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**ROSENFELD BAUMAN
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August 13, 2012

VIA U.S. MAIL

NV Energy
Attn: Brandon Barkhuff, Legal Department
6226 W. Sahara Avenue
Las Vegas, NV 89151



MAILED
8/13/12 ML

Re: *Mona Orkoulas*
~~XXXXXXXXXX~~

Dear Brandon Barkhuff,

This firm represents the interests of Mona Orkoulas regarding damages she sustained as a result of NV Energy's forceful removal of a General Electric analog meter.

When Ms. Orkoulas moved into her home in April, four (4) months ago, an analog meter was installed and ran to the content of Ms. Orkoulas. NV Energy replaced that analog meter and installed a "Smart Meter."

Ms. Orkoulas concerned about health issues the "Smart Meter" presented as well as suffering from sleep deprivation resulting from the noise generated by the "Smart Meter," which became disruptive to her normal routine. Ms. Orkoulas made six (6) telephone calls to NV Energy in order to have the "Smart Meter" removed and analog meter re-installed with no response.

Unable to function normally due to the disruption of the "Smart Meter," health concerns regarding the "Smart Meter," and receiving no response from NV Energy, Ms. Orkoulas than hired a certified electrician to install a General Electric analog meter purchased solely by Ms. Orkoulas, which is believed to be fully compliant with all applicable standards and regulations for this type of product.

NV Energy upon discovering the removable of the "Smart Meter" and the installation of the GE analog meter dispatched three employees or agents to remove the meter on the 24th of July, 2012. Three employees or agents of NV Energy including Casey Wells (CW19744), without due process or prior notification, forcefully removed her privately purchased GE analog meter while having firearms holstered and visible to Ms. Orkoulas. Fearful and concerned for her safety, Ms. Orkoulas did not tempt to stop said employee or agent from removing the GE

analog meter. No meter was installed at that time, as a result leaving Ms. Orkoulas with absolutely no power, causing health and safety concerns.

Ms. Orkoulas did however, call NV Energy employee Casey Wells, (CW19744), who left his business card upon the removal of the GE analog meter. Mr. Wells stated that an employee or agent of NV Energy would install a NV Energy approved analog meter and that she did not need to have a "Smart Meter" installed to receive power at her home. No employee or agent of NV Energy has been back to Ms. Orkoulas's home since. She has now been without power since the 24th of July, 2012.

We respectfully request, that Ms. Orkoulas's private property, specifically the GE analog meter, be returned, and that a NV Energy certified analog meter be installed at her home [REDACTED], Las Vegas, Nevada 89124 so that she may once again have power at her home. As you are aware, your customers have no choice in electric power providers, whereas NV Energy is the designated electric utility service provider authorized by the Nevada Public Utilities Commission to serve this area.

We appreciated your prompt attention and cooperation in this matter, as our client has been forced to remain in otherwise uninhabitable conditions due to the lack of power. There is no hot water for bathing, laundry or cooking, and the food in both her refrigerator and freezer have all gone bad.

I trust we can work together to reach an amicable resolution without incurring any unnecessary costs and expenses of litigation. Should you have any questions in the interim, please do not hesitate to contact this office. Thank you in advance for your professional courtesies in this matter.

Respectfully yours,



Effem A. Rosenfeld, Esq.
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