Outlook

DESC Response - URGENT - Meter Maintenance Requirement

From DESCCustomerInquiries@dominionenergy.com
<DESCCustomerInquiries@dominionenergy.com>
Date Mon 4/6/2026 10:50 AM
To [redacted]
Cc SmartMeterSpecialtyTeam@dominionenergy.com
<SmartMeterSpecialtyTeam@dominionenergy.com>

[redacted]

Thank you for your response regarding access to the company's equipment. Dominion Energy has made multiple attempts to perform the required maintenance; however, access was not granted.

Currently, opting out of an AMI smart meter is not available due to the company's inability to access the equipment. An opt-out meter requires monthly access for employees to obtain readings to ensure accurate billing. These readings must be collected without scheduled appointments, and the visit date may vary from month to month.

We apologize that we are unable to accommodate your request under these circumstances. I have forwarded the request for your meter to be changed today. Please allow our company employee access to the meter.

Thank you.
Cindi Hux

Cindi G. Hux
Customer Relations & Policy Business Consultant
Dominion Energy SC
220 Operation Way
Operational Support
Cayce, SC 29033
803-217-4410

803-530-7190

Dominion Energy

From: [redacted]
Sent: Saturday, April 4, 2026 10:05 AM
To: DESC Customer Inquiries <DESCCustomerInquiries@dominionenergy.com>; Smart Meter Specialty Team <SmartMeterSpecialtyTeam@dominionenergy.com>
Subject: [EXTERNAL] RE: URGENT - Meter Maintenance Requirement

CAUTION! This message was NOT SENT from DOMINION ENERGY

Are you expecting this message to your DE email? Suspicious? Use PhishAlarm to report the message. Open a browser and type in the name of the trusted website instead of clicking on links. DO NOT click links or open attachments until you verify with the sender using a known-good phone number. Never provide your DE password.

To: Dominion Energy
From: [redacted]
Date: 4/3/2026
Re: Detuned Smart Meter Installation Opt Out Form

This letter is in response to the communication shown below and the URGENT titled attachment above.

I have stated to your online support staff and installation teammates, on more than one occasion, that I have real concerns about smart meter technology. Simply put… I do not like it for many reasons. From my perspective and research, these devices are not as they're publicly portrayed. For the utility of the device goes well beyond simply wirelessly communicating the energy usage of a particular residence.

For instance, there are reports claiming that homes equipped with {USB integrated 120-volt wall receptacles}, typically used in charging hand held electronics, are vulnerable to snooping… thus creating an undisclosed privacy matter for Dominion Energy and every other utility provider that forces this technology on the public.

Some claim that during the charging process, through one on these integrated USB charging ports that the entire contents of the device including: all photos, all emails, all notes, banking information, GPS location data and all the installed applications are captured through the smart meters binary code and subsequently transmitted to an unknown, undeclared location and used for unidentified purposes without the users express written contest.

I find it ridiculous that you are threating to cut our power off over this matter. That said, I do not contest to you doing this to our home voluntarily. For I am only agreeing to do this under duress. I reserve all my rights to pursue every legal option at a future date and time.

I have completed & attached my portion of the Dominion Energy Opt-Out form. If the device must be replaced, I am requesting the "detuned smart meter" version. Per your form, it states there are additional cost associated with this alternate device.

Therefore, under duress, I request the installation of the detuned smart meter on our home. Additionally, I am in the process of obtaining the needed physician's signature to take advantage of the medical opt out option that waives all the associated costs.

I have an upcoming medical appointment of April 6, 2026 and plan to discuss this matter with the physician at that time. It's unclear if they will be able to complete their portion of the document then… for they may require additional time to do so. I will get this information as soon as possible.

I attempted to reach out to Dominion Energy today, by phone, and speak to someone about this matter. However, the automated phone system stated the office is closed in observance of Good Friday. As of, Friday April 3rd, 2026 you can schedule the installation at your convenience. Please do not cut power off and grant me an extension, if needed, to get the medical portion completed by a physician. Additionally, since I work fulltime from home a lengthy power interruption will interfere with my remote work schedule and should be avoided.

Regards,

[redacted]

From: DESCCustomerInquiries@dominionenergy.com <DESCCustomerInquiries@dominionenergy.com>

Sent: Tuesday, March 24, 2026 4:16 PM
To: [redacted]
Cc: DESCCustomerInquiries@dominionenergy.com
Subject: URGENT - Meter Maintenance Requirement

Dear [redacted]

I have attached a letter related to your property at [redacted] Road, [redacted] Please review the required by dates to prevent termination of service for failure to allow the company access to our equipment.

Thank you,
Cindi G. Hux

Cindi G. Hux
Customer Relations & Policy Business Consultant
Dominion Energy SC
220 Operation Way
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Cayce, SC 29033
803-217-4410
803-530-7190



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