

Angela Charles

From: Ruth McHargue
Sent: Tuesday, December 23, 2014 9:30 AM
To: Consumer Correspondence
Subject: docket 130223
Attachments: 141219 Affidavit to FPL.pdf

Customer correspondence

From: Caridad Soler [<mailto:vigilantrequest@gmail.com>]
Sent: Sunday, December 21, 2014 12:08 PM
To: Ruth McHargue
Subject: Fwd: FPL

Dear Ms. McHargue,

Attached please find my affidavit which I sent to FPL on December 19, 2014. It is total of 9 pages. Please include it with our previous correspondence concerning the smart meter for docket No. 130223.

Thank you,
Charles William: Antolick

BEFORE ME, the undersigned authority, personally appeared Charles William: Antolick, who, after being duly sworn by me, deposes and says:

1. Affiant is of majority of age, of sound mind, and has firsthand knowledge of the facts contained in this my affidavit, and is willing to testify to their veracity in any court of competent jurisdiction.

2. Affiant is the manager of Free Indeed Pure Trust (FIPT; FIPT also includes Affiant in his managerial capacity), is authorized to sign forms of payments to Florida Power & Light (FPL) for services rendered, and is authorized to speak on this matter.

3. Affiant is in receipt of FPL’s letter dated November 13, 2014, acknowledging receipt of Affiant’s letter and affidavit dated November 5, 2014, sent by certificate of mailing number 00021197-06 (see Exhibit A, 1-3).

4. Affiant emailed his November 5, 2014, affidavit to Ruth McHargue, Regulatory Program Consultant, Bureau of Consumer Assistance, Florida Public Service Commission on November 30, 2014.

5. Affiant does not see where FPL’s November 13, 2014, letter rebutted each of the points in Affiant’s November 5, 2014, affidavit.

6. Affiant has discovered new facts not obvious to him at the time he executed his affidavit on November 5, 2014, and mailed to FPL General Mail Facility on November 7, 2014.

7. This affidavit does not negate or nullify the affidavit mentioned on paragraph 3 above.

8. Affiant has never asserted that the smart meter is a surveillance device.

9. If installed at the service location at 113 Baker Road, Hawthorne, Florida, a smart meter would measure the amount of electricity used in the form of digitized data.

10. The FPL “Energy Dashboard” displays on the internet data of energy usage by the month, the day, and even by the hour of a customer.

11. The FPL “Energy Dashboard” displays data of whether an outage is caused by the FPL system or by something within the customer’s home.

12. The FPL “Energy Dashboard” may be hacked by anyone, private or public, who has knowledge, technology, and intent to acquire the data about a customer's home and usage of electricity for nefarious purposes.

13. The FBI has warned of cyberterrorism and the digitizing of the power grid (<http://www.fbi.gov/news/testimony/cybersecurity-responding-to-the-threat-of-cyber-crime-and-terrorism>).

14. FPL has not provided a hard copy of the service agreement/contract showing Affiant’s signature, the signature of another authorized, or the signature of the trustee of Free Indeed Pure Trust.

15. FPL has not provided any documentation or evidence of it's informing Affiant, the trustee of Free Indeed Pure trust, or another authorized, about the "FPL tariff" at the time FPL initiated service at the service location of 113 Baker Road, Hawthorne, Florida, and the service location 1040 Highway 20, Interlachen, Florida.

16. FPL has not provided the citation in the Laws of Florida or the Florida Statutes expressly stating that FPL's entry onto lands without express permission of the owner/occupant does not constitute trespass.

17. Upon searching [http://www.fpl.com/rates/pdf/2011%2011-03%20Section 6.pdf](http://www.fpl.com/rates/pdf/2011%2011-03%20Section%206.pdf) for the FPL tariff, Affiant encountered an error message stating "Page Not Found" (see Exhibit B).

18. The service agreement falls under the Florida Uniform Commercial Code, Chapter 672, Sales.

19. FPL has not provided any documentation or evidence showing that the service agreement included as one of its terms the FPL tariff.

20. FPL has not provided any documentation or evidence showing that the term of the agreement pertaining to the FPL tariff was not vague, not uncertain, and ascertainable.

21. FPL has not provided any documentation or evidence showing that there was a meeting of the minds between Affiant and FPL, and that the parties concurred in understanding of the terms concerning the FPL tariff.

22. FPL has not provided any documentation or evidence showing that the service agreement included as one of its terms the assessing of fees for opting for a nonstandard meter.

23. FPL has not provided any documentation or evidence showing that the term of the agreement pertaining to the assessed fees for opting for a nonstandard meter was not vague, not uncertain, and ascertainable.

24. FPL has not provided any documentation or evidence showing that there was a meeting of the minds between Affiant and FPL, and that the parties concurred in understanding of the terms concerning the assessing of fees for opting for a nonstandard meter.

25. FPL has not provided any documentation or evidence that Affiant had any leverage in negotiating any terms for service at each of the service locations: 113 Baker Road, Hawthorne, Florida and 1040 Highway 20, Interlachen, Florida.

26. FPL has not provided any documentation or evidence showing that the service agreements are not unconscionable.

27. The nonstandard meter at the service location on Baker Road has never posed a fire problem.

28. Smart meter customers are encouraged to maintain their equipment and have their home's electrical system checked for compatibility with the smart meter.

29. Service location wiring incompatibility with the smart meter may cause a fire.

30. FPL has not provided any documentation or evidence that the \$95 initial fee and the \$13 monthly fees are being deposited in an escrow or other type of separate account to service only those customers with nonstandard meters.

31. It is a fact that Affiant believes that depositing these fees in FPL's general fund would unfairly subsidize the customers with smart meters.

32. Free Indeed Pure Trust has two unconscionable service agreements with FPL: 88373-22521 at service location 113 Baker Road, Hawthorne, Florida, and 24611-24022 at service location 1040 Highway 20, Interlachen, Florida.

33. Affiant does not know when a smart meter was installed at service location 1040 Highway 20, Interlachen, Florida.

34. The electric statement 24611-24022 with statement date of November 04, 2014, for service location 1040 Highway 20, Interlachen, Florida, has a "Balance before new charges" of \$0.90.

35. The electric statement 88373-22521 with statement date of November 29, 2014, for service location 113 Baker Road, Hawthorne, Florida, has a "Balance before new charges" of \$160.00.

36. The electric statement 24611-24022 with statement date of November 04, 2014, for service location 1040 Highway 20, Interlachen, Florida, was not assessed a late payment charge of \$5.00 for the "Balance before new charges" of \$0.90 (see Exhibit C).

37. The electric statement 88373-22521 with statement date of November 29, 2014, for service location 113 Baker Road, Hawthorne, Florida, was assessed a late payment charge of \$5.00 for the "Balance before new charges" of \$160.00 (see Exhibit D).

38. Affiant paid the October electric statement 88373-22521 and 24611-24022 on time.

39. FPL has not provided any documentation or evidence that charging a late charge to a service location with a nonstandard meter and not charging a late charge to service locations with a smart meter, both with balances before new charges, is not unfair, is not arbitrary, not capricious, and is not discriminatory.

Affiant further sayeth naught.


Charles William: Antolick

SWORN and SUBSCRIBED before me on this 19th day of December, 2014, by Charles William: Antolick who is personally known to me or who have produced (type of identification) _____ as identification.




Signature of Notary

Carmen Y Aviles
Printed Name of Notary



Attachment A, 1 of 3

Free Indeed Pure Trust

November 13, 2014

Page 1 of 3

November 13, 2014

Free Indeed Pure Trust
C/o Mr. Charles Williams: Antolick
P.O. Box 651
Hawthorne, FL 32640

Re: Bill Account # 88373-22521
113 Baker Rd
Hawthorne, FL 32640

Dear Mr. Charles Williams: Antolick:

We have received your letter of November 7, 2014 regarding Florida Power & Light Company's smart meters and the Non-Standard Meter Option that has been approved by the Florida Public Service Commission (FPSC).

First, I would like to clarify some of the inaccuracies in your letter. Smart meters are not surveillance devices and do not record and transmit data about occupants' daily habits. Just as traditional meters have always done, smart meters measure the amount of electricity used at a property as part of a customer's service agreement to purchase electricity from the utility. The smart meter does not store or transmit any personal identifying information about our customers, nor does it know what appliances they're using.

Second, a new smart meter, just like a traditional electromechanical meter, in and of itself cannot cause a fire. Of the more than 4.5 million meters installed thus far, we have received no confirmed reports of any fires caused by smart meters.

Like all work performed on or near energized equipment, the installation of any meter poses potential electrical issues that require careful attention. We encourage our customers to maintain their equipment and have their home's electrical system checked to ensure it is working properly at all times. Safety is of the utmost importance to FPL.

FPL supplies, owns and maintains the electric meter. However, the meter enclosure, which is also referred to as the meter can or meter socket, is the property of the home or business owner and is typically their responsibility to repair or replace it if the can is in poor condition due to normal wear or obsolescence. It is important to remember that electrical codes change throughout the years and if a homeowner suspects that their electrical system is dated or simply is not functioning properly, he/she should hire a licensed electrician to inspect and bring up to code the home's electrical infrastructure. Please note that the U.S. Consumer Product Safety Commission recommends periodic home inspections.

Additionally, the smart meters used by FPL comply fully with the health and safety standards established by the Federal Communications Commission (FCC). I have enclosed information providing the facts about smart meters and radio frequency.

The relationship between FPL and its customers is governed by the FPL tariff and Florida law, and is regulated by the FPSC. In 2009, the FPSC approved our smart meter deployment and directed FPL to move forward with the installations. As required by the FPSC, our smart meters meet all commercially required standards and requirements.

Under the terms of our tariff, when FPL enters your property to access our meter, it is not considered trespassing. The relevant part of the tariff, which has the force and effect of law, reads as follows: "The duly authorized agents of the Company shall have safe access to the premises of the Customer at all reasonable hours for the purpose of installing, maintaining, and inspecting or removing the Company's property, reading meters, trimming trees within the Company's easements and rights of way, and other purposes incident to performance under or termination of the Company's agreement with the Customer, and in such performance shall not be liable for trespass." The tariff further indicates that "The Company (i.e., FPL) shall have perpetual unobstructed access to its overhead and underground facilities such as poles, underground cables, pad mounted transformers and meters in order to perform repair and maintenance in a safe, timely and cost-efficient manner." The FPL tariff is available for your review at http://www.fpl.com/rates/pdf/2011%2011-03%20Section_6.pdf.

FPL attempts to please all customers; therefore, providing a choice of the service they receive is good for everyone, and is the type of service we strive to provide. The reason for the NSMO billing is because there are extra costs involved in offering the NSMO. These fees cover the costs to set up and administer the NSMO program and to provide optional non-standard services for our customers who choose that option, including but not limited to changes to our outage management and restoration systems to address outage and restoration issues that need to be manually resolved, and modify the billing system and maintain the systems and processes needed to read the meter manually every month.

A cost-based fee is the fairest way to allow FPL to offer this non-standard service to our customers who do not want the new technology. It would be unfair to ask the vast majority of our customers to pay for the very small percentage who have asked for an exception to FPL's standard meter.

The smart meter does offer a variety of benefits and features, and is one of the reasons smart meters are now FPL's standard meter. The primary benefits include:

- The smart meters, which FPL has installed in more than 4.5 million homes and businesses, help us deliver on our commitment to provide with highly reliable, affordable electricity.
- Access to the Energy Dashboard – To view your energy usage by the month, day and even by the hour.
- Faster connection and reconnection of electricity.
- Improved outage detection and faster restoration.
- Ability to detect whether an outage is caused by our system or by something within your home.

Attachment A, 3 of 3

We strive to be responsive to our customers, so at your request, your property was placed on our postpone list and a smart meter was never installed. On September 20, 2012, the FPSC held a workshop, which allowed for full stakeholder participation, to evaluate the smart meter-related issues. In January 2014, the FPSC approved FPL's Non-Standard Meter Option tariff [FPSC Docket #130223]. Service under this tariff allows you to continue to take service from a non-standard meter, which requires payment of \$95 enrollment fee and a \$13 monthly surcharge from the time of enrollment forward.

I have enclosed a copy of the referenced tariff for your information. We want you to know that the FPSC is currently conducting a further review of this tariff. However, customers who receive this non-standard service must pay the associated fees pending this review. In the event the FPSC modifies the tariff, FPL will make an appropriate refund, if directed to do so by the Commission, in accordance with that decision.

As previously mentioned, FPL's tariffs have been filed with and approved by the FPSC in accordance with Florida law and FPSC rules. If you choose to continue to receive this optional service through a non-standard meter, you are obligated to pay the approved fees. Therefore, we wish to be very clear that we have moved forward with billing and collecting the NSMO fees as authorized by the FPSC. The fact that the FPSC is reviewing the tariff does not change that. If customers refuse to pay the fees they owe for this non-standard service, they will be subject to normal collection processes, including late payment charges. We never like to disconnect service for non-payment and only do so as a last resort. We strive to be responsive to our customers, so until the FPSC completes its review of FPL's NSMO and associated fees, FPL has temporarily suspended the disconnection of electric service for customers who fail to pay the NSMO fees if they are current on all other charges on their account. This courtesy suspension to our NSMO customers will remain in effect only until the FPSC issues a decision, which is expected by the end of this year.

We want our customers to remain confident in the safety and reliability of our entire electric transmission and distribution system, including the new smart meters. I hope the information I have provided is informative and helpful, and clarifies FPL's position and your choices. You can also learn more about FPL's Smart Grid initiative at www.fpl.com/energysmartflorida.

Please do not hesitate to contact me if you have additional questions and/or concerns. I can be reached at 1(800) 397-6544 ext. 22.

Sincerely,



Duke Extra
Customer Advocate Specialist – Regulatory
Executive Office

[ShareThis](#)

Exhibit B

Page Not Found

The page you requested is no longer available. If you are not redirected automatically to FPL.com, [click here](#).

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FPL.com is optimized for the following browsers: IE 8.0 and higher, Firefox 5.0 and higher and Chrome 12.0 and higher.

This JavaScript enables OnlineOpinion, a method for collecting secure feedback data.



Your electric statement

For: Oct 03 2014 to Nov 04 2014 (32 days)

Customer name: FREE

Service address: 1040 HIGHWAY 20

Account number: 24611-24022

Statement date: Nov 04 2014

Next meter reading: Dec 03 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
41.76	40.86 CR	0.00	0.90	32.57	\$33.47	Nov 25 2014

Meter reading - Meter ACD4331

Current reading 05374

Previous reading - 05148

kWh used **226**

Energy usage

kWh this month 226

Service days 32

kWh per day 7

**The electric service amount includes the following charges:

Customer charge: \$7.46

Fuel: \$7.40

(\$0.032730 per kWh)

Non-fuel: \$14.32

(\$0.063400 per kWh)

Amount of your last bill 41.76

Payment received - Thank you 40.86 CR

Balance before new charges \$0.90

New charges (Rate: GS-1 GENERAL SVC NON-DEMAND / BUSINESS)

Electric service amount 29.18**

Storm charge 0.23

Gross receipts tax 0.75

Florida sales tax 2.11

Discretionary sales surtax 0.30

Total new charges \$32.57

Total amount you owe \$33.47

- Payments received after **November 25, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.

EXHIBIT C

Please have your account number ready when contacting FPL.

Customer service: 1-800-375-2434

Outside Florida: 1-800-226-3545

To report power outages: 1-800-4OUTAGE (468-8243)

Hearing/speech impaired: 711 (Relay Service)

Online at: www.FPL.com



Your electric statement

For: Oct 30 2014 to Nov 29 2014 (30 days)

Customer name: FREE INDEED PURE TRUST

Service address: 113 BAKER RD

Account number: 88373-22521

Statement date: Nov 29 2014

Next meter reading: Dec 31 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (≠)	New charges due by
222.03	62.03 CR	0.00	160.00	90.60	\$250.60	Dec 22 2014

Meter reading - Meter 5C59426

Current reading 32761

Previous reading - 32073

kWh used **688**

Customer read

Energy usage

	Last Year	This Year
kWh this month	377	688
Service days	28	30
kWh per day	13	23

**The electric service amount includes the following charges:

Customer charge: \$7.57

Fuel: \$20.28

(First 1000 kWh at \$0.029470)

(Over 1000 kWh at \$0.039470)

Non-fuel: \$41.81

(First 1000 kWh at \$0.060770)

(Over 1000 kWh at \$0.071590)

Amount of your last bill 222.03

Payment received - Thank you 62.03 CR

Balance before new charges \$160.00*

***This \$160.00 is PAST DUE -- PLEASE PAY IMMEDIATELY**

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount	69.66**
Storm charge	0.80
Non-std meter surcharge	13.00
Gross receipts tax	2.14
Late payment charge	5.00
Total new charges	\$90.60

Total amount you owe

\$250.60

- Payments received after **December 22, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- It has been at least three months since we read your meter. Please call us at the number below to arrange for an actual meter reading.

EXHIBIT D

Please have your account number ready when contacting FPL.

Customer service: 1-800-226-5885

Outside Florida: 1-800-226-3545

To report power outages: 1-800-4OUTAGE (468-8243)

Hearing/speech impaired: 711 (Relay Service)

Online at: www.FPL.com



Angela Charles

From: Betty Leland
Sent: Thursday, December 18, 2014 10:42 AM
To: Commissioner Correspondence
Cc: Jim Varian
Subject: FW: Call from Ms. Linda Ippolito

Please place this e-mail in docket correspondence consumers and their representatives in Docket #130223.

Ms. Ippolito called to ask Chairman Graham to vote against FPL's request to charge for not getting a smart meter which has been shown to cause serious illness.

Thanks.

Angela Charles

From: Betty Leland
Sent: Wednesday, December 17, 2014 4:38 PM
To: Commissioner Correspondence
Cc: Jim Varian
Subject: Call from Ms. Kathy Grippi

Please place this e-mail in docket correspondence consumers and their representatives in Docket #130223.

Ms. Grippi called to ask Chairman Graham to vote against FPL's request to charge for not getting a smart meter which has been shown to cause serious illness. She said she could take a picture of her meter and send it to FPL which would show the meter reading.

Thanks.

Angela Charles

From: Ellen Plendl
Sent: Wednesday, December 17, 2014 10:46 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW FPSC recommendation; FW FPSC recommendation

See attached customer correspondence for correspondence side of Docket 130223-EI.

Angela Charles

From: Walter Clemence
Sent: Wednesday, December 17, 2014 9:28 AM
To: 'arpaiajs@yahoo.com'
Cc: David Dowds; Randy Roland; Ellen Plendl; Ruth McHargue; Angela Charles
Subject: FW: FPSC recommendation

Dear Mr. Arpaia,

Thank you for your inquiry regarding smart meters. The Florida Public Service Commission (FPSC) appreciates the opportunity to assist you.

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the FPSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. FPSC staff estimated that the cost adjustments would reduce the one-time customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. These charges represent the incremental capital and operations and maintenance (O&M) costs to FPL to develop and administer the NSMR tariff. Incremental costs are costs that would not be incurred, but for the request of a customer to receive a non-standard service. The capital costs include the costs to establish meter reading routes, the costs to test the meter, a site visit, and the costs to administer customer enrollment. The O&M costs are the costs associated with the monthly meter reading and billing to the customer. FPL subsequently refiled its tariff incorporating these recommended adjustments and it is in effect. However, the tariff was subsequently protested by two customer groups and an evidentiary hearing was held on September 30th. The FPSC is expected to make a decision on the NSMR tariff this week.

Here is the link to the docket file which includes access to all documents, including the correspondence file, FPL's petition, the Order, and schedule of events:

<http://www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223>

Additional information on smart meters can be found on the Commission's website at:

<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns.

Sincerely,

Walter Clemence

From: Angela Charles
Sent: Monday, December 15, 2014 8:25 AM
To: 'James Arpaia'
Subject: RE: FPSC recommendation

Good morning,

We will be placing your comments below in consumer correspondence in Docket No. 130223 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Thank you,

Angela Charles
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850
850-413-6770

From: James Arpaia [<mailto:arpaiajs@yahoo.com>]

Sent: Sunday, December 14, 2014 10:24 AM

To: Records Clerk

Cc: Office Of Commissioner Graham

Subject: FPSC recommendation

I wish to protest the decision by the FPSC to allow FPL to continue to charge what I call a "Penalty" for me to continue to use my "Existing" meter. Just because FPL choses to call the "Smart Meter" the standard meter, does not make my existing meter "Non Standard" requiring an additional charge.

For the FPSC to allow FPL to charge me \$13.00 per Mo. for me to keep my existing meter has no merit what-so-ever. My rate already includes a meter reading charge. So called "Smart Meters" eliminate meter reading, so the savings should be passed on. Are they?

It is obvious that the FPSC is just a "rubber stamp" for the FPL, and offers no protection for the Consumer. This needs to change.

A new "Elected" board might be the answer in order to get more accountability for the consumer.

James S. Arpaia arpaiajs@yahoo.com

Angela Charles

From: Randy Roland
Sent: Monday, December 15, 2014 10:33 AM
To: Ellen Plendl
Subject: FW: FPSC recommendation

Please handle.

From: Ruth McHargue
Sent: Monday, December 15, 2014 10:32 AM
To: Randy Roland
Subject: FW: FPSC recommendation

Randy please see below. The Chairman was cc'd on the correspondence.

From: Consumer Contact
Sent: Monday, December 15, 2014 9:14 AM
To: Ruth McHargue
Subject: FW: FPSC recommendation

Please forward to Ellen? DHood

From: Angela Charles
Sent: Monday, December 15, 2014 8:25 AM
To: 'James Arpaia'
Subject: RE: FPSC recommendation

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Thank you,

Angela Charles
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850
850-413-6770

From: James Arpaia [<mailto:arpaiajs@yahoo.com>]
Sent: Sunday, December 14, 2014 10:24 AM
To: Records Clerk
Cc: Office Of Commissioner Graham
Subject: FPSC recommendation

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A new "Elected" board might be the answer in order to get more accountability for the consumer.

James S. Arpaia arpaiajs@yahoo.com

Angela Charles

From: Ruth McHargue
Sent: Monday, December 15, 2014 2:30 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER 37597; E-Form Improper Billing TRACKING NUMBER 37601; E-Form Other Complaint TRACKING NUMBER 37608

Customer correspondence

From: Diane Hood
Sent: Monday, December 15, 2014 8:33 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

These have been entered as info requests to Docket 130223. DHood

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, December 11, 2014 12:42 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37597

CUSTOMER INFORMATION

Name: KATHLEEN CARTER
Telephone: 904-692-1088
Email: 73c6df23@opayq.com
Address: 9600 ISOM AVENUE HASTINGS FL 32145

BUSINESS INFORMATION

Business Account Name: Kathleen Carter
Account Number:
Address: 9600 Isom Avenue Hastings Florida 32145

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I am writing regarding the FPSC staff recommendations on opt-out fees for FPL customers.

First of all, let me point out that FPL does not have to incur additional meter-reading costs for those of us with analog meters. For quite a long time, I posted a card on my front gate because my dogs precluded safe access to the meter for an FPL contractor. FPL furnished the card and sanctioned this. Why wasn't this option given ANY consideration in place of extra fees?

Regarding staffs latest recommendations, on page 24 they completely ignore the main dispute of the intervenors and the major cost avoidance item cited: FPL did not have to install a smart meter on my property, thereby avoiding an initial project capital/expense outlay of approximately \$182. Neither will they have depreciation costs or servicing fees for my "non-standard" meter.

This tariff violates the 2012 FPL Rate Case Settlement Agreement, which expressly PROHIBITS changes to charges for EXISTING services beyond those agreed to in that ruling. If FPL wanted reimbursement for any costs associated with analog service they should have asked for it at that time. Staff states on page 5 that the smart meter became STANDARD SERVICE with the 2009 rate case decision. Non-standard analog service certainly existed at the time of the 2012 rate case filing and therefore cannot possibly be construed as a "new optional service" as claimed by FPL in the current petition.

Staff recommendations are not based on science or sound accounting principles and are unfair. I am sick of big corporations being given preferential treatment in their dealings with those of us who are the reason for their existence.

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, December 11, 2014 3:34 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 37601

CUSTOMER INFORMATION

Name: Laura Lopez
Telephone: 561-294-1873
Email: 12j3_God@yahoo.com
Address: 101 Lake Gloria Drive West Palm Beach FL 33411

BUSINESS INFORMATION

Business Account Name: Laura Lopez
Account Number:
Address: same as contact info. West Palm Beach Florida 33411

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

Smart meters cause fires, cause headaches and other problems, cause problems in our DNA and other serious medical problems, higher electric bill, illegal surveillance - they monitor all the appliances in your home and anyone can go online and if they see no appliances being used for a day or two they can come and rob your home. If you choose to have an analog meter, which I would rather have then you have to pay a one time fee of almost \$100 and pay a fee every month. This is so wrong, having to pay a fee for the meter that wont cause the problems that I just listed. A friend of mine, right after FPL installed a smart meter right outside her daughters bedroom, then her daughter was complaining of headaches every day, which she did not have before getting the smart meter.

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Friday, December 12, 2014 11:23 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37608

CUSTOMER INFORMATION

Name: Joyce Cream
Telephone:
Email:
Address: 7308 Cary St Englewood FL 34224

BUSINESS INFORMATION

Business Account Name: Joyce Cream
Account Number:
Address: 7308 Cary St Englewood Florida 34224

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I am opposed to the monthly charge for refusing the smart meter. I am capable of reading the meter if the company cant read meters without charging.

I suggest you research the states and communities that have refused the meters or removed them. If you truly represent the consumer, you would protect us before events occur that result in consumers litigating against your decisions.

Angela Charles

From: Elisabeth Draper
Sent: Monday, December 15, 2014 8:23 AM
To: Angela Charles
Subject: RE: FPSC recommendation

yes

From: Angela Charles
Sent: Monday, December 15, 2014 8:13 AM
To: Elisabeth Draper
Subject: FW: FPSC recommendation

Good morning Elisabeth,

Would you be able to confirm that this piece of consumer correspondence should be put in docket 130223?

Angela

From: James Arpaia [<mailto:arpaiajs@yahoo.com>]
Sent: Sunday, December 14, 2014 10:24 AM
To: Records Clerk
Cc: Office Of Commissioner Graham
Subject: FPSC recommendation

I wish to protest the decision by the FPSC to allow FPL to continue to charge what I call a "Penalty" for me to continue to use my "Existing" meter. Just because FPL choses to call the "Smart Meter" the standard meter, does not make my existing meter "Non Standard" requiring an additional charge.

For the FPSC to allow FPL to charge me \$13.00 per Mo. for me to keep my existing meter has no merit what-so-ever. My rate already includes a meter reading charge. So called "Smart Meters" eliminate meter reading, so the savings should be passed on. Are they?

It is obvious that the FPSC is just a "rubber stamp" for the FPL, and offers no protection for the Consumer. This needs to change.

A new "Elected" board might be the answer in order to get more accountability for the consumer.

James S. Arpaia arpaiajs@yahoo.com

Angela Charles

From: Ruth McHargue
Sent: Friday, December 12, 2014 10:54 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223
Attachments: FW My contact; RE burnt Prong connector

Customer correspondence

From: Diane Hood
Sent: Friday, December 12, 2014 9:29 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1168575C. Also filed for safety issue, see 1168626E. DHood

Angela Charles

From: Benjamin Legaspi
Sent: Thursday, December 11, 2014 1:26 PM
To: Mark Futrell; Walter Clemence
Cc: Consumer Contact
Subject: FW: My contact

Mark, Walter, this was submitted over the website. I am copying Angie's group for their info.

Benji

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Thursday, December 11, 2014 12:07 PM
To: Webmaster
Cc: m linse@fhcp.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Mariann Linse
Company: florida Health Care Plans
Primary Phone: 3866158585
Secondary Phone: 3866767100 ext 7385
Email: m linse@fhcp.com

Response requested? Yes

CC Sent? Yes

Comments:

RE: Florida Power & Light SMART METERS since installation of the "Smart Meter" on my residence at 3294 Relay Road, Ormond Beach. I have "lost" or had to have the following devices reprogrammed: Desk Top HP PC, Home Alarm, Automatic Garage Door Opener, Stove. All Computer related issues. In addition I have had to contact an electrician to replace "burnt Prong connector" & today I was informed by FPL that my entire house system required the Prongs that go to the Meter to be replaced (at MY EXPENSE) because they are burnt. I have never before had issues with my "Prong" in the electrical system, no issues with the computers in my stove, alarm, garage door opener & every issue has occurred SINCE the smart meter which I understand is NOT UL approved was installed. PLEASE ASSIST I NEED THIS REMOVED & REPLACED WITH A UL APPROVED (homeowners ins. compromised) meter

Angela Charles

From: Mickey Linse <mlinse@fhcp.com>
Sent: Friday, December 12, 2014 9:05 AM
To: Consumer Contact
Subject: RE: "burnt Prong connector"

Here is the additional information you seek:

Name on the account: MARIANN LINSE
Account Number: 55232-87554
Account Address (Resident): 3294 Relay Road
Ormond Beach, FL 32174
Mailing Address: (same)
3294 Relay Road
Ormond Beach, FL 32174

Since my initial complaint:

I was informed by the Garage Door Repairman the problem with the door was the "Smart Meters" after a time actually affect the computer in the automatic opener and it had to be re-programmed. He advised us to contact the Alarm Company because he believe that is why the alarm system is flashing as well.

FPL came to the house had to replace the meter with another "Smart Meter" because the first one was partial burnt. As far as the "Burnt Prong" that connects the house to the meter That is "the homeowners equipment" so the homeowner is liable for the repairs.

The private electrician company I contacted advised when the damage it that extensive usually the box the holds the meter to the house requires replacement as well. They are sending someone out today to give an estimate of the total cost of repairs.

The home owners insurance advised the "Smart Meters" are NOT UL approved and most policies have a clause regarding fire damage due to non UL approved electrical equipment, lights and appliances are NOT covered under the policy.

I contacted FHCP yesterday (12/11/2014) at 2:36 p. m. and spoke to "Jason" at the Meter Options customer service line explained the situation and requested a non-standard digital meter be installed and the "smart meter" removed immediately. I had to provide him with the list of my reasons why I wanted the replacement and he also advised me of the initial charge of \$95.00 to "opt out of the Smart Meter program" and the additional monthly service charge of \$13.00 every month that I continue to "opt out". Promising the meter would be changed out next week and informed me I was being assigned to a "consumer advocate" who will be contacting me within the next 2 business days.

So Far:

The Garage Door System repair was \$89.00 The Alarm Company is coming next week The Electrician is coming today for the "Estimate"

As of this date, I have no idea what the total costs of the damage from the Smart Meter will be. The immediate concern is the Homeowners insurance coverage issue, which could have been a disaster if the "electrical fire caused by the meter was more extensive.

-----Original Message-----

From: Consumer Contact [mailto:Contact@PSC.STATE.FL.US]
Sent: Thursday, December 11, 2014 2:22 PM
To: Mickey Linse
Subject: "burnt Prong connector"

12/11/2014

RE: FPL

Dear Ms. Linse:

This email is in response to your recent inquiry to the Florida Public Service Commission (FPSC) regarding Florida Power & Light.

It would be beneficial if you could provide the following information:

- The name on the account
- The account number
- The address on the account
- The customer's mailing address

You may send this information to me by reply e-mail or at the address and/or fax number listed below.

Sincerely,

Ruth McHargue
Office of Consumer Assistance and Outreach

contact@psc.state.fl.us
Toll Free - 800-342-3552
Toll Free Fax 800-511-0809
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----

From: Benjamin Legaspi
Sent: Thursday, December 11, 2014 1:26 PM
To: Mark Futrell; Walter Clemence
Cc: Consumer Contact
Subject: FW: My contact

Mark, Walter, this was submitted over the website. I am copying Angie's group for their info.

Benji

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To: Webmaster
Cc: mlinse@fhcp.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Mariann Linse
Company: florida Health Care Plans
Primary Phone: 3866158585
Secondary Phone: 3866767100 ext 7385
Email: mlinse@fhcp.com

Response requested? Yes

CC Sent? Yes

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Angela Charles

From: Ruth McHargue
Sent: Friday, December 12, 2014 10:50 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 130223

Customer correspondence

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, December 11, 2014 11:41 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37595

CUSTOMER INFORMATION

Name: Milton Farrow
Telephone: 321-537-2462
Email: miltfarrow@blurredvisioncc.com
Address: 4430 Elliot Ave Titusville FL 32780

BUSINESS INFORMATION

Business Account Name: Milton Farrow
Account Number: 40459-31237
Address: 4430 Elliot Ave Titusville Florida 32780

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

Hearing about the smart meter, my research determined that no significant long term scientific study was ever done or submitted to The EPA, FCC, FTC or to any other state authority.(FPSC)-I told the company that I rejected the unit- they used fraud and deception and were going to mount this piece of trash and affix it to my home without my permission, My being home stopped their "Criminal action" The contractor told me I had signed for this- I asked for the document- THERE WAS NONE-I told him to take his person off my property and to not return, he threatened me with the police I told him that the Local police will not want to screw around with me as there was no legal purpose for them to be called to my home and if they did I WOULD DISPATCH THEM VERY QUICKLY-I want to know why the State of Florida has abandoned its calling to protect the rate payer, in favor of the Utility who has donated \$ 550,000 to Gov Scotts Election- The PSC is then a "huge joke " on the rate payers Ombudsmans position as they disregard all of his attempts to moderate They have charged me 95 dollars for " a Non standard meter WHICH IS FRAUD IT IS THE VERY SAME METER THAT CAME WITH THE HOME I DEMAND A RETURN OF MY FUNDS AS WELL THE CHARGE OF 13 PER MONTH IS HIGHWAY ROBBERY BY A COMPABNY WHO SEEKS NOTHING BUT PUNITIVE ACTION FOR MY DISAGREEMENT WITH THEM-THE PSC AND THE GOVERNORS OFFICE IS A DISGRACE -IN CONFLICT FOR PARTYING WITH THE UTILITY AND ACCEPTING 550,000 dollars -- a Rogue runaway utility-I challenge Governor Scott to provide ANY MEANINGFUL TEST MATERIALS AS REFERRED TO IN MY ALLEGATIONS- M.Farrow

PSC was contacted previously

Crystal Card

From: Crystal Card
Sent: Thursday, December 11, 2014 2:05 PM
To: 'TERRI - Heritage'
Subject: RE: Docket No. 130223

Good afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 130223.

Thank you,

Crystal Card
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

From: TERRI - Heritage [<mailto:heritagesigns@earthlink.net>]
Sent: Thursday, December 11, 2014 1:40 PM
To: Records Clerk
Subject: Docket No. 130223

The FPSC Staff's recommendations are not fair and much by them was NOT even considered! Please VOTE NO.
Staff did not consider:

1. Current rates include a \$.70 a month fee for reading meters...which they NO LONGER DO.
Places have multiple meters – so \$.70 x # is VERY UNFAIR.
Credits should be sent out and this \$.70 each month REMOVED.
 2. Customers where smart meters were NOT installed – ARE PAYING out about \$ 182 of which they did NOT use.
 3. Initial costs are NO LONGER applicable and should be REMOVED and reflect the newer MUCH LESS cost. Staff totally IGNORED THIS.
 4. The \$ 77.06 COLLECTED UP FRONT should be REMOVED or changed to be collected over a 5 year period.
 5. Without projections, staff cannot support whether FPL needs 1 staff member (as their recommendation states) or a tenth of a staff member going forward. It provides proof that the FPSC staff did NOT perform a proper cost review.
 6. MOSTLY: This tariff violates the 2012 FPL Rate Case Settlement Agreement - Staff states on page 5 that the smart meter became standard service with the 2009 rate case decision and further states "In short, the smart meter is not "new service" it is standard service". This provides evidence that this non-standard service existed at the time of the 2012 rate case filing. Therefore, it can not be a "new optional service" as claimed by FP&L in the NSMR petition. It was an existing optional service at the time of this tariff filing and therefore the 2012 Rate case settlement agreement expressly prohibits changes to charges for existing services beyond the changes agreed to it that settlement agreement. If they wanted reimbursement for any costs associated with this service they should have asked for it at that time.
- This is ALL a mess; very unethical and actually it is robbery! They made a small fortune on these meters AND ARE GETTING US FOR MORE MONEY!!!!!!!!!!

T. Fulton 1688 Pontiac Cir N Melbourne, FL 32935

Crystal Card

From: Crystal Card
Sent: Thursday, December 11, 2014 10:47 AM
To: 'SleepingGiantKnR@aol.com'
Subject: RE: Smart Meter Complaint

Good afternoon Mr. and Mrs. Messina,

We will be placing your comments below in consumer correspondence in Docket No. 130223 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Thank you,

Crystal Card
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
850-413-6770

From: SleepingGiantKnR@aol.com [<mailto:SleepingGiantKnR@aol.com>]
Sent: Thursday, December 11, 2014 10:39 AM
To: Records Clerk
Subject: Smart Meter Complaint

We wish to complain about our being forced to pay \$95.00 per meter for a Smart Meter that we neither need nor want. We have two meters on our property and to add insult to injury we are forced to pay \$13.00 per month per meter as an actual FINE. It's really outrageous.

This money should be returned to us.

Ronald & Kathlyn Messina
6870 Manasota Key Road
Englewood, Florida

Crystal Card

From: Ruth McHargue
Sent: Tuesday, December 09, 2014 11:04 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Friday, December 05, 2014 8:01 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1167627C. DHood

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, December 04, 2014 7:10 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37549

CUSTOMER INFORMATION

Name: Victoria Thiel
Telephone: 5612652725
Email: thielv314@yahoo.com
Address: 936 NW 23 Ln Delray Beach FL 33445

BUSINESS INFORMATION

Business Account Name: Victoria Thiel
Account Number: 12226-32257
Address: 936 NW 23 Ln Delray Beach Florida 33445

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
Wishing to add my comments before the last protest filings before this committee: Consumers should have the right to refuse these Smart Meters for numerous reasons including health and surveillance concerns without being subjected to extortionary fees for declining to have one installed. There is no evidence of FPL suffering additional costs due to the retention of an existing analog meter. Hence I am requesting that you reverse the punitive fees of \$95.00 and \$13.00 per month, which were granted by the Public Service Commission, particularly since a commissioner serving on the commission also served on the board of FPL at same time that the decision was reached, which is a direct conflict of interest.

PSC was contacted previously

Angela Charles

From: Elisabeth Draper
Sent: Monday, December 08, 2014 1:17 PM
To: Angela Charles
Subject: RE: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

yes

From: Angela Charles
Sent: Monday, December 08, 2014 11:57 AM
To: Elisabeth Draper
Subject: FW: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

Elisabeth,

Would you be able to confirm that this piece of consumer correspondence should be put in docket 130223?

Angela

From: Don Kepus [<mailto:dkepus001@cfl.rr.com>]
Sent: Friday, December 05, 2014 5:50 PM
To: 'Walter Steve Hanford'; Records Clerk
Subject: RE: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

Walter

Everybody is dismissing the proposed charge of \$13/month for sending someone to read your meter and charge you direct for this service. They have never given one dime of credit to you for the savings resulting from their not sending a man to your home to read the meter. Therefore, you ultimately pay twice for the act of reading your meter. It does not cost the utility \$90 to set up your account into a system to do differential billing. Sorry, I will never believe this to be an accurate cost of service and is more a penalty to you for not going along with their program.

Here again, the government and industry are trying to pull the wool over your eyes with the intimation that this will save the customer money over the previous method of accounting. The privacy issue is secondary to their cost savings of smart meters and is driven only by Agenda 21 system of total control over you and your lifestyle, or more likely a part of the Global Warming scam. There are also serious health issues for anyone who may have to rest within 5 ft of the device. These cases are not tested thoroughly to date and the preliminary reports are not good. Anyone who has a smart meter and could be affected medically from their use should insist on a separate individual letter from the utility to accept any and all responsibility for it's installation and use and any and all effects from it's operation. Without this in advance, you will be barred from filing suit and receiving restitution for damages resulting from the device against you medically.

As to extortion, you are spot on in your identity of these fees as extortion, just as global warming fees are extortion derived fees and costs. I join you in calling for their discontinuance.

Don Kepus
www.Flcommoncore.net
www.Educatingflorida.com

www.truthabouteducation.net

2301 Dixie Belle Dr.

Orlando, Fl, 32822

Dkepus001@cfl.rr.com

321-946-4648

From: Walter Steve Hanford [<mailto:hanford7@yahoo.com>]

Sent: Friday, December 05, 2014 2:42 PM

To: Carlotta Stauffer

Subject: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

Dear Carlotta Stauffer:

Kindly include my protest to FP&L Smart Meter extortion fees on the Dec 18, 2014 agenda.

It is well documented that the Smart Meters are an invasion of privacy. We are now told that we MUST pay for privacy inside our own home. FORCING the public to pay a fee so that they can have privacy inside their own home is terribly un-American.

Florida Power and Light is charging customers an EXTORTION fee of \$90 initial and \$13 monthly to customers who do not want a Smart Meter.

The Public Service Commission is supposed to protect the consumer. What gives FP&L the right to invade our privacy? I want only electricity from them, not a monitoring of my activity inside my house.

Please do your job to protect the public. I ask Governor Rick Scott to see that you, Public Service Commissioners, do your job, I am copying him in this e-mail. I am copying my State Legislators, also.

I request the PSC to have Florida Power and Light cease and desist of the extortion fee practice immediately and to reimburse all customers who do not want a surveillance device called a SMART METER in their homes.

Thank you,

Walter Hanford

813-731-4711

Angela Charles

From: Elisabeth Draper
Sent: Monday, December 08, 2014 8:03 AM
To: Angela Charles
Subject: RE: FPL is using EXTORTION, in my opinion.

yes

From: Angela Charles
Sent: Friday, December 05, 2014 3:57 PM
To: Elisabeth Draper
Subject: FW: FPL is using EXTORTION, in my opinion.

Elisabeth,

Would you be able to confirm that this piece of consumer correspondence should be put in docket 130223?

Angela

From: William Cummins [<mailto:wacummins@clearwire.net>]
Sent: Friday, December 05, 2014 2:18 PM
To: Records Clerk
Cc: Walter Clemence; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Rick Scott; Dave Hood; Senator Dorothy Hukill
Subject: FPL is using EXTORTION, in my opinion.

Dear Carlotta Stauffer:

Please record my protest and include it in the Dec 18, 2014 agenda.

In my opinion, Florida Power and Light is charging customers an EXTORTION fee of \$90 initial and \$13 monthly to customers who do not want a Smart Meter.

There are many reasons why I do not want a Smart Meter in my home. The main reasons are Radiation, Danger of Fires, Surveillance, Recording and Collection of Data to create a personal profile.

Please be advised that I object and protest these actions. I feel extorted and forced to pay \$90 initial fee and \$13 monthly to avoid a Smart Meter.

The Public Service Commission is supposed to protect the consumer against what Florida Power and Light is doing. PUBLIC SERVICE COMMISSIONERS, please stop Florida Power and Light from charging these EXTORTION FEES. We have the right to protect our health and privacy without having to pay a fee to do this.

The Governor of Florida appoints YOU. Please do your job to protect the customers. I ask Governor Rick Scott to see that you, Public Service Commissioners, do your job, I am copying him in this e-mail. I am copying my State Legislators, also.

I request the PSC to have Florida Power and Light cease and desist of the extortion fee practice immediately and to reimburse all customers who do not want a surveillance device called a SMART METER in their homes. Thank you.

William A. Cummins, FLPE, Retired
807 Black Duck Drive
Port Orange, FL 32127
386-383-5198

Crystal Card

From: Terry Holdnak
Sent: Friday, December 05, 2014 5:01 PM
To: Commissioner Correspondence
Subject: Docket Correspondence - Docket No. 130223-EI
Attachments: FPL is using EXTORTION, in my opinion.; FPL is using EXTORTION, in my opinion.

Please place the attached e-mails in docket correspondence for consumers and their representatives in Docket No. 130223-EI.

Thank you,
Terry

*Ms. Terry Holdnak
Executive Assistant to Commissioner Julie I. Brown
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
tholdnak@psc.state.fl.us
(850) 413-6030 (Office)
(850) 413-6031 (Fax)*

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Sent: Friday, December 05, 2014 2:18 PM
To: Records Clerk
Cc: Walter Clemence; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Rick Scott; Dave Hood; Senator Dorothy Hukill
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William A. Cummins, FLPE, Retired
807 Black Duck Drive
Port Orange, FL 32127
386-383-5198



Crystal Card

From: Maredy Hanford <hanford4schoolboard@gmail.com>
Sent: Friday, December 05, 2014 1:49 PM
To: Records Clerk
Cc: Walter Clemence; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Rick Scott; Dave Hood; Senator Dorothy Hukill
Subject: FPL is using EXTORTION, in my opinion.

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Maredy Hanford
386-871-9858

Bcc: Customers Against Smart Meters

Angela Charles

From: Angela Charles
Sent: Friday, December 05, 2014 3:35 PM
To: Angela Charles
Subject: FW: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

From: Elisabeth Draper
Sent: Friday, December 05, 2014 3:33 PM
To: Angela Charles
Subject: RE: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

yes

From: Angela Charles
Sent: Friday, December 05, 2014 3:32 PM
To: Elisabeth Draper
Subject: FW: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

Elisabeth,

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Angela

From: Ruth McHargue
Sent: Friday, December 05, 2014 3:21 PM
To: Angela Charles
Cc: Diane Hood
Subject: FW: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

I believe it goes to docket 130223 however you might want to verify with technical staff also.

From: Angela Charles
Sent: Friday, December 05, 2014 2:50 PM
To: Consumer Contact
Subject: FW: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

Will you please tell me what docket this belongs in.

Thank you,

Angela

From: Walter Steve Hanford [<mailto:hanford7@yahoo.com>]
Sent: Friday, December 05, 2014 2:42 PM
To: Records Clerk
Subject: DO your job, put a leash on FP&L. NO Smart Meter extortion fees

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Thank you,

Walter Hanford
813-731-4711

Angela Charles

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To: Records Clerk
Cc: Walter Clemence; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Rick Scott; Dave Hood; Senator Dorothy Hukill
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In my opinion, Florida Power and Light is charging customers an EXTORTION fee of \$90 initial and \$13 monthly to customers who do not want a Smart Meter.

There are many reasons why I do not want a Smart Meter in my home. The main reasons are Radiation, Danger of Fires, Surveillance, Recording and Collection of Data to create a personal profile.

Please be advised that I object and protest these actions. I feel extorted and forced to pay \$90 initial fee and \$13 monthly to avoid a Smart Meter.

The Public Service Commission is supposed to protect the consumer against what Florida Power and Light is doing. PUBLIC SERVICE COMMISSIONERS, please stop Florida Power and Light from charging these EXTORTION FEES. We have the right to protect our health and privacy without having to pay a fee to do this.

The Governor of Florida appoints YOU. Please do your job to protect the customers. I ask Governor Rick Scott to see that you, Public Service Commissioners, do your job, I am copying him in this e-mail. I am copying my State Legislators, also.

I request the PSC to have Florida Power and Light cease and desist of the extortion fee practice immediately and to reimburse all customers who do not want a surveillance device called a SMART METER in their homes. Thank you.

Maredy Hanford
386-871-9858
Bcc: Customers Against Smart Meters

Angela Charles

From: Ruth McHargue
Sent: Tuesday, December 02, 2014 2:48 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Tuesday, December 02, 2014 11:50 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1167187C. DHood

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, December 02, 2014 11:38 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37531

CUSTOMER INFORMATION

Name: cynthia crawford
Telephone: 321-255-3600
Email:
Address: 2480 grand teton blvd melbourne FL 32935

BUSINESS INFORMATION

Business Account Name: cynthia crawford
Account Number:
Address: 2480 grand teton blvd melbourne Florida 32935

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

As a customer of FPL I find it outrageous that I am charged extra to opt out of the Smart meter. I have health issues and chose not to be exposed to intermittant bursts of radiation. the WHO health organization has warned about such things. FPL says that it need the money to recoup costs. I dont agree with that as not all utility companies charge their customers this extra fee and they have the same costs. I am referring to cutomers who are living in Florida and receive their energy from OUC and chose to opt out of the Smart Meter program. They are not charged extra fees to opt out. Additionally, PG and E has stopped charging their opt out customers extra fees and have refunded the extra fees charged back to their customers. I urge the Floida Public Servie Commision to do the same.

PSC was contacted previously

Angela Charles

From: Ruth McHargue
Sent: Monday, December 01, 2014 3:37 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

From: Diane Hood
Sent: Monday, December 01, 2014 1:07 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1157007C. DHood

From: Ruth McHargue
Sent: Monday, December 01, 2014 12:59 PM
To: Diane Hood
Subject: FW: concerns

Please see Rhonda's instructions.

Thanks,

From: Rhonda Hicks
Sent: Monday, December 01, 2014 10:30 AM
To: Ruth McHargue
Subject: FW: concerns

Pls. enter in CATS and forward to smart meter docket file.

From: Kathy Lewis
Sent: Monday, December 01, 2014 9:32 AM
To: 'Beatrice Balboa'
Cc: Rhonda Hicks; Jim Dean; Debra Betton; Mark Futrell; Cayce Hinton
Subject: RE: concerns

Dear Ms. Balboa:

This is to acknowledge your communications of November 28 and 29, 2014, regarding Florida Power & Light Company.

Thank you for sharing your concerns.

Sincerely,

Kathryn Dyal Lewis
Regulatory Analyst
FLORIDA PUBLIC SERVICE COMMISSION

(850)413-6594

klewis@psc.state.fl.us

From: Beatrice Balboa [<mailto:beatricebalboa@gmail.com>]

Sent: Saturday, November 29, 2014 12:38 PM

To: Kathy Lewis

Cc: Marshall Willis; Rhonda Hicks; Jim Dean; Debra Betton; Mark Futrell

Subject: Re: concerns

I was reading the latest news media article(s) regarding the latest Florida Power & Light Co. (FPL) spiralling out-of-control base rate and extremely poor electrical infrastructural activities in the City of Pompano Beach, Broward County and/or the State of Florida with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the proposed more spiralling out-of-control rate increase in a overwhelming recessionary/depression economic climate adversely impacting taxpayer citizens. It is way past time to immediately commence a forensic audit throughout the entirety of Florida Power & Light Co. (FPL) administrative and upper management salary(ies) to eliminate, consolidate and reduce all non-essential functions by initiating cost cutting budget measures of 5, 10, 25, 50, 75 and/or 90%, starting at the highest levels of management and working downward to the local level, trying to keep the day-to-day operational and logistical electrical services delivery as much as fiscally prudent to relieve the ongoing unsustainable and unconscionable typical electrical bill inflicted on its senior citizenry. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

Beatrice Balboa

1010 South Ocean Boulevard, Apt. 1008

Pompano Beach, Fl 33062-6666

===

Tell Mel: Buy, don't lease, FPL surge protectors

Melanie Payne, November 25, 2014

You don't remember my 2008 column in praise of surge protectors? I don't blame you. Neither did I. My memory was jogged after I received an email from Carole Farrington of Fort Myers, who wrote to ask: "Is there any nice way you can caution readers to investigate the possibility of buying equipment before being persuaded to pay a monthly fee for it?"

Farrington wrote about how people shouldn't pay monthly for cheap modems and routers for their Internet service. But the bulk of her tome was dedicated to the "SurgeShield" program advertised in her Florida Power & Light bill. The surge protector is offered for \$10.95 a month by an FPL affiliate, FPL Energy Services.

"It makes no sense," for consumers to pay forever for this device, Farrington wrote.

If someone had signed up for SurgeShield after reading my column in 2008, when the cost was \$8.95 a month, by now they would have paid nearly \$700.

That's almost three times what the lowest price surge protector, installed by an electrician, will cost, said Wayne Kirkwood, president of Kirkwood Electric Inc. in Cape Coral.

Luanda Lee, the SurgeShield program manager, said SurgeShield is installed at your home's electrical meter, "and acts instantaneously to reduce, if not eliminate the amount of surge entering the home through electric lines."

It prevents damage to major motor-driven appliances like your air conditioner, washer, dryer and refrigerator.

Kirkwood said that it's important to understand that any surge protection is not going to protect you from a direct hit. What FPL Energy Services offers only covers the surges that come down your main electrical line, not if lightning hits the roof or travels into your house through another route. That's why you also need surge protection where you plug in electronic devices, Kirkwood said.

I'm convinced this type of protection is needed in every home, especially in Southwest Florida.

And I like Farrington's idea that people buy rather than lease these devices from FPL.

Customers of the Lee County Electrical Cooperative are given an option.

LCEC offers "surgeSENSE" for \$189 and no set-up fee. Customers who lease the surgeSENSE device pay a \$45 set-up fee and \$5.95 a month fee. A 24-month lease is required.

I know people prefer not to make big cash outlays, but really, this is a small amount of money compared to getting hit by a power surge and losing a major appliance. It's really a cost of home ownership.

So here's my advice. Call an electrician, and get an estimate for what it will cost you to get a surge protector and if you can afford it, get it. Make it a Christmas gift for your house.

If you can't afford it, start saving now. Put away \$1.25 a day, for the next six months and you will have the money before the summer thunderstorms get rolling when surge is a major risk.

Angela Charles

From: Ruth McHargue
Sent: Monday, December 01, 2014 2:46 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Service Outage TRACKING NUMBER 37516; E-Form Delay in Service TRACKING NUMBER 37517

Customer correspondence

From: Diane Hood
Sent: Monday, December 01, 2014 9:08 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1166881C. DHood

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, November 30, 2014 5:41 AM
Cc: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 37516

CUSTOMER INFORMATION

Name: TAMIKO PEELE
Telephone:
Email:
Address: 4001 SW MELBOURNE STREET PORT ST LUCIE FL 34953

BUSINESS INFORMATION

Business Account Name: TAMIKO PEELE
Account Number:
Address: 4001 SW MELBOURNE STREET PORT ST LUCIE Florida 34953

COMPLAINT INFORMATION

Complaint: Service Outage against Florida Power & Light Company
Details:
TAMIKO PEELE
4001 SW MELBOURNE STREET
PORT SAINT LUCIE, FL 34953

James L Robo
FPL a subsidiary of NextEra Energy, Inc
Miami, Fl 33188

November 28, 2014

NOTICE OF NO CONSENT TO TRESPASS AND SURVEILLANCE, NOTICE OF LIABILITY, MAKE WHOLE

Dear Florida Power and Light a subsidiary of NextEra Energy, Inc your company and its subsidiaries, affiliates, parent companies, and their shareholders, directors, officers, successors, contractors assigns, transferees, Haarp, employees, representatives, and agents, both current and former, and both individually and collectively from the beginning of time to the end and beyond. All parties above are hereby demanded to produce all information in your possession that was obtained for illegal purposes, cease from calling, damaging personal property and communicating with my place of employment, heirs, affiliates, family members, previous or current residential or mailing addresses, email addresses and home or cell telephones pertaining to me or others in direct or indirect connection with me.

Since the illegal installation of the HAARP device "SMART METER" have caused damages. Due to me being a US Citizen My heirs and I Bill of Rights and Civil Rights are being attacked. There has been pending and ongoing INCREASED UTILITY COSTS, REQUIRED APPLIANCE CHANGE OUTS, REMOTE SHUT DOWNS, UNISURABLE CONSEQUENCES, HEALTH EFFECTS FROM RADIATION AND INVASION OF PRIVACY TO SAY THE LEAST.

I DEMAND THAT THE ILLEGAL "SMART METER" BE REMOVED AT YOUR EXPENSE AND PLACE THE PREVIOUS METER BACK AND READ IT AT YOUR EXPENSE AS WELL. PAY FOR ALL THE DAMAGES THAT WERE CAUSED BY THE HAARP EQUIPMENT. FINALLY MAKE ME WHOLE.

If you intend to install or have illegally misrepresented the installation a "Smart Meter" or any activity monitoring device at the above address, you and all other parties are hereby deny consent for installation and use of all such devices on the above property. Installation and use of any activity monitoring device is hereby refused and prohibited. Informed consent is legally required for installation of any surveillance device and any device that will collect and transmit private and personal data to undisclosed and unauthorized parties for undisclosed and unauthorized purposes. Authorization for sharing of personal and private information may only be given by the originator and subject of that information. That authorization is hereby denied and refused with regard to the above property and all its occupants. "Smart Meters" violate the law and cause endangerment to residents by the following factors:

1. They individually identify electrical devices inside the home and record when they are operated causing invasion of privacy.
2. They monitor household activity and occupancy in violation of rights and domestic security.
3. They transmit wireless signals which may be intercepted by unauthorized and unknown parties. Those signals can be used to monitor behavior and occupancy and they can be used by criminals to aid criminal activity against the occupants.
4. Data about occupants daily habits and activities are collected, recorded and stored in permanent databases which are accessed by parties not authorized or invited to know and share that private data by those whos activities were recorded.
5. Those with access to the smart meter databases can review a permanent history of household activities complete with calendar and time-of-day metrics to gain a highly invasive and detailed view of the lives of the occupants.
6. Those databases may be shared with, or fall into the hands of criminals, blackmailers, corrupt law enforcement, private hackers of wireless transmissions, power company employees, and other unidentified parties who may act against the interests of the occupants under metered surveillance.
7. "Smart Meters" are, by definition, surveillance devices which violate Federal and State wiretapping laws by recording and storing databases of private and personal activities and behaviors without the consent or knowledge of those people who are monitored.
8. It is possible for example, with analysis of certain "Smart Meter" data, for unauthorized and distant parties to determine medical conditions, sexual activities, physical locations of persons within the home, vacancy patterns and personal information and habits of the occupants.
9. Your company has not adequately disclosed the particular recording and transmission capabilities of the smart meter, or the extent of the data that will be recorded, stored and shared, or the purposes to which the data will and will not be put.

10. Electromagnetic and Radio Frequency energy contamination from smart meters exceeds allowable safe and healthful limits for domestic environments as determined by the EPA and other scientific programs.

I forbid, refuse and deny consent of any installation and use of any monitoring, eavesdropping, and surveillance devices on my property, my place of residence and my place of occupancy. That applies to and includes "Smart Meters" and activity monitoring devices of any and all kinds. Any attempt to install any such device directed at me, other occupants, my property or residence will constitute trespass, stalking, wiretapping and unlawful surveillance and endangerment of health and safety, all prohibited and punishable by law through criminal and civil complaints. All persons, government agencies and private organizations responsible for installing or operating monitoring devices directed at or recording my activities, which I have not specifically authorized in writing, will be fully liable for any violations, intrusions, harm or negative consequences caused or made possible by those devices whether those negative consequences are justified by "law" or not..

This is legal notice. After this delivery the liabilities listed above may not be denied or avoided by parties named and implied in this notice. Civil Servant immunities and protections do not apply to the installation of smart meters due to the criminal violations they represent.

Notice to principal is notice to agent and notice to agent is notice to principal. All rights reserved.

TAMIKO PEELE

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, November 30, 2014 5:43 AM
Cc: Consumer Contact
Subject: E-Form Delay in Service TRACKING NUMBER: 37517

CUSTOMER INFORMATION

Name: TAMIKO PEELE
Telephone:
Email:
Address: 4001 SW MELBOURNE STREET PORT SAINT LUCIE FL 34953

BUSINESS INFORMATION

Business Account Name: TAMIKO PEELE
Account Number:
Address: 4001 SW MELBOURNE STREET PORT SAINT LUCIE Florida 34953

COMPLAINT INFORMATION

Complaint: Delay in Service against Florida Power & Light Company
Details:
TAMIKO PEELE
4001 SW MELBOURNE STREET
PORT SAINT LUCIE, FL 34953

James L Robo
FPL a subsidiary of NextEra Energy, Inc
Miami, Fl 33188

November 28, 2014

NOTICE OF NO CONSENT TO TRESPASS AND SURVEILLANCE, NOTICE OF LIABILITY, MAKE WHOLE

Dear Florida Power and Light a subsidiary of NextEra Energy, Inc your company and its subsidiaries, affiliates, parent companies, and their shareholders, directors, officers, successors, contractors assigns, transferees, Haarp, employees, representatives, and agents, both current and former, and both individually and collectively from the beginning of time to the end and beyond. All parties above are herby demanded to produce all information in your possession that was obtained for illegal purposes, cease from calling, damaging personal property and communicating with my place of employment, heirs, affiliates, family members, previous or current residential or mailing addresses, email addresses and home or cell telephones pertaining to me or others in direct or indirect connection with me.

Since the illegal installation of the HAARP device "SMART METER" have caused damages. Due to me being a US Citizen My heirs and I Bill of Rights and Civil Rights are being attacked. There has been pending and ongoing INCREASED UTILITY COSTS, REQUIRED APPLIANCE CHANGE OUTS, REMOTE SHUT DOWNS, UNISURABLE CONSEQUENCES, HEALTH EFFECTS FROM RADIATION AND INVASION OF PRIVACY TO SAY THE LEAST.

I DEMAND THAT THE ILLEGAL "SMART METER" BE REMOVED AT YOUR EXPENSE AND PLACE THE PREVIOUS METER BACK AND READ IT AT YOUR EXPENSE AS WELL. PAY FOR ALL THE DAMAGES THAT WERE CAUSED BY THE HAARP EQUIPMENT. FINALLY MAKE ME WHOLE.

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4. Data about occupants daily habits and activities are collected, recorded and stored in permanent databases which are accessed by parties not authorized or invited to know and share that private data by those whos activities were recorded.
5. Those with access to the smart meter databases can review a permanent history of household activities complete with calendar and time-of-day metrics to gain a highly invasive and detailed view of the lives of the occupants.
6. Those databases may be shared with, or fall into the hands of criminals, blackmailers, corrupt law enforcement, private hackers of wireless transmissions, power company employees, and other unidentified parties who may act against the interests of the occupants under metered surveillance.
7. "Smart Meters" are, by definition, surveillance devices which violate Federal and State wiretapping laws by recording and storing databases of private and personal activities and behaviors without the consent or knowledge of those people who are monitored.
8. It is possible for example, with analysis of certain "Smart Meter" data, for unauthorized and distant parties to determine medical conditions, sexual activities, physical locations of persons within the home, vacancy patterns and personal information and habits of the occupants.
9. Your company has not adequately disclosed the particular recording and transmission capabilities of the smart meter, or the extent of the data that will be recorded, stored and shared, or the purposes to which the data will and will not be put.

10. Electromagnetic and Radio Frequency energy contamination from smart meters exceeds allowable safe and healthful limits for domestic environments as determined by the EPA and other scientific programs.

I forbid, refuse and deny consent of any installation and use of any monitoring, eavesdropping, and surveillance devices on my property, my place of residence and my place of occupancy. That applies to and includes "Smart Meters" and activity monitoring devices of any and all kinds. Any attempt to install any such device directed at me, other occupants, my property or residence will constitute trespass, stalking, wiretapping and unlawful surveillance and endangerment of health and safety, all prohibited and punishable by law through criminal and civil complaints. All persons, government agencies and private organizations responsible for installing or operating monitoring devices directed at or recording my activities, which I have not specifically authorized in writing, will be fully liable for any violations, intrusions, harm or negative consequences caused or made possible by those devices whether those negative consequences are justified by "law" or not..

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Notice to principal is notice to agent and notice to agent is notice to principal. All rights reserved.

TAMIKO PEELE

Angela Charles

From: Ruth McHargue
Sent: Monday, December 01, 2014 12:26 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 130223
Attachments: 141105 FPL Affidavit.pdf

Customer correspondence

From: Caridad Soler [<mailto:vigilantrequest@gmail.com>]
Sent: Sunday, November 30, 2014 6:42 PM
To: Ruth McHargue
Subject: FPL

Dear Ms. McHargue,

Attached please find my affidavit which I sent to FPL. Please include it with our previous correspondence concerning the smart meter.

Thank you,
Charles William: Antolick

State of Florida
County of Putnam

BEFORE ME, the undersigned authority, personally appeared Charles William: Antolick, who, after being duly sworn by me, deposes and says:

1. Affiant is of majority of age, of sound mind, and has firsthand knowledge of the facts contained in this my affidavit, and is willing to testify to their veracity in any court of competent jurisdiction.

2. Affiant is the manager of Free Indeed Pure Trust (FIPT; FIPT also includes Affiant in his managerial capacity), is authorized to sign forms of payments to Florida Power & Light (FPL) for services rendered, and is authorized to speak on this matter.

3. Affiant lives in the house located at 113 Baker Road, Hawthorne, Florida, with my wife.

4. 113 Baker Road, Hawthorne, Florida, is the location (service location) of utility FPL service.

5. FPL has provided electricity to the service location since 1999.

6. FIPT has paid in full each and every bill since 1999 that did not include the fees associated with the smart meter.

7. FPL has never disrupted electrical service to Affiant due to late or non-payment of billings.

8. FPL is the only company available to Affiant from whom he can purchase electrical service.

9. Sometime in January of 2013, an unnamed female agent of FPL called and spoke to Affiant's wife about setting an appointment to install the smart meter. Affiant's wife said to her that we did not want the smart meter installed. To which the agent replied, "You are a minority and that she had to do what the majority wants."

10. FPL has not provided any hard evidence that the majority of Floridians "wanted" a smart meter installed.

11. FPL has installed or attempted to install smart meters onto service locations without the owners/residents' knowledge or consent.

12. On or about January 16 or 17, 2013, a man by the name of Delmar Brent Employee #213780 came unto the service location by climbing the closed gate with all the equipment to install the smart meter. The gate has attached to it "No Trespassing" and "Dog on Premises" signs. Mr. Brent climbed the locked gate assuming we were not home and witnessed him trespass unto the service location. Had Mr. Brent not left the service location immediately upon being told to leave, Affiant would have filed a criminal trespass complaint.

13. Mr. Scott Henneforth, FPL Customer Advocate, has never acknowledged that Mr. Delmar Brent committed trespass.

14. FPL has actual knowledge that there is a dog on the service location.

15. FPL's meter-reading department makes a monthly call to Affiant reminding him to restrain the dog and unlock the gate.
16. Affiant has been self-reading the meter for about four or five reading cycles.
17. FPL gave Affiant the "choice" of installing a smart meter at no charge or retain his traditional electrical power-usage meter, termed "non-standard meter" (traditional meter), at a monthly fee of \$13.00 with a one-time enrollment fee of \$95.00.
18. A dispute exists between Affiant, both in his FIPT managerial and private capacities, and FPL concerning the installation of the smart meter at service location.
19. Affiant and the Trustee of FIPT Eileen Slattery have refused in writing the installation of the smart meter at the service location.
20. As a result of Affiant's and FIPT's refusal to have FPL install the smart meter at the service location, a dispute exists between Affiant, both in his FIPT managerial and private capacities, and FPL concerning the assessment of fees.
21. The financial overhead of reading a traditional meter was formerly included in the charge imposed for electrical power usage.
22. FPL has not provided Affiant with any written documentation showing that the fees are authorized by statute for the use of the traditional meters.
23. FPL has not provided Affiant with any written documentation showing that the fees are authorized by statute for existing service.
24. FPL has not provided Affiant with any documentation as to what the fees are going to be used for on a monthly basis.
25. FPL has not provided Affiant with any documentation showing that the fees are escrowed in an account specifically designated for use to service the service location.
26. The Florida Legislature has found and declared that "it is critical to utilize the most efficient and cost-effective demand-side renewable energy systems and conservation systems in order to protect the health, prosperity, and general welfare of the state and its citizens." Florida Statutes §366. 81.
27. "Demand-side" means the "system located on a customer's" service location generating thermal or electric energy. Florida Statutes §366.82(1)(b).
28. As of August 27, 2014, FPL has not proven to Affiant that all the smart meters it has installed in Florida are not a fire hazard. <http://smartgridawareness.org/2014/08/27/domino-effect-of-more-smart-meters-being-replaced-due-to-fires/>, accessed October 22, 2014.
29. In the past 40 years, Affiant's experience with the traditional meter has never included a fire incident due to the use of the traditional meter.
30. FPL has not provided Affiant how many house fires have started at a smart meter.
31. Affiant read a report the American Academy of Environmental Medicine issued and approved on July 12, 2012, issuing recommendations regarding electromagnetic and radiofrequency exposure, stating various harmful effects. <http://aaemonline.org/AAEMEMFmedicalconditions.pdf>, accessed October 22, 2014.

32. There is a plethora of studies showing the ill-effect of radiofrequency electromagnetic field exposure. <http://www.emfanalysis.com/research/>, accessed November 30, 2014; <http://smartmeterdangers.org/smart-meter-research/>, accessed November 30, 2014, and <http://www.ncbi.nlm.nih.gov/pubmed/21793784>, accessed November 30, 2014, just to mention a few.

33. Affiant is exposed to radiofrequency electromagnetic field only when using a device as a cell phone.

34. Affiant's exposure to radio frequency electromagnetic fields will be constant when in the house at the service location or near any other structure having the smart meter installed.

35. ACLU Florida chapters have shown concern about dissemination of usage information facilitated by the smart meter. <http://microwavechasm.org/wp-content/uploads/2014/04/ACLUResolutionSarasota.pdf>, accessed October 22, 2014.

36. Dissemination of data collected by the smart meter, either directly or inadvertently, is a threat to Affiant's right to life, liberty, and property.

37. FPL has not given Affiant any written assurances under oath or penalty of perjury that he, his wife, the house, and land will not suffer any fire-, health-, and/or privacy-adverse incidents as a result of the installation and use of the smart meter.

38. FPL has not provided Affiant any written acceptance of full liability under oath or penalty of perjury for any fire-adverse incident as a result of the installation and use of the smart meter.

39. FPL has not provided Affiant any written acceptance of full liability under oath or penalty of perjury for any health-adverse incident as a result of the installation and use of the smart meter.

40. FPL has not provided Affiant any written acceptance of full liability for any privacy-adverse incident as a result of the installation and use of the smart meter.

41. In lieu of direct payment to FPL of disputed fees, Affiant is participating in a good-faith alternative in the form of an FPL Meter Fee Escrow Account (escrow account) holding all disputed fees.

42. A neighbor, William A. Speer, Jr., who also has the same dispute with FPL, opened an escrow account on July 16, 2014 (escrow account) at Florida Citizens Bank, Gainesville, Florida.

43. Affiant has agreed with the terms of using the escrow account.

44. Affiant has given to Mr. Speer for deposit in the escrow account, and has seen bank statements verifying, the amounts of the disputed fees which to date, include the \$95 one-time fee and three months of \$13.00 per month, totaling \$134.00.

45. Affiant affirms that all future FPL fees and surcharges for the use of the traditional meter will be deposited into the escrow account.

46. FPL has threatened to turn off power at 113 Baker Road account number 88373-22521 if Affiant does not pay the total fee amount of \$134.00.

47. Upon asking Mr. Speer, FPL has not threatened him to turn off his power although he has escrowed disputed fees in the same escrow account as Affiant.

48. Threats to turn off power are just as harmful to Affiant and his family (an elderly couple) as the harmful effects of fire, health hazard, and violation of privacy the smart meter poses.

49. Affiant is being penalized for refusing to accept a device that has been proven to be harmful to his health, and subjecting him to damage from fire and privacy violations (see paragraphs 28, 31 and 32).

50. The provisions of the escrow account fully satisfy all of FPL's traditional meter billing claims, preclude service cancellation and annual late fees, for payments diverted to the escrow account.

51. Affiant will pay all escrowed fees and surcharges to FPL once FPL provides written proof under oath or penalty of perjury that all fire, health, and privacy issues have been completely settled.

52. Deposits into the escrow account represent Affiant's good faith.

Affiant further sayeth not.


Charles William: Antolick

SWORN and SUBSCRIBED before me on this 5th day of November, 2014, Charles William: Antolick who is personally known to me or who have produced (type of identification) _____ as identification.


Signature of Notary

MERRI ELLIS
Printed Name of Notary



Angela Charles

From: Ruth McHargue
Sent: Wednesday, November 26, 2014 2:47 PM
To: Consumer Correspondence
Subject: FW: Smart meter protest for docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER 37502; complaint about FPL smart meters

Customer correspondence

From: Angie Calhoun
Sent: Wednesday, November 26, 2014 2:35 PM
To: Ruth McHargue
Subject: Smart meter protest for docket 130223

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 26, 2014 9:20 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37502

CUSTOMER INFORMATION

Name: Beverly Simmons
Telephone: 9419253720
Email: bds1004@aol.com
Address: 3946 Woodrow Street Sarasota FL 34233

BUSINESS INFORMATION

Business Account Name: Beverly Simmons
Account Number: 32264-44648
Address: 3946 Woodrow Street Sarasota Florida 34233

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

This complaint is related to the unjust charges applied to my bill for my refusing the installation of a "Smart Meter". I object to the "Smart Meter" due health concerns and due to the proximity of the meter to my bed - the meter is on the wall of my bedroom. A "Smart Meter" installed on my home would mean I have no choice in when or how I am exposed to RF radiation. This is a special concern on the wall of my bedroom. Having chosen to not have the "Smart Meter" installed I was charged an initial "enrollment charge" of \$95.00 for what I am told is my "enrollment in FPLs Non-Standard Meter Option" and then an additional \$13.00 a month surcharge for being "enrolled" in this "Non-Standard Meter Option". I have been an FPL customer with this same account number at this same address since April of 1991. I have never once been late on my payments. I am a good customer. I have changed nothing, yet I am being penalized by a change of policy from FPL. As there is no other option for me to choose for electric service to my home FPL holds a monopoly of service. I request a refund of the \$95.00 initial "enrollment charge", a refund of all months of \$13.00 fees since the creation of this policy going back to June 23, 2014, and a cessation of continued charging of this "Non-Standard Meter Option" billing charge.

Angela Charles

From: margie_koelling@yahoo.com
Sent: Wednesday, November 26, 2014 11:23 AM
To: Consumer Contact
Subject: complaint about FPL smart meters

Hello, I am sending a complaint about FPL smart meters. I didn't want this meter, but if I chose not to have it, would be charged 100 dollars and then 13 dollars each month. So I agreed to have it installed. My bill has gone up every single month since it was installed several months ago, even though we are using LESS energy now. I think this should not be allowed to be forced to either have a meter that is incorrect or pay a fine each month for a meter (not a smart meter) that actually works properly. this is a scam by FPL !!

Sent from Windows Mail

Angela Charles

From: Ruth McHargue
Sent: Wednesday, November 12, 2014 3:52 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: 130223

Importance: Low

Customer correspondence

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, November 12, 2014 11:05 AM
Cc: Consumer Contact
Subject: {BULK} E-Form Improper Billing TRACKING NUMBER: 37400
Importance: Low

CUSTOMER INFORMATION

Name: Maryann Fitzpatrick
Telephone: 239-961-6053
Email: fitzma1121@embarqmail.com
Address: 681 107th Ave N Naples FL 34108

BUSINESS INFORMATION

Business Account Name: Maryann Fitzpatrick **Account Number:** 80121-39153
Address: 681 107th Ave N Naples Florida 34108

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company
Details:

As a former FPL meter reader, I have previously filed a complaint regarding their charging of \$13 monthly fee to cover the costs of having to send someone to physically read the meter. Throughout their history, they have only ever required one or two physical readings a year to maintain service and have sent computer-generated estimated bills the rest of the time.

My previous complaint stated this new insistence on monthly access and the subsequent cost was nothing but a form of economic bullying to force people into accepting the new meter. By computing the cost of monthly readings into their fee structure, they went against their entire history and tradition in order to artificially jack up the cost to consumers.

Today I can prove this assertion. I just got my new e-bill. Imagine my surprise when I discover it is an ESTIMATED bill. There is no impediment to them accessing my meter. They have been using that side gate since I built the fence 11 years ago without problem. I checked it again this morning and it opens just fine. Also, it is FPL policy that IF the meter cannot be accessed for some reason, a door hanger is left to notify the customer in order to alert them to the need to correct the defect before the next reading. I received no such notice.

My only conclusion is that no attempt was made to physically read my meter. The estimate reading is a few hundred kwh higher than the actual reading, so they are charging me in advance for electricity I havent yet used. And they still charged me the \$13 monthly fee for the "extra expenses" they incur by having to read my meter.

Either they calculate the charges based on monthly readings and perform them accordingly, or they calculate their expenses for the actual number of times they plan to read the meter in a year and charge accordingly. It is my contention that they artificially inflated the costs incurred in order to force people into accepting the new meters. That is economic bullying and they shouldnt be allowed to get away with it.

PSC was contacted previously

Angela Charles

From: Ruth McHargue
Sent: Monday, November 10, 2014 2:37 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

From: Consumer Contact
Sent: Monday, November 10, 2014 2:12 PM
To: Ruth McHargue
Subject: To CLK Docket 130223- Response requested

Copy on file, see 1165294C. DHood

From: Mark B. [<mailto:markjblum@comcast.net>]
Sent: Monday, November 10, 2014 12:39 PM
To: Consumer Contact
Subject: Electric meter VS. smart Meters

Good Afternoon, 11/10/14
When FLP gave me a choice between keeping my standard meter vs smart meter
I decided to keep the standard meter because of and health issue. Is there
going to be a decision on the surcharge fees FPL put on me
between now and the end of the year? Put let me know! If you want to contact me
by phone my number is 239- 774-3379!

Thank you for your time,

Regards!

Angela Charles

From: Ellen Plendl
Sent: Thursday, November 06, 2014 11:11 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW Smart Meters; FW Smart Meters

See attached customer correspondence for correspondence side of Docket 130223-EI.

Angela Charles

From: Walter Clemence
Sent: Thursday, November 06, 2014 11:07 AM
To: 'tortuga15@comcast.net'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl
Subject: FW: Smart Meters

Dear Ms. Henry,

Thank you for your correspondence to Governor Rick Scott regarding smart meters. The Governor's office asked the Florida Public Service Commission (FPSC) to respond and we appreciate the opportunity to assist you.

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the FPSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. FPSC staff estimated that the cost adjustments would reduce the one-time customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. These charges represent the incremental capital and operations and maintenance (O&M) costs to FPL to develop and administer the NSMR tariff. The capital costs include the costs to establish meter reading routes, the costs to test the meter, a site visit, and the costs to administer customer enrollment. The O&M costs are the costs associated with the monthly meter reading and billing to the customer. FPL subsequently refiled its tariff incorporating these recommended adjustments and it is in effect. However, the tariff was subsequently protested by two customer groups and an evidentiary hearing was held on September 30th. The FPSC is expected to make a decision on the NSMR tariff later this year.

The FPSC appreciates your concerns about the potential health impacts of smart meters. However, the FPSC does not have any authority to determine the health impacts of smart meters. As required by Section 366.04, Florida Statutes, the FPSC has adopted and enforces the safety standards found in the National Electrical Safety Code (NESC) for all electric utilities. However, the NESC does not address radio frequency transmitted by devices such as smart meters. The Federal Communications Commission (FCC) establishes and enforces standards associated with devices that emit radio frequency waves. The FCC would handle concerns dealing with the health impacts from smart meter deployment. If you have further concerns about the health impact, please contact the FCC at 1-888-225-5322.

Here is the link to the docket file which includes access to all documents, including the correspondence file, FPL's petition, the Order, and schedule of events:

<http://www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223>

Additional information on smart meters can be found on the Commission's website at:

<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns.

Sincerely,

Walter Clemence

-----Original Message-----

From: Janice A Henry [<mailto:tortuga15@comcast.net>]

Sent: Saturday, November 01, 2014 12:53 PM

To: Governor Rick Scott

Subject: Smart Meters

From: Janice A Henry <tortuga15@comcast.net>

County: Palm Beach

Zip Code: 33477

Phone Number: 561-627-5020

Message Body: I know the discussion is concerning the extra charge but it is derived from the "health problems"

that the radiation emitted from these meters.

Since 2009 when my meter was installed, I was sick continuously. The several doctors could never find a cause with endless tests that would turn up negative. I had my house checked for mold and there was little.(at a great) expense. When I dis- Covered SmartMeterBlock.com with info and covers that could block the radiation, I feel immediately much better other than normal ills.

PLEASE HELP THE PEOPLE FROM RADIATION

Angela Charles

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Tuesday, November 04, 2014 4:12 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meters

-----Original Message-----

From: Janice A Henry [<mailto:tortuga15@comcast.net>]
Sent: Saturday, November 01, 2014 12:53 PM
To: Governor Rick Scott
Subject: Smart Meters

From: Janice A Henry <tortuga15@comcast.net>

County: Palm Beach

Zip Code: 33477

Phone Number: 561-627-5020

Message Body: I know the discussion is concerning the extra charge but it is derived from the "health problems"

that the radiation emitted from these meters.

Since 2009 when my meter was installed, I was sick continuously. The several doctors could never find a cause with endless tests that would turn up negative. I had my house checked for mold and there was little.(at a great) expense. When I discovered SmartMeterBlock.com with info and covers that could block the radiation, I feel immediately much better other than normal ills.

PLEASE HELP THE PEOPLE FROM RADIATION

Angela Charles

From: Ruth McHargue
Sent: Wednesday, November 05, 2014 1:35 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

[Customer correspondence](#)

From: Consumer Contact
Sent: Wednesday, November 05, 2014 10:48 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

[Copy on file, see 1160201C. DHood](#)

From: gr@reagan.com [<mailto:gr@reagan.com>]
Sent: Sunday, September 21, 2014 7:26 AM
To: Consumer Contact
Subject: Docket 130223

To Whom It May Concern:

We find the \$96 initial fee to FPL and the \$13 per month out of line for us to continue the agreement we have had with FPL since we signed on in 1992! On top of it, YOU CHARGED US SALES TAX ON THE AMOUNTS. Shame on you, as I don't believe that any of you have done your homework on what is being 'forced' on your residents with smart meters. You exist to protect and secure fairness for the Citizens of the Great State of Florida, and instead you are in the pocket of big business! Do any of you know how many meter readers were laid off with this move, but that's a totally different subject. AT LEAST STAND UP TO FPL AND GET RID OF THE OUT OF LINE \$96 fee that covers them to 'set up' something they have had as long as there has been meters....a billing program!!! We certainly aren't asking them to do anything different than 'what was already in place for many years!' I am aware that you won't take into account our "Public Health and Safety", as you ridiculously indicated that isn't your job, but you have to at least understand what is going on to make an informed decision on 'whacking' us with a \$96 fee! If you care, see my post script with two very short informative links by companies that either deploy smart meters or manufacture them.

Gary and Karen Runge
Coral Springs, FL 33065
954-755-1938

PS: If you care, there is a ton of information and active things going on with smart meters. This link takes you to LAKELAND ELECTRIC (Florida) and their 'problems and admissions';

<http://www.lakelandelectric.com/YourUtility/NewsEvents/TabId/4086/PostId/781/lakeland-electric-replacing-8-of-digital-meters.aspx>

This link takes you to a smart meter MANUFACTURER who has addressed the fire problems with the meters on their website, and note they indicate it is NOT just their meters, this problem is systemic!! <http://sensus.com/web/usca/news/display/results-of-smart-meter-investigation-point-to-external-factors-press-release>

Angela Charles

From: Ellen Plendl
Sent: Monday, November 03, 2014 1:07 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW Smart Meter; FW Smart Meter

See attached customer correspondence for correspondence side of Docket 130223-EI.

Angela Charles

From: Walter Clemence
Sent: Monday, November 03, 2014 1:04 PM
To: 'frumples100@yahoo.com'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl
Subject: FW: Smart Meter

Dear Ms. Knudsen,

Thank you for your correspondence to Governor Rick Scott regarding smart meters. The Governor's office asked the Florida Public Service Commission (FPSC) to respond and we appreciate the opportunity to assist you.

The FPSC requires investor-owned utilities to own and maintain a meter for measuring and billing electricity. Further, the FPSC has rules to ensure that the meters installed by IOUs are accurate. However, the utility may install the metering equipment of their choice, necessary for measuring electric service provided to its customers.

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the FPSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. FPSC staff estimated that the cost adjustments would reduce the one-time customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. These charges represent the incremental capital and operations and maintenance (O&M) costs to FPL to develop and administer the NSMR tariff. The capital costs include the costs to establish meter reading routes, the costs to test the meter, a site visit, and the costs to administer customer enrollment. The O&M costs are the costs associated with the monthly meter reading and billing to the customer. FPL subsequently refiled its tariff incorporating these recommended adjustments and it is in effect. However, the tariff was subsequently protested by two customer groups and an evidentiary hearing was held on September 30th. The FPSC is expected to make a decision on the NSMR tariff later this year.

The FPSC appreciates your concerns about the potential health impacts of smart meters. However, the FPSC does not have any authority to determine the health impacts of smart meters. As required by Section 366.04, Florida Statutes, the FPSC has adopted and enforces the safety standards found in the National Electrical Safety Code (NESC) for all electric utilities. However, the NESC does not address radio frequency transmitted by devices such as smart meters. The Federal Communications Commission (FCC) establishes and enforces standards associated with devices that emit radio frequency waves. The FCC would handle concerns dealing with the health impacts from smart meter deployment. If you have further concerns about the health impact, please contact the FCC at 1-888-225-5322.

Here is the link to the docket file which includes access to all documents, including the correspondence file, FPL's petition, the Order, and schedule of events:

<http://www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223>

Additional information on smart meters can be found on the Commission's website at:

<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns.

Sincerely,

Walter Clemence
Walter.Clemence@psc.state.fl.us

-----Original Message-----

From: paula knudsen [<mailto:frumples100@yahoo.com>]
Sent: Thursday, October 30, 2014 6:18 PM
To: Governor Rick Scott
Subject: Smart Meter

From: paula knudsen <frumples100@yahoo.com>

County: Out of State

Zip Code: 34243

Phone Number: 941-685-0035

Message Body: Hello

I refused the smart meter. MY neighbors did not. When the condo association across the creek was complete with meters my chickens died.

I put letters in all my neighbors mailboxes and they all thought I was crazy.. I have had 5 neighbors get sick since FPL SNUCK the meter on their homes without them believing me -- they all had new meters.

I THINK ITS A SIN that they are being able to "spy" on our private electric usage.

PLEASE make them stop,

Thanks

Paula Knudsen

Angela Charles

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Friday, October 31, 2014 12:36 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meter

-----Original Message-----

From: paula knudsen [<mailto:frumples100@yahoo.com>]
Sent: Thursday, October 30, 2014 6:18 PM
To: Governor Rick Scott
Subject: Smart Meter

From: paula knudsen <frumples100@yahoo.com>

County: Out of State

Zip Code: 34243

Phone Number: 941-685-0035

Message Body: Hello

I refused the smart meter. MY neighbors did not. When the condo association across the creek was complete with meters my chickens died.

I put letters in all my neighbors mailboxes and they all thought I was crazy.. I have had 5 neighbors get sick since FPL SNUCK the meter on their homes without them believing me -- they all had new meters.

I THINK ITS A SIN that they are being able to "spy" on our private electric usage.

PLEASE make them stop,

Thanks

Paula Knudsen

Angela Charles

From: Ruth McHargue
Sent: Thursday, October 30, 2014 9:35 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Thursday, October 30, 2014 8:20 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1164354C. Also filed for repair with FPL, see 1164352E. DHood

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, October 29, 2014 5:35 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37327

CUSTOMER INFORMATION

Name: Charlotte Brandon
Telephone: 321-725-8418
Email: inpalmbay@yahoo.com
Address: 1650 Ricardo St SE apt B Palm Bay FL 32909

BUSINESS INFORMATION

Business Account Name: Charlotte Brandon **Account Number:** 6459895493
Address: 1650 Ricardo St SE apt B Palm Bay Florida 32909

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

I have a pacemaker. When FPL changed my meter to a smart meter I had no problem with them doing that. Then my problems started. For 3 months I was sick as a dog. No one could figure out what the problem was. My cardiologist actually said he didnt know what was wrong and there was nothing he could do. Which makes since because when I left my house and was away from the meter I recovered. Then a friend told me about complaints from other pacemaker patients regarding the smart meters. When I called FPL to request information on their studies of the effects of smart meters on pacemakers I was told that there was no evidence that smart meters affected pacemakers. I found out that at that time no studies had been done to test the effect of smart meters on pacemakers. I called and requested that the smart meter on my house be removed which FPL did. Within hours of the removal of the smart meter my symptoms were alleviated. I have not had any problems in all this time. This year I got a letter from FPL stating that the PSC had

approved that FPL could charge me extra for a meter that is safe for me to be around. I am willingly paying the fees, however, the excuse given me for the increase in fees was that a human being was now having to come out and look at my meter each month to see how much electricity I use. Well, On August 3, 2014 there was a lightening strike that shorted out my electric meter. It has not worked since. FPL on their call line-answering tree does not have an option for a broken meter or for speaking to a real human being. It is now October 29 and the broken meter is still in place yet, FPL still charges me each month and I pay the fee for someone to come out and check my meter. If FPL wants to punish me because their smart meter makes me sick, fine, but they shouldn't dress it up as a necessity. I now have the added complication of a neighbor who won't, and shouldn't have to, pay the extra fees for a non-standard meter but whose meter is on the outside wall of my bedroom. I can't speak for everyone with a pacemaker but smart meters are unsafe for me and I urge you to allow people to have the choice of which meter to have without punishing them financially for that choice. Public utilities are supposed to be for the good of all the citizens not for profit.

Angela Charles

From: Ellen Plendl
Sent: Tuesday, October 07, 2014 9:42 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW SMART Meter; FW SMART Meter

See attached customer correspondence for correspondence side of Docket 130223-EI.

Angela Charles

From: Walter Clemence
Sent: Tuesday, October 07, 2014 9:35 AM
To: 'playparent@aol.com'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl
Subject: FW: SMART Meter

Dear Ms. Shine,

Thank you for your correspondence to Governor Rick Scott regarding smart meters. The Governor's office asked the Florida Public Service Commission (FPSC) to respond and we appreciate the opportunity to assist you.

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the FPSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. FPSC staff estimated that the cost adjustments would reduce the one-time customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. These charges represent the incremental capital and operations and maintenance (O&M) costs to FPL to develop and administer the NSMR tariff. The capital costs include the costs to establish meter reading routes, the costs to test the meter, a site visit, and the costs to administer customer enrollment. The O&M costs are the costs associated with the monthly meter reading and billing to the customer. FPL subsequently refiled its tariff incorporating these recommended adjustments and it is in effect. The tariff was protested by two customer groups and an evidentiary hearing was held on September 30th. The FPSC is expected to make a decision on the NSMR tariff later this year.

Here is the link to the docket file which includes access to all documents, including the correspondence file, FPL's petition, the Order, and schedule of events:

<http://www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223>

Additional information on smart meters can be found on the Commission's website at:

<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns.

Sincerely,

Walter Clemence
Walter.Clemence@psc.state.fl.us

-----Original Message-----

From: Shari Shine [<mailto:playparent@aol.com>]
Sent: Sunday, September 28, 2014 12:11 AM
To: Governor Rick Scott
Subject: SMART Meter

From: Shari Shine <playparent@aol.com>

County: Broward

Zip Code: 33325

Phone Number: 954-270-3106

Message Body: I opted out of the SMART meter several years ago with no charge to have my regular analog meter restored after learning FPL put it on without my consent. My daughter's head lay every night up against that wall and she developed Fibromyalgia that we believe was caused by the EMFs she was exposed to in such close range.

I do not want to be charged to keep the rest of my family safe from dirty radiation. FPL is WRONG!

We need solutions to this hideous secret that is causing everything from autism to allergies.

Tuesday and Wednesday are the hearings and I would like to know what is going to be done about this enormous problem that is making everyone sick and FPL has no problem charging us for it.

Angela Charles

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Tuesday, September 30, 2014 10:19 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: SMART Meter

-----Original Message-----

From: Shari Shine [<mailto:playparent@aol.com>]
Sent: Sunday, September 28, 2014 12:11 AM
To: Governor Rick Scott
Subject: SMART Meter

From: Shari Shine <playparent@aol.com>

County: Broward

Zip Code: 33325

Phone Number: 954-270-3106

Message Body: I opted out of the SMART meter several years ago with no charge to have my regular analog meter restored after learning FPL put it on without my consent. My daughter's head lay every night up against that wall and she developed Fibromyalgia that we believe was caused by the EMFs she was exposed to in such close range.

I do not want to be charged to keep the rest of my family safe from dirty radiation. FPL is WRONG!

We need solutions to this hideous secret that is causing everything from autism to allergies.

Tuesday and Wednesday are the hearings and I would like to know what is going to be done about this enormous problem that is making everyone sick and FPL has no problem charging us for it.

Angela Charles

From: Betty Leland
Sent: Thursday, October 02, 2014 9:36 AM
To: Commissioner Correspondence
Subject: FW: fires:SmartMeters-Federal Suit

Good Morning:

Please place the attached e-mail in docket correspondence consumers and their representatives in Docket No. 130223.

Thanks.

From: James Arpaia [mailto:arpaiajs@yahoo.com]
Sent: Wednesday, October 01, 2014 2:45 PM
To: Undisclosed recipients
Subject: Fw: fires:SmartMeters-Federal Suit

James S. Arpaia arpaiajs@yahoo.com

From:

Oct 2014 11:55:31 -0400

Date: Wed, 1 Oct 2014 10:48:00 -0400
Subject: Fwd: Scandal: Federal Suit Confirms Problems with FP&L 'Smart' Meter Installations

very important information-

(Read online here:

<http://microwavechasm.org/2014/09/27/fpl-customers-sue-honeywell-over-smart-meter-related-repairs/>
)

Developing Scandal: Federal Lawsuit Confirms Problems with FP&L 'Smart' Meter Installations

FPL was in a "panic mode" over the number of meter can repairs needed and "not open to any ideas other than their own."

Installers "took 20 seconds" to install the key device mediating electric service to FP&L customers' homes!

As CHASM has said all along, FP&L was aware of problems with its so-called "smart" meters hurriedly and recklessly installed by the contractors it hired, "on the cheap," to do the work. Then, when problems

became evident, FP&L has denied that any problems existed! Even worse, it has continued to deny any and all liability — and to blame homeowners — for problems triggered by the “smart” meters, where no such problems existed PRIOR TO the “smart” meter installation.

The Florida Public Service Commission (FPSC) is already aware, thanks to FP&L’s vague acknowledgement of “heat damage” problems, that real problems exist with this program. (See the archived “heat damage” links, below.)

CHASM asks: Will one or more Floridians have to die in fatal house fires triggered by inherently dangerous “smart” meters, before state regulators at the FPSC take serious action?

At the very least, ratepayers MUST be given the ability to REFUSE “smart” meters without any penalty. To be clear, ratepayers already possess this right, but shamefully, it is not being respected by either the FPSC or the utilities.

KEY POINTS:

A federal lawsuit filed against Honeywell over alleged improper installation of smart meters for Florida Power & Light Co. has revealed the following about the roll-out completed in 2013:

(read the CLASS ACTION COMPLAINT, here:
http://microwavechasm.org/?attachment_id=1493)

- * From 2005 through 2009 before the smart meter change-outs FPL knew of 950 customers who had meter cans requiring repair and replacement. Customers bore these costs.
- * After the smart meter change-outs, FPL knows of 13,050 customers who were required to make repairs to their meter cans at their own expense.
- * Honeywell’s electrical contractors Kilowatt Electric Co. and Ferran Services repaired more than 18,000 meter cans during and after the installations. Customers did not pay for the majority of these.
- * Tens of thousands of smart meter installations failed Honeywell’s “quality assurance checks.”
- * FPL does not know how many customers sought repairs to their meter cans without notifying FPL.
- * Honeywell subcontracted the installations to such companies as System One and Vanguard, now called Compass. Installers had just a few weeks training and were not licensed electricians. Some installers were paid by the hour, while others were paid per meter, which gave them incentive to rush through the job.
- * An installer who worked for Vanguard was suspended for two days without pay after speaking with media representatives while installing meters on Key Biscayne in 2010. The installer said everyone on his 40-person team installed 88 meters a day and each installation took “about 20 seconds.”
- * A top Honeywell official referred to the installers as “knuckleheads” and said in an email, “Bottom line is to hammer away at the knuckleheads until they understand or disappear.”
- * A Honeywell official said in an April 2011 email to another Honeywell employee that FPL was in a “panic mode” over the number of meter can repairs needed and “not open to any ideas other than their own.”

Read the CLASS ACTION COMPLAINT, here:
http://microwavechasm.org/?attachment_id=1493

CHASM has previously reported on these heat damage and/or dangerous installations here, here, here, here and here.

=====

FPL customers sue Honeywell over smart meter-related repairs [The Palm Beach Post, Fla.]

http://investing.businessweek.com/research/markets/news/article.asp?docKey=600-201409270001KRTRIB_BUSNEWS_54095_22484-1

Sept. 27—A federal lawsuit brought by two Florida Power & Light customers against Honeywell International claims that improper installation of smart meters caused them and at least 13,000 other customers to have to make costly repairs at their own expense.

Minnesota-based Honeywell Building Solutions was hired to install 4.5 million General Electric smart meters for FPL residential and small business customers throughout its 35-county territory. The \$800 million roll-out began in 2009 and was completed March 2013.

Smart meters, part of Juno Beach-based FPL's grid modernization, can be read remotely. Customers with the meters can view their energy consumption online by the month, day or hour.

Neither FPL or GE are named in the case scheduled to go to trial in March in federal court in Miami.

Emails, depositions and other documents filed in the case made new information public about the smart meter project. According to the court records, Honeywell officials expressed surprise at the wide-ranging scope of repairs needed to the cans that house the meters and said in emails in April 2011 it was "time to hit FPL for some more money" for administering the repairs.

Lissys Cortes and David Knight, two homeowners in southwest Miami, filed a lawsuit seeking class action status for FPL customers who had to pay for new meter cans and damage to their homes.

The lawsuit claims that Honeywell was negligent in its meter installations. Among the allegations are that Honeywell did not warn of the risks associated with the installations and did not train and supervise installers properly.

On Wednesday, U.S. District Judge Cecilia Altonaga ruled against the customers and said they do not qualify for certification as a class. The plaintiffs still have the right to appeal that ruling, and the two customers' claims are pending.

Scott Wagner, attorney with Miami-based Bilzin Sumberg's Litigation Group, which represents Honeywell, said Friday, "We are very happy with the ruling."

The judge found that there could be other reasons for meter can failure besides the change-out, such as poor wiring.

Attorneys for Honeywell said in the filings that the customers' claims are vague and insufficient to link anything Honeywell did to cause their damages.

Attorneys for Cortes and Knight did not return calls for comment.

Last year both Cortes and Knight paid Wiremasters Electric more than \$1,000 to make repairs to meter cans after they experienced flickering lights and outages at their homes. In both cases smart meters were installed in 2011, and sparking from the new meters and electrical problems started after that. Both homeowners say in depositions filed in the case that their houses had no electrical issues before the new meters were installed.

Cortes also blamed the meter change-out for the failure of her central air conditioning and pool pump.

The lawsuit alleges that the installers would "strike the old meter with extreme force" to knock it loose. Then they would "strike the smart meter with extreme force to install it in place of the old meter." Installers did the job that should have taken at least 5 minutes in 90 seconds, the suit said.

FPL allotted \$1.5 million for repairs to customers' meter cans done at the time of the smart meter installation or within six months of it, with a few exceptions. FPL has said that normally the cost of replacing meter enclosures is borne by the customer when it must be replaced due to obsolescence or wear.

In 1987, at FPL's request, state regulators transferred ownership of meter boxes to customers.

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FPL customers sue Honeywell over smart meter-related repairs

<http://www.palmbeachpost.com/news/business/fpl-customers-sue-honeywell-over-smart-meter-relat/nhWpb/>

By Susan Salisbury – Palm Beach Post Staff Writer

A federal lawsuit brought by two Florida Power & Light customers against Honeywell International claims that improper installation of smart meters caused them and at least 13,000 other customers to have to make costly repairs at their own expense.

Minnesota-based Honeywell Building Solutions was hired to install 4.5 million General Electric smart meters for FPL residential and small business customers throughout its 35-county territory. The \$800 million roll-out began in 2009 and was completed March 2013.

[ARTICLE REQUIRES SUBSCRIPTION]

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Plaintiffs Denied Class Cert. In Honeywell Electric Meters Row

[CHASM NOTE: JUDGE'S RULING, HERE:

http://microwavechasm.org/?attachment_id=1492]

<http://www.law360.com/energy/articles/580614/plaintiffs-denied-class-cert-in-honeywell-electric-meters-row>

By Nathan Hale

Law360, Miami (September 24, 2014, 8:25 PM ET) — A Florida federal judge on Wednesday found plaintiffs' claims insufficient to meet the prerequisites for class certification in a lawsuit alleging negligence against Honeywell International Inc. and a subsidiary over its installation of smart electric meters at the homes of Florida Power & Light customers.

Plaintiffs Lissys Cortes and David Knight brought the suit after FPL refused to reimburse them for repairs needed after Honeywell's workers allegedly improperly replaced the analog electric meters on their homes with Smart Meters, damaging the connections and allegedly causing electrical...

(SUBSCRIPTION REQUIRED)

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Angela Charles

From: Michael Fryd <mfryd@neucoimage.com>
Sent: Wednesday, October 01, 2014 10:00 PM
To: Records Clerk
Subject: Public Comment on Docket 130223 - FPL Petition for approval of optional non-standard meter rider

Public Comment on Docket 130223
Objection to FPL Petition for approval of optional non-standard meter rider

Dear Commissioners,

FPL has requested a new fee for customers who elect a traditional "dumb" meter, instead of FPL's preferred "smart" meter. I urge the commission to reject FPL's request for a surcharge, as the cost of reading traditional meters is already rolled into the tariffed rates.

FPL's request is based on the logic that "dumb" meters cost more to support, and this additional cost should be paid by those with the "dumb" meters, and not subsidized by the general customer base.

The flaw in FPL's logic, is that the existing tariffs were developed at a time when the vast majority of meters were "dumb" meters. Hence the tariffed rates are designed to accommodate the cost of manual meter readers for the vast majority of customers. It is not that "dumb" meters cost FPL more, but that "smart" meters eliminate costs that are already considered by the tariff.

Rather than adding a surcharge for "dumb" meters, FPL should be passing along a discount for "smart" meters.

If FPL's request is granted, they will be double billing customers who choose to retain "dumb" meters. The current tariffed rates are already designed to fund the reading of "dumb" meters for all customers. Thus everyone, whether they have a "smart" or a "dumb" meter is already paying for the reading of a "dumb" meter. A surcharge on "dumb" meters would be a "double billing". Every customer is already paying for the reading of "dumb" meters, why should those who actually have them pay a second time?

Thank you for your consideration.

Michael Fryd
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Miami Beach, FL 33139

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