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October 11, 2011

VIA CERTIFIED MAIL

Michelle Deagle
1995 Quail View Drive
Vista, CA 92084

Re: Account Number 894275502 – Unauthorized Removal of SDG&E's Meter

Dear Mrs. Deagle,

Thank you for your correspondence. However, SDG&E cannot agree to any conditions as to the type of meter it uses as part of its utility distribution network. Currently, SDG&E is implementing smart meter technology throughout its service territory and your area has already undergone the switch from analog to smart meter. Thus, SDG&E will reinstall the smart meter that was wrongfully removed by you or someone at your direction.

While we understand that you believe the smart meter is causing adverse health effect, the relevant scientific literature does not support this claim. In fact, by letter dated August 30, 2011, SDG&E responded to your husband's health related concerns and advised him of the proper forum to address his claims. I have attached a copy of this letter for your reference.

Your e-mail expresses claims that your daughter requires a breathing apparatus at night. SDG&E is not preventing you from having electricity that is required to operate the breathing apparatus. In fact, SDG&E has given you every opportunity to avoid disconnection of service by advising you of its concerns related to the removal of its equipment and giving you the opportunity to avoid disconnection. It is the actions of your household that are causing SDG&E to discontinue service to the residence. Again, SDG&E is willing and able to provide electricity to the premises using its approved meter. However, if you choose not to accept a smart meter, then you should make arrangements by close of business today (10/11/11) to have a generator available to power the breathing equipment.

You indicate that you are in the process of installing solar at the residence. While this may be the case, it does not change the fact that solar will still require an SDG&E approved meter.

Your e-mail indicates that the cage around the meter will be removed by noon. SDG&E will send a field representative to install its approved meter as long as it gets confirmation that you will not interfere with SDG&E's field personnel. Again, so there is no doubt, SDG&E will install its smart meter, not an analog meter. Please confirm that your household will not hinder

SDG&E's field personnel in the installation of a smart meter. Otherwise, SDG&E will proceed to disconnect service at the residence.

Very Truly Yours,

A handwritten signature in black ink, appearing to read 'Raul', with a long horizontal flourish extending to the right.

Raul Olamendi Smith

ros:sma



Charlie Snyder
Smart Meter Project Manager
101 Ash Street, SD1171
San Diego, CA 92101

Dr. Bill Deagle
1995 Quail View Drive
Vista, CA 92084

August 30, 2011

Re: Account # 879427550

Dear Dr. Deagle,

Thank you for sharing your concerns about SDG&E's smart meters. We understand from your telephone and email conversations with our Customer Service Center, and your subsequent telephone and email communications with Mr. Turman, that you have concerns with the privacy of the data collected from the meters, you are concerned that smart meter wireless communication equipment could possibly harm your and your family's health, and that you are requesting removal of the smart meter installed at your home on December 14, 2009.

Protecting the integrity, privacy and confidentiality of our customer information and energy data is a top priority for SDG&E. We do not share, market or post any customer information to anyone outside of SDG&E.

SDG&E does not and will not publish or share your energy use information with anyone without your consent. The only way a third party can see or view your energy use data is with your permission, reflected in a signed letter of authorization from you which must be on file before we would move forward with any request, or by formal legal process.

Our smart meter security controls reflect energy industry best practices, and are designed to provide a very high level of assurance that our systems cannot be compromised. We constantly monitor for evolving threats and attempts to breach security, and update our system protection accordingly.

Regarding your health concerns, SDG&E is committed to providing safe and reliable service for our customers, as well as a safe work place for our employees. To this end, we monitor the science concerning possible effects of radio frequency (RF) emissions from smart meters.

The information that SDG&E has reviewed from the scientific community and regulators has not identified that radio frequency exposures, at the levels emitted by the smart meters, can cause adverse health effects. Specifically, we understand from respected agencies such as the World Health Organization, the U.S. Federal Communications Commission, and the U.S. Food and Drug Administration, that there has been no demonstration of either long- or short-term health effects from RF exposure below established guidelines. We will continue to monitor the situation closely and respond as necessary to any new scientific information and reviews released in the future.

As explained on SDG&E's Smart Meter website (www.sdge.com/smartmeter), the meters near your home transmit a radio frequency signal only a few times each day and only for a few seconds each time, for an average total of less than one minute. When the meters are transmitting, your exposure to RF from the smart meter is much lower than the exposure from using a cell phone. The following table includes some common items that emit greater RF energy than smart meters.¹

Source	<u>RF Energy Compared to a Smart Meter from 2 feet</u>
Microwave oven, two inches from door	550 times more
Holding walkie-talkie at head	55 – 4,600 times more
Cell phone at head	3.3 – 1,100 times more
Laptop computer	1.1 – 2.2 times more
Wi-Fi cyber café	1.1 – 2.2 times more

¹ Source: [Richard Tell Associates, Inc.](#)

I also want to mention that the California Public Utilities Commission (CPUC) has directed SDG&E to implement the smart meter program and to deploy smart meters at the homes and businesses of all of our customers. The CPUC has carefully considered all potential health and data security issues with the smart meter technology. In addition, as a condition of providing service, we are required to provide our customers with appropriate metering equipment that will allow us to accurately measure and bill for energy used. SDG&E is a regulated company and required to comply with the CPUC mandate.

SDG&E has carefully reviewed available factual information, and at this time respectfully declines your request to remove your electric smart meter.

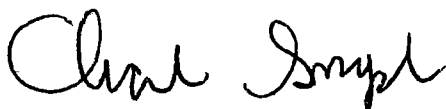
If you are dissatisfied with SDG&E's response and wish to pursue the matter further, you may contact the CPUC with your question or concern at 1-800-649-7570. The address for mailing or delivering a written complaint to the Commission is:

Consumer Affairs Branch
California Public Utilities Commission
505 Van Ness Avenue, Room 2250
San Francisco, CA 94102

If you pursue this route, copies should be sent via mail to SDG&E on the same date, attention of Rebecca W. Giles, Regulatory Case Manager, at the address shown below:

San Diego Gas and Electric
8330 Century Park Court – CP32D
San Diego, CA 92123-1550

Sincerely,



Charlie Snyder
Project Manager
SDG&E's Smart Meter Program