

Eddie Sleeper

From: PJ. Garner <owner@garneredimages.com>
Sent: Monday, February 12, 2018 9:37 AM
To: Eddie Sleeper
Subject: Testimony for February 13, 2018 Energy Cmte Meeting

I am writing to add my voice to complaints about smart meters and DTE billing. I have personally tracked my energy use for the last 10 years and never really had an issue until moving to my current house at the end of 2015. A smart meter was installed in January of 2016 and since then alleged use and resulting bills have been extremely inconsistent.

Here are the use details for a 2,400 square foot house that uses natural gas for heat and hot water. There is NO central or window air conditioning; lighting is almost 100% LED.

Billed in:	Usage in KWH							Av KWH/		
	2018	Change from 2017	2017	Change from 2106	2016	Change	2015	2018	2017	2
JAN	1164	469	695	24	671	< Smart meter installed		33	20	
FEB			537	(52)	589	n/a			19	
MAR			605	73	532	n/a			22	
APR			751	219	532	n/a			22	
MAY			627	28	599	n/a			22	
JUN			621	148	473	n/a			19	
JUL			786	61	725	n/a			26	
AUG			811	(19)	830	n/a			28	
SEP			856	(133)	989	n/a			27	
OCT			749	83	666	n/a			26	
NOV			704	177	527	first month ->	37		24	
DEC			815	186	629	n/a	350		25	
TOTAL	1,164		8,557	795	7,762	n/a	387			
Monthly Average**	1164	451	713	66	647	453	194	33	23	

Very little has changed to account for the large uptick in overall supposed use, particularly in spring and fall months. Every single bill I have received has stated the meter reading as "actual" yet I have been told by various sources, including DTE representatives, that this is a lie. According to DTE representatives the company has had "issues" ever since it upgraded its billing system (almost a year ago) and even according to them apparently months go by with only estimated bills going out to their customers. People are deliberately left

in the dark about this yet expected to pay enormous "catch-up" bills when DTE finally gets around to actually reading meters or using actual data for the bills.

This is completely unacceptable. Combined with the documented health and safety risks of so-called "smart meters", DTE is causing real, quantifiable, and substantive harm to customers who have little to no choice from whom they receive electricity.

It is also very puzzling and equally unacceptable that the DTE website no longer shows real-time usage to their customers. I have been told that this information is now available only by using the DTE smart-phone application. Not everyone has a smart phone, and not everyone who has a smart phone is willing to accept the poor security coded into most applications. DTE has the data; there is absolutely NO reason it cannot be available to all of their customers when it was available on their website before last year's system upgrade. I have been told they don't have enough IT staff but DTE's failure to invest in IT resources should not be penalizing their customers.

I want accurate billing statements. I want customer use information to be readily available. And I want the ability to return to using an analog meter as a choice that may be made without penalty or threats.

Thank you,

PJ. Garner