C55

00261086

Case Number

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

**Formal Complaint Form**

FILE

Monique Maisenhalter  
Customer Name (Please Print)

154 Junefield Avenue  
Customer Address

Cincinnati Ohio 45218  
City State Zip

**Against**

0170-0050-22-6  
Account Number

Customer Service Address (if different from above)

Duke Energy  
Utility Company Name

Charlotte NC 28201-1090  
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

I am disabled by electromagnetic sensitivity, as disability is defined in the ADA/ADAA and state equivalent rules. The National Institute of Building Sciences (NIBS) also recognizes EMF-disabled Americans <https://www.access-board.gov/research/completed-research/indoor-environmental-quality>. In 2015, I submitted a complaint to PUCO about the Duke Energy AMI/AMR Smart Meters that had been installed on my home. The EMF-emissions from Duke Energy's AMI/AMR Smart Meters caused me disabling health effects. My doctor has advised avoidance of RF-EMF-emitting technology including the type of exposure from near proximity of Duke Energy EMF emitting invoicing tools.

When I moved to my current home in August 2016, Duke Energy started charging me to opt out of their electric and gas AMI/AMR Smart Meters. Because of PUCO case record, 14-1160-EL-UNC, I had to pay \$100 for the meters to be replaced. I have also paid \$30/month since then to have analog electromechanical non-digital meters. These fees are unlawful surcharges under the ADA/ADAA, FHA/FHAA, and state equivalent rules. In 2016, Greater Cincinnati Waterworks removed the transmitter from the water meter at no charge because of my disability. I send them a picture of my meter every month. I have never paid them any fees.

On the basis of my disabled rights, I am still requesting a reasonable accommodation that Duke Energy provide me with analog electromechanical non-digital meters, both electric and gas, and also ensure that any collector antenna will not be placed near or adjacent to my home.

PUCO

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Since calling PUCO in May 2021 to ask for information on how to request that Duke Energy stop charging me opt-out fees and reimburse all the opt out fees I have paid since 2016, Duke Energy has sent 2 employees to my home without any notice to randomly test the accuracy of my electric analog electromechanical non-digital meter. I have not given them consent to test it because I was afraid they would want to replace it with a digital opt-out meter. Duke Energy employees have also now called me twice now to set up appointments to have the electric analog electromechanical non-digital meter tested. During the first call, I requested that the company send me a written statement that if they found the analog electromechanical non-digital meter to be inaccurate, it would be replaced with another analog electromechanical non-digital meter. The letter did not state that. On Thursday, July 15, a Duke Energy employee called to set up an appointment to test the meter. I told her that the statement did not say that if the meter was inaccurate that the company would replace the meter with an analog electromechanical non-digital meter. She said the company didn't have any more analog electromechanical non-digital meters so it would be replaced with a digital opt-out meter. I told her that I could not have a digital opt-out meter on my home because of my disability. I reported the call to PUCO. On July 16, Duke Energy sent an employee to our home without any notice to ask to enter our home so he could write down the number of our gas meter. A Duke Energy employee comes to our home every month to read the meters and was here on July 7. My husband and I still do not understand the purpose of the July 16 visit. However, we did not call it in to PUCO.

According to research by certified building biologist, Bill Bathgate, the digital opt-out meter that Duke Energy would install on my home is not as safe as an analog electromechanical non-digital meter. Because of my disability, I have refused to allow Duke Energy to test the electric meter until they provide a written statement that they would only replace the meter with an analog electromechanical non-digital meter.

<https://defiltersllc.com/new-critical-problem-with-smart-meters/?v=93b46a3fc67d>

### ***New Critical Problem with 'Smart' Meters***

#### ***Just When You Thought It Was Safe to Opt-Out***

*Ironically, now that PG&E, Seattle City Light, Consumers Energy, DTE and other utilities is offering to disable the wireless RF function (for a hefty price) in their smart meters, we find that there's yet another extremely critical problem with the meters.*

*Just when you thought you had mastered all the esoteric acronyms such RF Mesh, 900 MHz, 2.4 GHz ZigBee, and all the problems with 'smart' meters, here's one more: Switching-Mode Power Supply or SMPS. This new element in the 'smart' meter controversy deserves immediate full official and public attention.*

*In our on-going investigation into why so-called 'smart' meters being installed by PG&E, DTE, Consumers Energy, Duke Energy and many utilities against rising public opposition are causing so many people to be sick, and so many problems with other electric and electronic equipment, we have been fortunate to obtain the advice of electrical engineers.*

*On examination of typical meters, including ABB, GE, ITRON and Landis+Gyr, and many others they report that, in addition to its RF transmitter, each wireless digital meter also has a component called the 'switching-mode power supply' (SMPS) – switching power supply for short. Its function is to 'step down' the 240v alternating current (AC) coming in from the utility pole power lines to the 3.3 to 12 volts of direct current (DC) required to run the meter's digital electronics which record the electricity usage data and send out the various RF transmissions.*

*The SMPS function emits sharp spikes of millisecond bursts constantly, 24/7. The SMPS on the commonly used Silver Springs Network, OWS 514 NIC model, for instance, which is within the smart meter models widely installed by PG&E and other utilities throughout their territory, has been measured to emit spikes of up to 50,000 Hz and higher. This constant pulsing of high frequencies, in addition to the RF function, is causing not only interference with other electric and electronic equipment in many homes with smart meters installed, but also is causing havoc with biological systems in its field of exposure. (See Wikipedia and Prevention Magazine articles).*

*Dirty Electricity (also called EMC)*

*When current flows through the wiring of a building it generates a surrounding electromagnetic and radio frequency field that radiates outward all around the wires at right angles to the direction of the current flow and reaches out into the room. This actually is a class of emissions called Electro Magnetic Conducted emissions formally called EMC. It is called a conducted emissions because the emissions travels on the wires of the facility or home. There is a FCC limit specification of this emission classified in two classes of devices, Class A and Class B. Class B is the most restrictive and is defined for typically a computer or other electronic device such as the Smart Meter. The Smart Meter must pass Class B specifications. If you read the attached reference here you will see the limits that it must pass.*

*Conducted Emissions: [https://www.egr.msu.edu/emrg/sites/default/files/content/module11\\_conducted.pdf](https://www.egr.msu.edu/emrg/sites/default/files/content/module11_conducted.pdf)*

*EMF Regulations: [https://www.egr.msu.edu/emrg/sites/default/files/content/module8\\_regulations.pdf](https://www.egr.msu.edu/emrg/sites/default/files/content/module8_regulations.pdf)*

*There are a few issues in the FCC specification that are not obvious to the reader of these articles above. One is that the FCC specifications are all based on readings in the Root Mean Square (RMS) measurements, what this does is reduce the measurement of the magnitude of the peak value to a lower value. For example we all know that the standard outlet in the wall of our home is typically called 120 Volts AC. However the peak value of 120 Volts RMS is actually 177 Volts AC at its peak. The same is true with conducted emissions so while the Class B specification limits the emission to 250  $\mu$ V RMS starting at 450 KHz up to 30 MHz this does not indicate what the permitted peak voltages can be. Also if you study the reference in Module 11 in the link above you will see a discussion of a test setup called a LISN. For an electronic power supply to pass the FCC EMC tests it has to use this test setup. You will notice that the LISN has a reference to ground (called the green wire), however, the Smart Meter has no connection to ground so it is questionable if the Smart Meter could ever pass this test for EMC. So if the Smart Meter meets all FCC requirements how it can be possible to pass FCC Class B specification since in Situ (in actual use) there is no ground connection is questionable.*

*It is well known that switching power supplies can generate spikes of so-called electromagnetic interference (EMI), or high frequency transients, which then travel along the wiring in the walls, radiating outward in the wiring's electromagnetic field.*

*Suck spikes are known as 'dirty electricity' and can be conducted to a human body that is within the range of the radiating field. This function is on all smart meters used by all utilities and is on constantly, 24/7.*

*For more on dirty electricity check out Dr. Sam Milham's website and his new book, DIRTY ELECTRICITY: Electrification and Diseases of Civilization.*

#### ***One of the engineers explains it this way:***

*"Extensive measurements have demonstrated that all of the meters measured so far, including ITRON, ABB, GE, and Landis+Gyr, and Sensus emit noise on the customer's electric wiring in the form of high frequency voltage spikes, typically with an amplitude of 2 volts, but a frequency anywhere from 4,000 Hertz, up to 60,000 Hz. The actual frequency of the phenomena is influenced by the devices that are plugged into the customer's power. Some houses are much worse than others, and this observation has been confirmed by Smart Meter installers that have talked to us."*

#### ***Wikipedia agrees that SMPSs have this drawback:***

*"Disadvantages include greater complexity, the generation of high-amplitude, high-frequency energy that the low-pass filter must block to avoid electromagnetic interference (EMI), and a ripple voltage at the switching frequency and the harmonic frequencies thereof."*

*Very low cost SMPSs may couple electrical switching noise back onto the mains power line, causing interference with A/V equipment connected to the same phase. Non-power-factor-corrected SMPSs also cause harmonic distortion."*

#### ***Another Fatal Flaw in 'Smart' Meters***

*Our consultants believe that it is this 'dirty electricity' generated by the e-meters' switching power supplies that is a major contributor to the symptoms being reported by growing numbers of people in association with the e-meters thus far installed.*

*The 'opt-out-for-a-price' arrangement put forward by PG&E and other Utilities, in which the wireless meters would, at the ratepayer's expense, have its RF transmitting function turned off, would still not eliminate the 'dirty electricity' flowing into the buildings wiring, and so would not prevent negative health effects in the building's occupants.*

*This is further reason for the CPUC to declare a temporary moratorium on e-meter deployment, and schedule a fully transparent public hearing on all aspects of the meters' operation"*

....

**Because of my disability, I am requesting accommodation and the modification of Duke Energy's policy and immediate contact about how PUCO intends to proceed for the resolution of this issue.**

**Wireless and digital meters substantially exacerbate my condition and constitute a barrier to access to the use and enjoyment of my home. As such, I take very seriously any failure to resolve this matter as a violation of the Americans with Disabilities Act and a violation of State rules for equivalent enforcement of the ADA under local statutes.**

**I am also requesting that I be reimbursed for all opt-out fees I have paid since 2016. Duke Energy opt-out fees established by PUCO case record, 14-1160-EL-UNC are unlawful surcharges under the DA/ADAA, FHA/FHAA, and state equivalent rules. Duke Energy offers special programs for other disadvantaged groups which they provide at no charge. Yet for my accommodation, they require me to pay opt-out fees.**

**I am also requesting that Duke Energy provide me with the engineering schematics showing that the meters installed on my home are purely mechanical meters, not a digital computer compiling data of some sort through electromagnetic means, means that are or may be exacerbating to my disability.**

**It is urgent that a dialogue can be opened to resolve this matter. Please contact me via someone with authority and knowledge to effect a meaningful dialogue under the state and federal rules and to effect a reasonable and swift resolution of this matter. I have all the proper medical qualifications that I am "actually" disabled by Electromagnetic Sensitivities, a condition formally recognized at ADA.gov's policy arm, The Access Board (<https://www.access-board.gov/research/completed-research/indoor-environmental-quality>).**

# Ohio

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Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

*M. Maisheltr*

Signature

*(513) 731-4843*

Customer Telephone Number