

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CONSIDERATION OF THE IMPLEMENTATION)
OF SMART GRID AND SMART METER) CASE NO.
TECHNOLOGIES) 2012-00428
)

ORDER

By Order entered on March 23, 2015, the Commission found that the substantial issues raised by Ruby Holloway in a formal complaint relating to wireless meters were being examined in this case, and that the complaint should be construed as public comment and included in the record of this case. A copy of the formal complaint was attached as an appendix to the March 23, 2015 Order.

Having reviewed its March 23, 2015 Order, the Commission finds that the document set forth in the Appendix thereto was a letter from Ruby Holloway filed February 23, 2015, relating to wireless meters, not the formal complaint.

Therefore, on its own motion, the Commission HEREBY ORDERS, *nunc pro tunc*, that:

1. The March 23, 2015 Order is corrected by deleting the letter in the Appendix thereto and substituting the formal complaint that was filed on February 26, 2015, which is attached hereto as an Appendix.

2. All other provisions of the March 23, 2015 Order shall remain in full force and effect.

By the Commission

ENTERED 
APR 07 2015
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2012-00428 DATED **APR 07 2015**

JP
RECEIVED
FEB 26 2015
PUBLIC SERVICE
COMMISSION

THE COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
FEB 26 2015
GENERAL COUNSEL

RUBYHOLLOWAY,

COMPLAINANT

VS.

CONSUMER COMPLAINT re Account [REDACTED]

KENTUCKY AMERICAN WATER COMPANY,

DEFENDANT

The Complaint of MS. HOLLOWAY respectfully shows:

- (A) Ruby Holloway, 3401 Gingertree Circle, Lexington, KY 40502.
- (B) Kentucky American Water, Utility, 2300 Richmond Rd, Lexington, KY 40502
(859) 269-2386
- (C) That: I have already had several separate bad experiences being exposed to the meters that Kentucky American Water supplied for my home and installed without my knowledge or permission;
- (D) That I have spoken with others regarding these same issues and episodes;
- (E) I have never been so sick or watched others, including animals, get so sick after wireless meters were installed on their homes, and now I am getting sick while working in my yard since the installation of the new wireless water meters;

- (F) These illnesses include watering eyes, blurred vision, headaches, heart palpitations, difficulty breathing, joint pain, emf sensitivity, dizziness, and just overall a lousy feeling with cloudy thinking and severe fatigue after being in the yard;
- (G) Some of my symptoms have come on gradually, and others were noticeable within a few minutes of working in the yard. They are very severe during early morning hours and late evening hours and seem to be nonstop on the weekends;
- (H) - Myself, my friends, my family, my pets, and people across the United States have all been made sick after exposure to these wireless smart meters. This is the reason I sent certified letters to you and all the utility companies stating that you were not allowed to install these meters on or anywhere near my property;
- (I) Upon returning home in 2012 my daughter and I noticed that something just did not feel right outside around the house and inside. We experienced watery eyes from time to time, and noticed several trees and plants looked sick in the yard. We also noticed that the birds and rabbits that usually inhabited my yard were no longer staying in the yard;
- (J) The pattern of symptoms increased in the morning when everyone was getting ready for work, in the evening when everyone arrived home from work, and on weekends when everyone was home;

- (K) I have noticed occasional confusion, attributable to this meter;
- (L) Many times now I have sneezing and coughing fits due to the installation of this wireless meter. My daughter and her pets experience these symptoms while visiting. These symptoms never occurred unless I was being exposed to wireless meters;
- (M) It wasn't until the summer of 2013 that we started noticing I have infestations of carpenter ants, fire ants and fleas, although in the entire time I have owned this home, I never had these infestations before. I have also heard this comment from others;
- (N) I have also started experiencing cramping in my neck and leg muscles after working in the yard and now often inside my home. This is another symptom which never occurred unless I was being exposed to wireless meters;
- (O) I felt as though, during the aforementioned time periods, someone were bathing me in radiation or putting me in a microwave and boiling me on high. The only time these symptoms were relieved was when I stopped working in the yard and came inside. Even once inside my home, my eyes would still sometimes start watering;
- (P) There has been plant and tree loss; then replacement of those plants and trees, followed by more plant and tree loss;

- (Q) I also experienced problems with bladder frequency and began to sleep way more than was normal for me;
- (R) My daughter, while a guest at my home, experienced nose bleeds, bladder frequency, and her pets were vomiting. She also noticed that she felt electricity running through her body after taking a bath at my home and did not sleep well. These too, she had only experienced when exposed to wireless smart meters which she moved away from.
- (S) My daughter's symptoms and her pets' symptoms abated when they left my home;
- (T) I suddenly had to replace my garage door opener, my water heater, my air conditioner, vcr players, and several other electronics which kept shorting or burning up. I have had to replace numerous light bulbs over and over again for no apparent reason.
- (T) After visiting several times and noticing both her symptoms, my pets symptoms, her pets symptoms, and hearing me complain of my symptoms, my sudden financial losses and damage to my property, my daughter became suspicious that there was a wireless smart meter connected to my home.
- (U) Even though I mailed certified letters stating that these wireless meters could not be installed on the property, placed signs saying the same, and personally called each

utility company, it became apparent that my rights and wishes had been violated.

- (V) My daughter checked my electric meter, but could not check my water meter. It was at her insistence I called Kentucky American Water Company and found out that while I was out of town they had installed a wireless smart water meter on my property and throughout the neighborhood.
- (W) It was very evident that the sudden onset of symptoms that none of us had ever had in my home; the sudden loss of trees and plants, the sudden infestation of ants, the sudden "shorting out" and malfunctioning of electronic equipment, as well as the over-all sick feeling of my home, were due to the installation of the Touch-Pad Radio base which had been installed on my property on September 20, 2012. Not only am I being exposed to the wireless smart water meter, but I own a corner lot which exposes and surrounds me by more than 7 other wireless smart meters;
- (X) I have insisted numerous times that it be removed, but that demand was rebuffed repeatedly; I was further advised that a Mueller AMR Hotrod Wireless Smart Meter Model "H012521855 had been installed on my property;
- (Y) On December 17, 2013 I spoke with Susan at Kentucky PSC Customer Assistance and requested that this meter be removed and the old Analog Meter be reinstalled. She said I

would have to request this in writing. I explained that they already had received my letter, prior to the installation of their wireless smart water meter, stating that they did not have my permission to install any wireless device on my property or connected to or with my home.

(Z) On December 31, 2013 Rachel S. Cole told my daughter that these meters were harmless.

We sent numerous documents in support of our position to Ms. Cole on December 31,

2013 and referenced Case File 2012-00428 with the Ky. PSC; the sudden installation of wireless smart water meters.

I request that the documents we submitted to Rachel Cole as well as the documentation supplied to Andrew Melnykovich and the Kentucky Public Service Commission in Case File 2012-00428 be incorporated herein as though fully set forth; and that they become a part of this complaint.

I believe that the above overt acts/incidents/occurrences/ demonstrate that violations of the following have occurred:

1. The right to privacy, health and freedom;
2. The American's with Disabilities Act;
3. The Energy Act;
4. Not federally mandated;
5. Cause of Sick Building Syndrome;

6. All Violations listed in Case File 2012-00428 and in the document: Legal, Constitutional and Human Rights Violations of Smart Grid and Smart Meters Congressional White Paper which can also be found at <http://www.electricsense.com/wp-content/uploads/2014/05/Legal-Constitutional-and-Human-Rights-Violations-of-Smart-Grid-and-Smart-Meters1.pdf>

WHEREFORE, COMPLAINANT asks that:

1. The wireless meter be removed forthwith and the Analog Meter be reinstalled;
2. That I be credited for 60% of all Utility bills paid since the installation of this meter;
3. That I be reimbursed for the above mentioned electrical equipment which stopped functioning properly after the installation of these wireless meters. These malfunctions are noted as caused by these wireless smart meters.
4. That no additional devices be placed on my property or adjacent to my property without my permission given in writing;

Dated: 2/24, 2014, in Lexington, KY.

Respectfully Submitted:



Ruby Holloway, Complainant

PROOF OF SERVICE

I. BY United States Mail: XXXX

I am live in the County of Fayette, State of Kentucky. I am over the age of 18 and I am a party to the within action. My home address is 3401 Gingertree Circle, Lexington, KY 40502.

On 2/24/15, I served the foregoing document described as **Consumer Complaint on Interested Parties** in this action by Mailing this document, to the addressees below:

Kentucky American Water, Utility,
2300 Richmond Rd,
Lexington, KY 40502

Kentucky Public Service Commission
211 Sower Blvd
P.O. Box 615
Frankfort, Kentucky 40602-0615

I declare under penalty of perjury, under the laws of the Commonwealth of Kentucky that the foregoing is true and correct. Executed 2/24/15.

Ruby Holloway, Complainant

*Allen Anderson
President & CEO
South Kentucky R.E.C.C.
925-929 N Main Street
P. O. Box 910
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*Carol Ann Fraley
President & CEO
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