

## Braccio, Nadia

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**Envoyé:** 14 janvier 2014 14:10  
**À:** Greffe; Secrétariat  
**Cc:** bureau.plaintes@mrn.gouv.qc.ca  
**Objet:** À verser au dossier R 3863-2013 (observations)

PLAINTÉ POUR ABUS, INTIMIDATION ET MENACES D'HYDRO-QUÉBEC ET CAPGEMINI QUÉBEC - À verser au Dossier R-3863-2013 pour la Demande d'autorisation du projet lecture à distance (LAD) phases 2 et 3.

Thank you for reading my complaint against Hydro-Quebec.

- Opted out in writing dated April 19, 2013; also on June 18, 2013.
- Erected a warning poster beside my analog meter clearly stating I did not want a `smart` meter.
- Wrote 'non-consent' registered letters twice to president of Hydro-Quebec, M. Daniel Richard, sent by registered mail dated April 30, 2013 and June 23, 2013.
- Despite all of the above, on May 6, 2013 two students working for Hydro or their designated contractor arrived at my home. As one rang my front door bell; his partner had already invaded my property by unlocking the gate of the 6 foot high fence. I clearly told the students that I did not want a 'smart' meter.
- Since then through July, I received from Hydro or their designated contractor, phone calls demanding to know which of the two meters I wished installed; the 'smart' meter or the 'non-communicating' meter. I was informed I could only opt out by phone, contrary to written instructions previously received. I told them I would let them know when I had made my decision.
- But on September 24, 2013 without prior warning, regardless of all previous correspondence and phone responses, a Hydro-Quebec worker invaded my property a second time and replaced my analog meter by a 'smart' meter. Warning notices beside the analog meter proved useless. **I felt personally violated.** I do not think that it was a co-incidence that I was absent from my home at the time.
- After two arduous phone calls to Customer Service, the 'smart' meter was replaced in December by a non-communicating meter and all that it implies.

Yes, Hydro-Quebec has been extremely disrespectful and dishonest in the deployment of 'smart' meters, especially in my case.

If 'smart' were really such a good thing, they wouldn't have had to use such bullying tactics.

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