A. Repeated Policy Changes in a Relatively Short Time Frame:

Four Different Policies Regarding Meter Options Available

1. David Vollmer, Alliant Regional Customer Service Director in Ottumwa, told Mayor Ed Malloy in the Autumn of 2017 that “everyone can keep the meters they have.” (if someone has an analog meter, they can keep that meter).

2. But at its Open House in Fairfield Nov. 16, Alliant had a completely different policy. A large sign was posted in the entryway to their demonstration room saying no one would be able to keep their analog meters. One of their five glossy four-color hand-outs gave four meter options (smart meter test, smart meter in a different location, a non-smart meter, and a disabled smart meter which sends no signal (but which could presumably be easily and quickly converted into a smart meter).

David Vollmer said to me (several times) in person (at Alliant’s Open House in Fairfield) that “it [his statement that “everyone can keep the meters they have”] was my mistake, and I own it.” Mr. Vollmer did not apologize for this major error, which had been passed along to thousands of Fairfield residents as official Alliant policy by our mayor, and Mr. Vollmer offered no assurance that he would try to avoid mistakes in the future.

3. Then, on Friday, Nov. 24, 8 days after Alliant’s Open House, Alliant 800# reps told at least two Fairfield callers that Alliant had only two options, not four: digital meter, or smart meter. The “four options” of about a week before had disappeared without any notice.

4. Then three days later, on Monday, Nov. 27, Alliant told at least two callers that Alliant has ‘no options ready to offer, we haven't decided what we are going to offer.’ Over the weekend, Alliant’s meter options had reduced from two to ‘not yet known.’

Policy Changes Regarding the Status of Certified Refusal Letters sent to Alliant by Fairfield Residents:

Mayor Ed Malloy published a display ad on page 2 of the *Fairfield Weekly Reader* of Thursday, Nov. 23, announcing Alliant’s policy on the 455 Refusal letters sent to them by Fairfield residents (stating they would not accept digital meters). His statement was based on conversations with three Alliant representatives. The ad stated what the Alliant reps had all told him: that a) The Refusal letters sent to Alliant “would not be considered,” and b) Everyone who wanted to opt out, or wanted to refuse a digital meter or smart meter, needed to call Alliant and tell them.

On Monday, Nov. 27, four days after Mayor Malloy’s ad, Angie Leyden, Alliant Customer Service rep, stated that what three Alliant reps had told Mayor Ed Malloy was not true, that Alliant had not decided on a policy regarding those letters, that each person who had sent a Refusal letter would have it entered into his or her account notes that they had sent a Refusal letter, and that the Alliant legal department was deliberating on the matter to develop a policy. Angie then called back the next day and confirmed what she had said the previous day. Susan, another Alliant Customer Service rep based in Wisconsin, answered an 800# call that same day, and had not even heard about the Refusal letters.

B. Contradictory Statements to Different Customers and Mayor Malloy in the same time frame

1. Fairfield Mayor Ed Malloy, despite several or many official communications with Alliant officials, and despite over an hour at Alliant’s Fairfield Open House Nov. 16 conversing with Alliant officials, was never told by anyone at Alliant about the 4 meter options on the Alliant four-color glossy hand-outs, or that they were offering a non-smart meter (a digital meter that supposedly could not be turned into a smart meter).

2. Susan, a customer service rep in Wisconsin who answered an 800 call on Monday, Nov. 27, stated tjat she had never heard of any hand outs, or 4 meter options, or anything other than ‘no options yet decided.’

3. Angie Leyden, Alliant Customer Service rep, stated on the phone Monday, Nov. 27, that Alliant had been telling different people in Fairfield different things. The next day, she left that statement on an answering machine.

This rapid policy changing in a short time period, and different Alliant admin and employees telling different people different and even contradictory things in the same time frame, has been creating widespread confusion among the hundreds of Fairfield residents who want to find out information about Alliant meter options, most of whom want to avoid smart meters, and many of whom want to avoid non-smart digital meters. By the time local Fairfield emails and postings are developed to accurately reflect Alliant policy to thousands of residents and are sent out or posted, including formal public mayoral communications, Alliant has changed its policies. Again and again. Creating widespread confusion, unreliability, and distrust, and giving the distinct impression that Alliant’s smart meter roll-out is highly disorganized, a seat-of-the-pants operation that is developing and changing its policy day by day as it goes, with different Alliant admin on several different pages at the same time. To put it mildly, Alliant Energy appears to be inconsistent and unreliable on important and fundamental policy matters.