

7 November 2025

Spencer Jones

By email: [fyi-request-31857-015bce55@requests.fyi.org.nz](mailto:fyi-request-31857-015bce55@requests.fyi.org.nz)

Tēnā koe Spencer

### **Your request**

Thank you for your request, received on 1 September 2025, under the Official Information Act 1982 for the following information:

- *Health-related smart meter complaints (1 Jan 2018 – 1 Sep 2025) Records (or a summary table) of public inquiries, complaints, or disputes received by the EA from consumers alleging health symptoms following smart-meter installation (e.g., headaches, fatigue, electromagnetic hypersensitivity). Please include for each case (to the extent reasonably retrievable): date received, brief nature of concern, status (open/resolved), and outcome/resolution category. Personal identifiers are not sought.*
- *Clause 11.27 Code actions (1 Jan 2018 – 1 Sep 2025) Any data, reports, notices, or decisions issued or recorded by the EA under Clause 11.27 of the Electricity Industry Participation Code 2010 in relation to smart-meter installations where health complaints or EMF/RF safety concerns were a factor. If no such actions exist, please confirm “nil”.*

### **Our response**

On 7 October 2025, the Electricity Authority Te Mana Hiko (Authority) provided you with a response to the second part of your request and advised that we had made a decision on the first part of your request, but more time was needed to administratively prepare the information for release.

The Authority has identified two documents in scope of the first part of your request. These are outlined in Appendix 1 below and attached to this letter as Appendix 2. We have redacted names and emails of individuals under section 9(2)(a) of the Act on the ground this is necessary to protect the privacy of natural persons.

Please note, the emails provided to you are the only information we have on each enquiry.

The Authority is responsible for regulating meter accuracy and certification. If an individual wanted their smart meter removed from their property, they would need to contact their retailer or metering company.

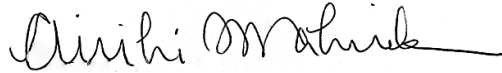
I am satisfied, in terms of section 9(1) of the Official Information Act 1982, that the need to withhold the information referred to above is not outweighed by other considerations that render it desirable, in the public interest, to make the information available.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

As this information may be of interest to other members of the public, the Authority may proactively release a copy of this response on our website. All personal data, including your name and contact details, will be removed before publication.

If you would like to discuss this response with us, please feel free to contact us by emailing [oa@ea.govt.nz](mailto:oa@ea.govt.nz)

Nāku noa, nā,

A handwritten signature in black ink, appearing to read "Airihi Mahuika". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Airihi Mahuika  
**GM Legal, Monitoring and Compliance**

**Appendix One: Documents in Scope**

<b>Document #</b>	<b>Description of document</b>	<b>Decision on release</b>
<b>1</b>	<b>Email:</b> RE: [External] Smart meter	Released with out of scope information removed and some information withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
<b>2</b>	<b>Email:</b> Fwd: Worldwide testimonies about Smart Meters	

Out of scope

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**From:** Info Electricity Authority  
**Sent:** Thursday, 20 February 2025 2:02 pm  
**To:** s 9(2)(a)  
**Subject:** RE: [External] Smart meter

Kia ora s 9(2)

If you would like your smart meter removed please contact your retailer or metering company, we are unable to do this.

Thank you,  
Info team

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**From:** s 9(2)(a)  
**Sent:** Thursday, 20 February 2025 1:26 pm  
**To:** Info Electricity Authority <[Info.ElectricityAuthority@ea.govt.nz](mailto:Info.ElectricityAuthority@ea.govt.nz)>  
**Subject:** [External] Smart meter

You don't often get email from s 9(2)(a) [Learn why this is important](#)

Please be careful with this email as it has bypassed our usual Junk Email checks  
Hi

I recently had my smart meter upgraded from 3G.

The installer insisted it is 4G, but my retailer today mentioned it is 5G.

Either way, since the upgrade I have been increasing ill. Dizziness, faint headed, fatigue, loss of appetite, breathing issues and weakness.

I have had tests including cardiology, blood and urine tests. Everything came back clear.

I can only put it down to the recent smart meter upgrade. My retailer says it CANNOT be removed or downgraded back to 3G.

I am constantly at my doctors and now I have involved ACC which I waiting a response.

What are my rights to get it removed as smart meters in NZ are not compulsory.

Thanks in advance.

s 9(2)(a)

Out of scope

--- Original message ---

Subject: Fwd: Worldwide testimonies about Smart Meters

From: s 9(2)(a)

Date: Tuesday, July 18, 2023 12:43 PM

To: info@utilitiesdispute.co.nz

Cc: info@ea.govt.nz

Forwarded as promised...

Thanks-

--- Original message ---

Subject: Worldwide testimonies about smart meters

From: s 9(2)(a)

Date: Friday, January 6, 2023 8:30 AM

To: s 9(2)(a)

## WORLDWIDE TESTIMONIES ABOUT SMART METERS

Five weeks ago, I asked people to email the New Mexico Public Regulation Commission (PRC) about their experiences with smart meters. Heartbreaking testimonies poured in from around the world. Stories about catastrophic effects on the health and lives of adults, children, the elderly, pets, farm animals, birds, wild animals, insects, worms, plants, neighbors, workers and entire communities.

Below are excerpts and summaries of some of the 271 testimonies that are posted on the [public comments page](#) of the PRC's website. If you have stories to add and you have not yet sent them to the PRC, please email them to: **New Mexico PRC s 9(2)(a)**. Write "Case No. 22-00058-UT" in the Subject line. **Be sure to also send a copy to me at s 9(2)(a)**. We need all the help we can get to preserve New Mexico as a refuge from smart meters, and as an example to the world.

**s 9(2)(a)** is a New Mexico resident who was severely injured by a smart meter "that has completely devastated my life." She is a nurse and a veteran who knew nothing about smart meters until she was injured by one. This occurred on Kirtland Air Force Base in New Mexico. "For three and one-half months," she writes, she slept with her head approximately one foot away on the other side of a wall from an electrical panel containing two electric smart meters. "Anything that carries an electric current or emits any radiation" now causes her headaches, brain fog, and internal burning. "I can no longer tolerate living in an urban environment," she writes, "so I have moved to South Dakota, to a cleaner environment in the country. Because of the harms I was exposed to, I am separated from my family, which has contributed to my suffering... I have a nursing license, but can no longer work in my profession."

**s 9(2)(a)** writes from the UK: "From the time [the smart meter] was turned on, I could not walk around in my flat, I could not write an email, I could not think and I could not sleep. It was an absolute nightmare until it was switched off."

**s 9(2)(a)**, formerly of New Mexico, writes: "I was able to opt out and keep my old meter. Everybody I talk to who was forced to accept smart meters has complained of numerous effects."

**s 9(2)(a)** writes, "Smart meters were installed in my building, and the radiation they emit inside apartments creates for myself, a constant burning pain to my skin."

**s 9(2)(a)** writes from California: "My mother died of a massive brain tumor caused by a row of six Smart Meters outside her condo, on the wall where the head of her bed was. We discovered this after she had already passed. You can imagine my shock and horror at that realization."

**s 9(2)(a)** writes, "I have seen hideous debility in adults and children secondary to Smart Meters being installed in my area." These include absence seizures in a 2-year-old boy and chronic fatigue and fibromyalgia in his mother.

§ 9(2)(a) writes from Malta: “Back in 2017 my electrical meter caught fire and nearly caused a house fire. Luckily I was at home and intervened before anything worse happened.”

§ 9(2)(a) writes from California that she was diagnosed with suspected Parkinson’s disease a few months after a smart meter was installed, and that she later had the meter replaced and within a few weeks all her symptoms disappeared.

§ 9(2)(a) writes from California that since a smart meter was installed, there have been almost no hummingbirds at her feeders and a decrease in caterpillars in her garden.

§ 9(2)(a) writes from New York that her hair started falling out within a few months of a smart meter being installed at her place of work, that she was diagnosed with leukemia, and that she developed a lifelong allergy to electricity.

§ 9(2)(a), who works as an electromagnetic radiation specialist (“EMRS”) in Georgia, writes that after smart meters were installed, “the smart meter signature I logged [on her radio frequency meter] in my bedroom was at the precise times I wake up at night”; that her next door neighbor and her neighbor’s daughter wake at the exact same time she does every night; that her border collie began having skin problems and would wake up whimpering at the exact same time also; and that she and her dog both wake up at that same time with diarrhea.

§ 9(2)(a) writes from California that while she had a smart meter she could not sleep and there were no birds; and that when the smart meter was removed, the birds came back.

§ 9(2)(a), an EMRS in Missouri, writes: “I have confirmed injuries from wireless radiation and the Smart meter seems to be the most damaging to me and my clients. Once the ITRON electronic meter is removed many of my clients have an immediate response to an improved health. This meter has been torture to myself and others in St Louis, it is my professional opinion this meter kills all biological life.”

§ 9(2)(a) writes from California that “For the majority [of people], they suddenly developed symptoms and only later discovered that the symptoms began immediately after the smart meter was installed.”

§ 9(2)(a) writes: “My friend’s neighbor had a smart meter put in. She didn't know it had such dangers, but soon found out her chickens in the yard had huge tumors growing on their throats and body. The eggs they laid were odd shapes and colors, and the chickens appeared to be tired, which was not ever seen prior to the installments of the smart meters.”

§ 9(2)(a) writes that a smart meter gave his family headaches, caused the animals, birds and insects to disappear, and caused a fire that burned down his house.

s 9(2)(a) writes from California that she had no knowledge of the dangers of smart meters until an Itron smart meter was installed on her house, after which she awoke abruptly every hour during the night, had uncomfortable ear sensations, acquired high-pitched tinnitus, and felt pressure in her chest.

s 9(2)(a) writes from the UK: “Everyone I know who [has a smart meter] has been negatively affected by them.”

s 9(2)(a) writes: “In Capitola, CA an entire bank of smart meters burst into flames and started a fire and burned down an apartment complex.”

s 9(2)(a) writes from Australia that she became sick two weeks after a smart meter was installed and was sick for five years until she had it moved off her house.

s 9(2)(a) writes that she had heart palpitations, headache, and panic until her smart meter was removed. She writes that her 80-year-old neighbor “went from being extremely lively, active, outward-going to hobbling around and forgetful within 6 months” of a smart meter being installed and died within 18 months.

s 9(2)(a) writes from Ontario, Canada that after a smart meter was installed, his wife’s health and behavior deteriorated, resulting in their divorce. He also writes that he has attempted to hatch fertile chicken eggs in an incubator in his house twice since the meter was installed, with over 20 fertile eggs each time, and not one egg hatched either time.

s 9(2)(a) writes from California that when smart meters were installed on her home she incurred inner ear damage, sleeplessness, anxiety, non-stop heart palpitations, and migraines, and fled her home after two months to save her life. She also reports that her pets all got cancer and passed away.

s 9(2)(a) writes from Florida that although she opted out of a smart meter on her own home, “[o]n the day they were getting installed [in her neighborhood], I walked outside and had no idea where I was. I had the worst kind of disorientation. This reaction was ongoing and lasted for the first few months.” She reports vertigo attacks that have continued, and constant dry mouth, that her teenage son has dry mouth, headaches and sleep disruptions, that her neighbor’s dog suddenly got cancer and died after the smart meters were installed, that her cat started acting differently, and that all the bats disappeared.

s 9(2)(a) writes from Texas that she lives in an apartment complex and so could not opt out, and has had sleep problems and agitation since smart meters were installed.

s 9(2)(a) writes from West Virginia that “I have literally known thousands of people over the past nine years or so who became so ill when smart meters were installed in their homes that they had to move just as I did.”

s 9(2)(a) writes from North Carolina that she knew nothing about smart meters until after one was installed in her home and she began having severe headaches, dizziness, and temporal lobe seizures the following week. She writes that she thought she was dying until she went camping one week and the symptoms disappeared; that her next door neighbor’s headaches began the same time hers did; that an elderly neighbor across the street began falling repeatedly immediately after their headaches began; and that when she finally moved to a location without a smart meter she “was stunned at the change in my health.” She observed that “the frogs disappeared the very summer after the smart meter went in”—the hundreds of frogs that previously inhabited the creek behind their back yard—and that all the house sparrows and starlings disappeared, and that squirrels were “suddenly tame and suddenly laying down ‘resting’ a lot. They seem to be panting and they seem to be sick.” She writes that she has had to leave an 18-year career in developmental epidemiology.

s 9(2)(a), from Latvia, submitted this startling photograph of a bush standing just inches away from a smart meter:

s 9(2)(a) writes that she and her family left their homes in other states to come to New Mexico five years ago to escape smart meters. “The smart meters were devastating our small children and ourselves and the effects are still noticeable,” she writes.

s 9(2)(a) writes that on the same day a smart water meter was installed, his wife developed heart arrhythmia, very high blood pressure, and fainted, and that they had to remove the meter themselves, with both legal and financial consequences.

s 9(2)(a) writes from Germany that he and his wife purchased a house with a smart meter, and when they moved in there were no insects, bees, butterflies or birds, and “[t]he dirt in the yard was dead.” After they had the smart meter removed, they had “earthworms in the soil, bees, butterflies, hummingbirds, spiders, and other creatures.”

s 9(2)(a), in Taos, New Mexico, writes that although they were able to opt out of a smart meter at their home, they were unable to opt out at their place of business, and that “[w]e noticed agitation, irritability, depression, headaches, ear ringing and other symptoms from ourselves and our employees while in the work

space.” They moved their business to a new location without a smart meter and “[a]ll of the symptoms have disappeared for us and our team.”

s 9(2)(a) writes: “Until I researched the matter, I could not understand why I had such fragmented sleep, and would wake with severe tachycardia. I thought my heart would beat out of my chest. There was not sleep and no ability to function well in the morning after that.” Finally, “I looked and found the place I had moved to had a smart meter outside the bedroom wall.” She adds: “There is a neighbor who asked me why she thought she would feel unwell when working for hours in a particular room in her house. She also noted that any plants she put in that room died, where they had been thriving in other rooms. I looked and saw there was a smart meter directly on the other side of the wall of that room where she sat, and a neighbor's smart meter pointing at fairly close proximity to that room.”

s 9(2)(a) is a Santa Fe resident who briefly lived in southern California in 2019-2020. She writes: “I had no history of heart problems, but upon moving into a house in a development in San Diego County, I was jolted awake every night, feeling like what it would be like to be hit with defibrillator paddles. Once awake, my heart would alternate between pounding, racing, and skipping beats for the rest of the night, and I would shake for hours. I also developed eye issues—my eyes burned and were red and swollen. Each day I would feel better when I left our house, but each night the horrible symptoms would return. It was terrifying and exhausting... We hired an inspector who tested our house for RF/EMF radiation and found that the high readings were not coming from our property (we had an analog meter), but from our neighbor's house. It so happened that her meter directly faced our bedrooms... Finally, in September 2020 I returned to New Mexico for good, and I have not had those heart symptoms here.”

§ 9(2)(a) writes from North Carolina that she is “currently suffering every single day and especially nights from the newly installed” smart meters in her neighborhood, and that “I have been forced from 3 previous home locations because of smartmeter installations... My heart rate has become dangerously high, my body temperature can not regulate, I experience constant vibrating in my torso and in my legs, my brain function has deteriorated and I can not sleep at all. This physical response to the newly installed smartmeters is life-threatening to me.”

§ 9(2)(a) writes from California that she “had to leave my home in a camper to find somewhere I could sleep” because of a smart meter, and that she had to abandon her home of 30 years.

§ 9(2)(a) lives in Taos. “A smart meter was put in at my address,” she writes. “I started having trouble sleeping at night. I started having headaches. I stopped waking up happy. My emotions were flatline. This happened quickly, over a couple of weeks. Someone told me about symptoms showing up in people after smart meters were installed where they live. I went looking for the smart meter. Then I moved my bed to a location in the building as far from the meter as I could put it, and slept with my head at the end of the bed furthest from the meter location. I slept through the night, and woke with no headache. I do not own the property and the owner won't work with the electric company to give back the old meter. I feel blessed someone told me about the horrible impact the smart meters have on human health.”

§ 9(2)(a) moved to New Mexico from Colorado. He writes that when a smart meter was installed on their Colorado house, he developed tinnitus and his wife developed heart palpitations, and that both health problems ceased when the meter was moved.

s 9(2)(a) writes that she “experienced severe tinnitus, tremors, short-term memory issues, and an area at the back of my neck at the base of my skull that was hot to my husband’s touch” in a 4-hour period after a smart meter was installed 10 feet beyond the head of her bed. They paid for opt-outs for both themselves and a neighbor in order to be well, she writes.

s 9(2)(a), of Santa Fe, writes, “My daughter, living in another state, was away when a Smart Meter was installed on her house. Within days of her healthy arrival home, she became ill and now, several years later, she is still plagued with health issues and is only partially functional.”

s 9(2) writes from Pennsylvania: “When our meter started transmitting, I noticed two birds that had died within approximately 25 feet of it.”

s 9(2)(a) writes: “I have personal experience of bad sleep, waking up at night, waking up still tired from being exposed to the radiation by smart meters which made life almost unbearable.”

s 9(2)(a) writes from British Columbia, Canada that her cat developed hyperthyroidism when a smart meter was installed on her townhouse, and that she herself changed from hypothyroidism to hyperthyroidism at the same time.

s 9(2)(a)

President, [Cellular Phone Task Force](#)

Author, [The Invisible Rainbow: A History of Electricity and Life](#)

Administrator, [International Appeal to Stop 5G on Earth and in Space](#)

Caretaker, [ECHOEarch.org](#) (End Cellphones Here On Earth)

s 9(2)(a)

s 9(2)(a)

January 5, 2023

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