

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA



**FILED**

05-14-12  
04:59 PM

Vera Sokolova and Alexei  
Kacharovsky,

Complainants

Case (C.) \_\_\_\_\_

C1205017

vs.

Pacific Gas and Electric Company,  
(U39E),

Defendant

Complaint  
(Rule 4.2)

COMPLAINANT	DEFENDANT
Vera Sokolova Alexei Kacharovsky 496 South Shoreline Blvd. Mountain View CA 94041 Telephone (650) 964-1500 Telephone (650) 862-9890	Pacific Gas and Electric Company (U39E) Attn: Ann H. Kim, Esq. PG&E Law Department 77 Beale Street, B30A San Francisco CA 94105 Telephone: (415) 973-7467 Email: <a href="mailto:ahk4@pge.com">ahk4@pge.com</a>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Vera Sokolova & Alexei Kacharovsky

Case Number \_\_\_\_\_

(for Commission use only)

COMPLAINANT(S)

vs.

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

YES  NO

(B) PG&E

Has staff responded to your complaint?

YES  NO

DEFENDANT(S)

(Include Utility "U-Number", if known)

Did you appeal to the Consumer Affairs Manager?

YES  NO

Do you have money on deposit with the Commission?

YES  NO

Amount \$ \_\_\_\_\_

Is your service now disconnected?

YES  NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Vera Sokolova	496 South Shoreline Blvd.	650-964-1500
Alexei Kacharovsky	Mountain View, CA 94041	650-862-9890

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
PG&E		

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

Since the middle of October, when the first smart meter was installed at our house, I (Vera Sokolova) and my son (Ilya Polkovnikov), started experience medical problems. I've got insomnia and my son started getting nosebleeds. At first, we did not connect these problems with the smart meter until after PG&E ordered to install of the third smart meter at our house. The third meter as well as first two ignites the motion detector and it is always on. At this time my husband Alexei Kacharovsky started to pay attention to this issue. It kind of annoyed us.

My husband covered smart the meter by foil and it was the first time when I had slept all night since October of 2009. Just before my husband covered the smart meter, my son got worse case of nosebleeding.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

- adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
- ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)?  YES  NO

(3)  Regular Complaint  Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

As of today PG&E has a right to change firmware of their devices in what way they wanted without any approval of CPUC and should be marked firm ware version that is approved by you, the CPUC. We demand that CPUC should be involve more deeply in control of the company policies and be responsible for measurement of PG&E equipment. Instead CPUC is involved only in permitting or not permitting company action.

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory)

or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

**(H)**

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

We request the removal the smart meter from our property forever and leave only an analog meter without any additional payment, including their initial payment of \$75 or the \$10 monthly fee.

**(I)**

**OPTIONAL:** I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

sokolova3@comcast.net

**(J)**

Dated Mountain View, California, this 25 day of April, 2012  
(City) (date) (month) (year)

Vera Sokoova (Sokoova), Alexei Kacharovsky (Kacharovsky)  
Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

**(K)**

**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by email), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
Email:	
Signature	

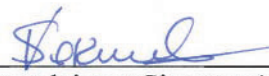
VERIFICATION  
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on April 25, 2012 , at Mountain View , California  
(date) (City)

  
\_\_\_\_\_  
(Complainant Signature)



---

VERIFICATION  
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on \_\_\_\_\_ , at \_\_\_\_\_ , California  
(date) (City)

\_\_\_\_\_  
Signature of Officer

\_\_\_\_\_  
Title

(N) **NUMBER OF COPIES NEEDED FOR FILING:**

FILE the original complaint plus 6 copies, plus 1 copy for each named defendant, with the Commission. Total of eight (8) copies altogether for one defendant.

(O) MAIL TO: California Public Utilities Commission  
Attn: Docket Office  
505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

PRIVACY NOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced complaint electronically instead of in paper form as it was submitted.

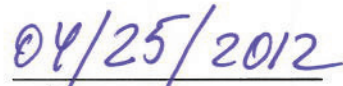
Please Note: Whether or not your Complaint is filed in paper form or electronically, Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, Email address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

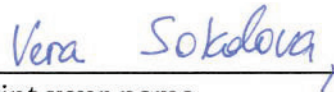


Signature





Date



Print your name



**Formal Complain to the Public Utility Commission related to the Case  
10-10-019**

**Filed October 27, 2010**

Timothy Alan Simon is the assigned Commissioner, and Victor D. Ryerson is the assigned Administrative Law Judge in this proceeding.

**ORDER**

**IT IS ORDERED** that:

1. Defendant, Pacific Gas and Electric Company, shall immediately true up complainants' account, number 4116215379-9, and refund (or credit) charges in the amount of \$1,400.00.
2. Defendant shall maintain and operate the electromechanical meter currently installed in tandem with the Smart Meter™ at complainants' residence until the Commission issues a final rule or order in Application 11-03-014, provided that complainants do not deny defendant access to the meters in accordance with defendant's tariff rules. The Commission's final rule or order in Application 11-03-014 shall supersede our order in this Ordering Paragraph, and the parties' rights and obligations shall be governed thereby.
3. Case 10-10-019 is closed.

This order is effective today.

Dated May 26, 2011, at San Francisco, California.

**MICHAEL R. PEEVEY**

President

**TIMOTHY ALAN SIMON**

Vera Sokolova & Alexei Kacharovsky  
496 South Shoreline Blvd,  
Mountain View, CA 94041  
650-964-1500 home  
650-248-5330 cell  
[sokolova3@comcast.net](mailto:sokolova3@comcast.net)

That was a final decision of a judge, but this is not the end of the story.

We would like to bring to your attention three issues connected to smart meter:

1. Radio frequency interaction between electronic devices and smart meter.
2. Radio frequency interaction with human health
3. Potential crime connected with the method of electrical power measurement.

#### Motion Detector

Since the end of October 2009 when the first smart meter was installed at our house, the smart meter ignited the motion detector, and the motion detector was on all night. It is continuing to be the case right now. Our problem is not the issue that the smart meter ignites the motion detector. The issue is that the smart meter creates emissions that threaten the health of people and interferes with a lot of different electrical devices.

#### Health Issues

Since the end of October 2009 when the first smart meter was installed at our house, I (Vera Sokolova) and my son (Ilya Polkovnikov), started experience medical problems. I've started experiencing insomnia and my son started getting nosebleeds (he had never had any previous unknown-source nosebleeds). At first, we did not connect these problems with the smart meter until after PG&E ordered the installation of the third smart meter at our house. The third meter, as well as first two, ignites the motion detector and it is always on. At this time my husband Alexei Kacharovsky started to pay attention to this issue. It kind of annoyed us.

My husband covered the smart meter with aluminum foil and it was the first time I slept all night since October of 2009. Just before my husband covered the smart meter, my son got a worse case of bleeding. I was not able to stop it and we went to the emergency room. From October, 2009 onward, my son progressively developed more frequent and more severe cases of nosebleeds. Just after Alexei covered the smart meter, my son's bleeding stopped, and I started to sleep at night. We started to complain about these two issues with PG&E.

Does the P.U.C do statistic studies on adverse health effects from PG&E's smart meters? Has any P.U.C employee been assigned to document, log, and track smart meter health issues? What have you done and what do you propose to do regarding the smart meter adverse health effects on the public (including us)

After two months of complaining, the PG&E's representatives came to our house and made a test to see if the smart meter spread out radio waves and turned on a motion detector. Marc Torres, our representative from PG&E,

called us up after testing was done and proposed to us to turn off the smart meter radio waves.

We asked for test result. The result was sent to us by mail. The test verified that smart meter turns on a motion detector. After several months I asked workers, who come to my house why nobody had contacted us from PG&E. Marc Torres called us by phone and informed that we have another option OPT-OUT program. I tried to express my opinion that this is not what we were fighting for, but he did not give me chance to talk at all.

We providing with links about how smart meter affect people health:

[http://emfsafetynetwork.org/?page\\_id=2292](http://emfsafetynetwork.org/?page_id=2292)

<http://www.electricalpollution.com/smartmeters.html>

### Potential crime

As we understand it, the PG&E smart meter uses firmware with software updates. For transparency, we request that the P.U.C. require PG&E to notify customers when they update their software (by placing the software or firmware version on PG&E bills with the meter number). This will provide transparency. We need to know if the software updates change the way the PG&E measures electrical consumption. Apparently, as best we can tell, they misread actual consumption of high-efficiency devices. For instance, I have measured telephone chargers at work. After an initial spike of 3-4 watts usage, it settles down to .5 watts. PG&E, however, showing on its meter 3-4 watts usage for the entire time it charges. This is not right. Similarly other high-efficiency products like LCD TV have, LED lights, etc., are overcharged by PG&E. Consequently customers are being overcharged for newer high-efficiency products. We request that P.U.C. order PG&E to reveal how it's software works for those products as well as require PG&E to report any changes in their software and have the P.U.C monitor and approve any PG&E software changes.

Does PG&E provide the P.U.C with test-results measuring electrical wattage used by high-efficiency products testing whether or not it refutes our contention that PG&E overcharges usage on those products by measuring and charging based on spiking wattage instead of later a normal-use state?

Do P.U.C. regulatory powers enable them to access and evaluate PG&E's "secret" proprietary information regarding this "spiking wattage" issue? They refuse to discuss this issue, saying its proprietary information.

If PG&E uses a method that incorrectly measures and overcharges high-efficiency products usage, can the P.U.C initiate an investigation into **possible criminal fraud violations?**

The conclusion:

1. The smart meter turns on our motion detector.
2. Radio waves that the smart meter spreads out cause medical problems in our household.
3. If the radio waves will be turned off, what is the reason to have the smart meter installed since the over all purpose to have it is to be able to see our hourly and daily usage which we won't be seeing otherwise?

Therefore, our request is to remove the smart meter from our property completely because its doing harm to our health. Also, with radio waves turned off, the smart meter does not do the job it supposed to do. And finally, PG&E can turn on radio waves at any time and we will have medical problems again.

In order to restore our original service from PG&E with analog meter we are being forced to pay an initial \$75 fee, plus \$10 monthly reading fee (which were included with our previous service).

The result of our dispute with PG&E, we have shown inaccurate, unreliable & hazardous harm to members of our family. We are asking the **Public Utility Commission** to order PG&E to restore analog service with no fees, and to remove the smart meter.

It seems that PG&E's corporate culture values profits over people's health & safety. The San Bruno gas explosion was another example. This is no different, except by degree of loss.

We've done some tests:

1. We hooked up an mp3 player with the music playing & found that placing the device next to the smart meter caused static noise in the player.
2. A friend with a hearing aid visited us. When he passed by the smart meter his face twisted in pain and he clenched his ears with his hands asking what caused it?
3. Our smart meter is outside the kitchen wall. When we attempt to use either of our two blood pressures monitors (1. ReliOn brand, model HEM-412CREL; 2. CVS Pharmacy Inc. brand, Model: 271243(3BW1\_H)), the readings were wildly inaccurate. The readings improved to normal & consistent only when tested 15-20 feet away.

We think CPUC should themselves test all electric consumer products for accuracy near smart meters.

PG&E is currently harassing us by having 2 -4 people come every Tuesday at 10:30 a.m. to check our meters. That requires us to be home in order to let them enter our property to read the meter. This is a nuisance and interferes with our daily schedule. This weekly visit has gone on since May of 2010. Our having to be present each visit is

harassment! Why do we have to be present? How much longer do we have to endure this harassment? The testers come and hook up the smart meter to a modem and connect that to a laptop computer. I have checked the smart meter vs. the analog meter and sometimes it's showing lower, sometimes higher readings of several kilowatts weekly. Are the testers speeding up and/or slowing down the smart meter to match the analog meter?

As regards my husband's qualifications, he is an Engineer Physicist with a MS Degree with experience working for Stanford Linear Accelerator Center, Lawrence Livermore Lab, and currently with Dolby Lab qualifies him to write with expertise on these issues.

We request the removal the smart meter from our property forever and leave only an analog meter without any additional payments or monthly fees.