

## SMETER FAILURES/PROBLEMS

In 2010, the utilities were claiming a 20 year useful life. This article acknowledges immediate maintenance problems and need for more frequent replacements. PG&E also acknowledges battery replacements. Meter collectors and repeaters also have batteries. <http://www.energycentral.com/c/iu/beyond-deployment-smart-meter-maintenance-repair-and-replacement>

“After years of obvious problems, Hydro One finally **admitted that rural ‘smart’ meters do not work**, and has decided to pull the plug on **36,000** of them — **to start.**” <http://www.collective-evolution.com/2016/01/20/ontario-pulls-plug-on-36000-rural-smart-meters-is-big-energy-imploding/>

“BC Hydro must remove **88,000** meters suspected of failure.” <http://theprovince.com/news/b-c-hydro-must-remove-more-than-88000-smart-meters>

“Seven years after installation, **45,000** smart meters replaced in Arizona due to failure.” <http://smartmeterharm.org/2015/11/28/arizona-enormous-costs-for-customers-as-aps-replaces-all-its-smart-meters/>

Pacific Gas and Electric Co. (PG&E) found a number of reasons why almost **45,000** of its SmartMeters haven't worked as planned due to installation errors, data storage issues, communication failures, and measurement errors. <http://www.sfgate.com/news/article/PG-E-SmartMeters-problems-and-how-to-fix-them-3186631.php>

PG&E also had to replace **1,600** defective smart meters that inflated customers' electric bills. Customers were given “scanty” refunds: <http://emfsafetynetwork.org/pge-admits-billing-errors-offers-scanty-refund/>

The coordinated propaganda campaign between the CPUC, PG&E and marketing firms that resulted in the smart meter deployment couldn't tolerate news such as the fact that **500,000** smart meters were at risk for overcharging in hot weather. <http://emfsafetynetwork.org/smart-meters/complaints/structure-report-smart-meter-conflict-of-interest-and-cover-up/>

Officials at the Public Service Company of Oklahoma say they will replace around **25,000** smart meters in the Tulsa metro area. Recently the manufacturer of these smart meters notified PSO there is a malfunction that could cause the meter's screen to go blank. <http://ktul.com/news/local/pso-smart-meter-recall-wont-cost-customers>

The City of Santa Fe's decision to replace its Firefly water-meter readers, installed just under 10 years ago and now largely known for their failings... is expected to cost \$6 million for the equipment and installation of **36,000** meters, and an additional \$2 million for service, software maintenance and cell tower space for signal transmission over the 10-year contract. <http://www.wateronline.com/doc/consumer-complaints-soar-installs-smart-meters-0001>

Meanwhile in Naperville, IL in 24 hours the verdict changed on the cost effectiveness of smart water meters:

February 24, 2016: "Naperville to retrofit residents' water meters with wireless." [http://us.geosnews.com/p/us/il/dupage-county/naperville/naperville-to-retrofit-residents-water-meters-with-wireless\\_3387779](http://us.geosnews.com/p/us/il/dupage-county/naperville/naperville-to-retrofit-residents-water-meters-with-wireless_3387779)

February 25, 2016: "Naperville water meters too costly to read remotely, director says" <http://www.chicagotribune.com/suburbs/naperville-sun/news/ct-nvs-naperville-water-meter-update-st-0226-20160224-story.html> Despite this: "As Naperville gets ready to retrofit up to 4,000 homes each year with new electronic water meters, **the city's water director stressed that reading the meters remotely is not cost effective and workers will continue going home to home to retrieve the information.** The city is preparing to purchase Sensus iPerl water meters to replace aging and less-accurate mechanical meters. The first 4,000 should be installed in the fall, and the rest would follow at a rate of 4,000 annually until all 43,000 in Naperville are replaced.

March 1, 2016 in Arizona: "Safford correcting overbilling errors," Eastern Arizona Courier, Feb. 20, 2016". Meter readers will physically read the meters for the next three months at no charge. In addition, "(several thousand of) all gas meters will be inspected and recalibrated manually by staff from the Gas and Customer Service Department." [http://www.eacourier.com/opinion/bibb-are-smart-meters-coming-home-to-roost/article\\_13aaeac8-dcd9-11e5-bb7a-47ba0d534293.html](http://www.eacourier.com/opinion/bibb-are-smart-meters-coming-home-to-roost/article_13aaeac8-dcd9-11e5-bb7a-47ba0d534293.html)

October 12, 2016: [New Hampshire energy cooperative says all Elster Smart Meters purchased are defective](http://www.laiconiadailysun.com/newsx/local-news/98483-new-smart-meters-proving-to-be-not-so-smart-xx)

November 2016: LADWP Accidentally Overcharged Its Customers By At Least \$67.5 Million: November 2016: LADWP Accidentally Overcharged Its Customers By At Least \$67.5 Million: After LADWP installed the PricewaterhouseCoopers designed billing system, customers almost immediately began finding bogus fees and overcharges on their utility bills. Four separate individuals filed class-action lawsuits against LADWP, all of which were eventually merged into one single case, according to [KPCC](http://kpcc.com). [http://laist.com/2016/11/19/whoopsie\\_daisy.php](http://laist.com/2016/11/19/whoopsie_daisy.php) [http://laist.com/2016/11/19/whoopsie\\_daisy.php](http://laist.com/2016/11/19/whoopsie_daisy.php)

Feb 2017: But Larocque says when Consumers Energy installed its new “upgraded meter,” the exact opposite happened to his bill. Gas usage remained the same but electricity usage doubled. The family’s total bill for December, \$592.96. <http://www.wilx.com/content/news/Consumers-Energy-blames-cold-winter-for-spike-in-bills-412743573.html>

February 2017, ABC Cleveland, OH: Cleveland Water customers could face higher bills due to critical meter installation error. Incorrect meter programming leads to billing error <http://www.newsnet5.com/news/local-news/investigations/cleveland-water-customers-could-face-higher-bills-due-to-critical-meter-installation-error?yptr=yahoo>; <https://www.scribd.com/document/339332592/Factors-Affecting-Billing-Accuracy#>

May 2017: Northern Kentucky/Duke Energy: <http://www.kyforward.com/state-psc-oks-duke-energy-kentucky-to-deploy-smart-meters-some-customers-may-opt-out/> Duke Kentucky has about 143,000 electric customers in Boone, Campbell, Kenton, Grant and Pendleton counties. About 82,500 of those customers also receive natural gas service from Duke Kentucky. An additional 20,500 customers, including some in Bracken and Gallatin counties, receive only gas service. **The new meters will replace not only old analog mechanical meters, but also first-generation smart meters deployed in past years by Duke Kentucky as part of a pilot project.** Those meters communicated with a central office using signals sent on power lines, **a system that Duke Kentucky said had technical limitations.** The new meters use radio transmitters.

June 2017, New Orleans: <http://www.fox8live.com/story/35605806/parish-accused-of-withholding-information-about-failing-water-meters> *“The system had a ten year warranty and now more than 6000 of those smart meters no longer give out a signal. The parish CFO Ross Gonzales estimates by the end of the year more than half of the registers will no longer transmit a signal.”*