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Entergy!.odt

Mark and Dolores Ponder
5066 Salles Dr.
Harrison AR 72601

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Dear Governor Sanders,

I'm writing you in hopes that you might be able to help me, and many other Arkansans who have begun to experience health issues due to smart meter installation by Entergy Arkansas. My husband Mark and I began having problems several months ago when we started hearing a piercing noise throughout our home. We began to investigate to see if we could find the source. We have had Windstream check our landline, Dish network has been out and checked all connections, our water lines have been checked. We don't have internet, so the only thing left had to be an electrical problem.

I contacted Entergy and they sent someone to my house. The worker looked up at the transformer in our yard and said it "looked fine". I tried to explain how terrible this noise was and that it was ruining our quality of life, but he seemed unconcerned, and left without checking anything. A couple more weeks went by and we tried different things, changing light bulbs, removing batteries, all to no avail. I called Entergy back, and again they sent someone to our home. This time the worker got out of his truck, but when I told him I thought our electric meter was the problem, he said he couldn't help us got back in his truck and left. We felt so hopeless, it seemed our only option might be to sell our home! Then we had the snow storm. We were without power for a day and the sound went away! To me that meant it had to be the electric meter.

By this point Mark and I were so miserable I felt I had no choice but to file a complaint. I contacted the Attorney Generals office and told them what had happened and they said they would look into it. The next day the Attorney General's office called me back and said they spoke to Entergy and Entergy said they had never been to our home. Both times I called Entergy they said they would create a ticket and someone would contact me to set an appointment to come to our home, but on both occasions nobody called and Entergy just showed up at our door unannounced. I thought that was strange, and now they say they were never there, which is completely untrue. At this point I called the Attorney General's Utility Complaint department back and spoke to a supervisor this time. Her name is Reba Barrow. Ms. Barrow assured me she would look into the

matter. She said she would have someone else come check our meter. She said Connie, who works in her office would call me back to set a time and date for someone to come