

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

RECEIVED-FPSC  
12 MAY 11 PM 4:18

COMMISSION  
CLERK

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**DATE:** May 11, 2012  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Mark Futrell, Division of Regulatory Analysis *mf*  
**RE:** Smart Meter Data Request

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Attached are transmittal letters and staff's first data request for information on electric utility smart meters. Please place these documents in Docket No. 120000-OT, Undocketed Filings for 2012.

DOCUMENT NUMBER: 03033  
MAY 11 2012  
FPSC-COMMISSION CLERK

COMMISSIONERS:  
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LISA POLAK EDGAR  
ART GRAHAM  
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JULIE I. BROWN

STATE OF FLORIDA



CAPITAL CIRCLE OFFICE CENTER  
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TALLAHASSEE, FL 32399-0850

## Public Service Commission

May 11, 2012

Ms. Cheryl Martin  
Florida Public Utilities Company  
1641 Worthington Road, Suite 220  
West Palm Beach, Florida 33409-6703

Dear Ms. Martin:

During the Internal Affairs meeting on May 9, 2012, the Commission directed staff to gather information and determine what jurisdiction the Commission has over smart meters.

Therefore, we are making a request for information related to smart meters. This information will be used to inform staff and the Commission about the technology, policies, jurisdiction, costs, and benefits of smart meters.

Please submit a response for all questions no later than June 15, 2012, to Walter Clemence ([wclemenc@psc.state.fl.us](mailto:wclemenc@psc.state.fl.us)). If you have any questions regarding this request, you may contact Walter Clemence at (850) 413-6928. Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Beth Salak".

Beth Salak  
Director, Division of Regulatory Analysis

Enclosure

cc: Office of the General Counsel (Lawson)  
Office of the Commission Clerk (Cole)  
Division of Regulatory Analysis (Clemence)

### Smart Meter Data Request #1

Please note the term “smart meter” refers to a meter capable of communication with the utility, including but not limited to uni-directional or bi-directional communications and include automated meter reading and advanced metering infrastructure.

1. Please provide the following technical data regarding the company’s smart meter installations:
  - a. The number, timing, and type of smart meters being employed, by customer class.
  - b. A copy of the manufacturer’s technical specifications for each smart meter type being deployed.
  - c. The method of remote communication provided by each meter type (i.e., land-line vs radio frequency, one way vs. two way, etc.).
2. Please describe if there are any instances in which a smart meter cannot be installed in a home/business.
3. Please describe the smart meter installation procedure. Include at a minimum, how long the installation takes, any wiring that may be needed, how the utility responds to unsafe conditions within the meter box, and the costs to install a meter.
4. What new tariffs or programs is the company planning to offer to customers as smart meters are installed throughout the utility service territory?
5. Please explain if smart meters are currently being used for purposes other than billing, outage reporting, and remote connect/disconnect? Please state the other purposes.
6. Please explain if smart meters will be used shed load during times of peak usage.
7. Are all smart meters installed by the company UL listed?
  - a. If yes, please explain what UL listing means.
  - b. If not, please explain why the company uses meters that are not UL listed.

8. Please explain if all transmitters within all smart meters installed by the company are licensed by the FCC? How does the company determine that they complied with FCC RF emission requirements?
  9. Has the company studied the potential health effects from radio frequency (RF) from wireless smart meters? Please explain.
  10. What measures does the company take if a customer contacts the utility with smart meter based health concerns?
  11. How does the company ensure the RF from smart meters continues to stay within the limits set by the FCC?
  12. Has the company studied or is the company aware of any study on the effects of RF from a multi-meter installation? If so, please explain the results of any study and provide a copy of the study.
  13. Please describe the radio frequency emissions from the smart meters installed for the residential class, including the rate of occurrence for radio transmission, the power level of each radio transmission and how these data compare to other typical household appliances which emit radio frequency including but not limited to cell phones and microwave ovens.
  14. Please explain if the smart meters being installed by the company are capable of communicating with customer-owned devices in the home?
    - a. If yes, please explain the process for approval of communication with the customer-owned devices?
    - b. If not, please explain if this is something the company will pursue within the next 5 years?
-

15. Does the company consider individual customer data confidential?
    - a. If so, what is the basis for this designation?
    - b. If not, please explain?
  16. Please explain if the company shares individual customer data with others, including affiliates?
  17. What cyber security measures has the company taken to ensure the security of the data transmitted by the meter?
    - a. What is the industry standard for security of the smart grid?
  18. What security measures does the company take to ensure that customer information is delivered securely from the meter to the utility?
    - a. Has the company done any testing to ensure security of the transmission?
  19. Please describe the company's policy regarding customers who do not wish to accept a smart meter.
  20. Has the company ever given an alternative to customers who don't want to accept a smart meter?
    - a. If not, what is the basis for this decision?
    - b. If yes, how does a customer make such a request and is there a charge?
    - c. Please explain how much an alternative meter out would cost per customer?
    - d. What is the basis for this cost?
  21. If the company were to offer customers an alternative to smart meter installation, please provide an estimate of the cost per customer of manual meter reading.
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22. Does the company maintain historical data on customer usage?
  - a. Is that data available to customers or other parties?
  - b. How long is it stored?
23. Will smart meters allow customers to monitor the energy usage in their homes from remote locations? If yes, please describe the process.
24. Please describe the measures the company takes to ensure the components within the meter cabinet can safely accept a new smart meter.
25. Please describe the measures the company takes to ensure the installation of a new smart meter doesn't damage any components within the meter box.
26. Please describe how often meter boxes are found to be unsafe for smart meter installation. Please provide the total number and the percentage of total smart meter installations.
27. Please explain if the data transmitted by smart meters is encrypted?
28. How does the company ensure that smart meters are protected from cyber hacking?
29. How many complaints has the company received about smart meters and the implementation rollout for the years of 2010 and 2011?
  - a. What percentage of overall complaints received by the company involve smart meters?
  - b. How does the company resolve these smart meter complaints?
30. How does the company ensure that appliances within the home are not harmed by the loss of power experienced during a meter change out?

**Documents**

31. Please provide copies of any material materials given to customers on smart meters.
32. Please provide any call center scripts on smart meters or smart meter opt-out.
33. Please provide any materials given to customers in response to their concerns about the health effects from smart meters.
34. Please provide any work papers that support the cost claim for question 21.
35. Please provide the procedures for smart meter installation used by either the company or contractors.
36. Please provide copies of any FCC regulations that smart meters must comply with.

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## Public Service Commission

May 11, 2012

Ms. Susan Ritenour  
Secretary and Treasurer and Regulatory Manager  
Gulf Power Company  
One Energy Place  
Pensacola, Florida 32520

Dear Ms. Ritenour:

During the Internal Affairs meeting on May 9, 2012, the Commission directed staff to gather information and determine what jurisdiction the Commission has over smart meters.

Therefore, we are making a request for information related to smart meters. This information will be used to inform staff and the Commission about the technology, policies, jurisdiction, costs, and benefits of smart meters.

Please submit a response for all questions no later than June 15, 2012, to Walter Clemence ([wclemenc@psc.state.fl.us](mailto:wclemenc@psc.state.fl.us)). If you have any questions regarding this request, you may contact Walter Clemence at (850) 413-6928. Thank you for your assistance.

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Beth Salak  
Director, Division of Regulatory Analysis

Enclosure

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Public Service Commission

May 11, 2012

Mr. Billy Stiles  
Tampa Electric Company  
106 East College Avenue, Suite 630  
Tallahassee, Florida 32301

Dear Mr. Stiles:

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## Public Service Commission

May 11, 2012

Mr. Paul Lewis  
Progress Energy Florida, Inc.  
106 E. College Avenue, Suite 800  
Tallahassee, Florida 32301

Dear Mr. Lewis:

During the Internal Affairs meeting on May 9, 2012, the Commission directed staff to gather information and determine what jurisdiction the Commission has over smart meters.

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## Public Service Commission

May 11, 2012

Mr. Ken Hoffman  
Director of Regulatory Relations  
Florida Power & Light  
215 S. Monroe, Suite 810  
Tallahassee, Florida 32301

Dear Mr. Hoffman:

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6. Please explain if smart meters will be used shed load during times of peak usage.
7. Are all smart meters installed by the company UL listed?
  - a. If yes, please explain what UL listing means.
  - b. If not, please explain why the company uses meters that are not UL listed.

8. Please explain if all transmitters within all smart meters installed by the company are licensed by the FCC? How does the company determine that they complied with FCC RF emission requirements?
9. Has the company studied the potential health effects from radio frequency (RF) from wireless smart meters? Please explain.
10. What measures does the company take if a customer contacts the utility with smart meter based health concerns?
11. How does the company ensure the RF from smart meters continues to stay within the limits set by the FCC?
12. Has the company studied or is the company aware of any study on the effects of RF from a multi-meter installation? If so, please explain the results of any study and provide a copy of the study.
13. Please describe the radio frequency emissions from the smart meters installed for the residential class, including the rate of occurrence for radio transmission, the power level of each radio transmission and how these data compare to other typical household appliances which emit radio frequency including but not limited to cell phones and microwave ovens.
14. Please explain if the smart meters being installed by the company are capable of communicating with customer-owned devices in the home?
  - a. If yes, please explain the process for approval of communication with the customer-owned devices?
  - b. If not, please explain if this is something the company will pursue within the next 5 years?

15. Does the company consider individual customer data confidential?
  - a. If so, what is the basis for this designation?
  - b. If not, please explain?
16. Please explain if the company shares individual customer data with others, including affiliates?
17. What cyber security measures has the company taken to ensure the security of the data transmitted by the meter?
  - a. What is the industry standard for security of the smart grid?
18. What security measures does the company take to ensure that customer information is delivered securely from the meter to the utility?
  - a. Has the company done any testing to ensure security of the transmission?
19. Please describe the company's policy regarding customers who do not wish to accept a smart meter.
20. Has the company ever given an alternative to customers who don't want to accept a smart meter?
  - a. If not, what is the basis for this decision?
  - b. If yes, how does a customer make such a request and is there a charge?
  - c. Please explain how much an alternative meter out would cost per customer?
  - d. What is the basis for this cost?
21. If the company were to offer customers an alternative to smart meter installation, please provide an estimate of the cost per customer of manual meter reading.

22. Does the company maintain historical data on customer usage?
    - a. Is that data available to customers or other parties?
    - b. How long is it stored?
  23. Will smart meters allow customers to monitor the energy usage in their homes from remote locations? If yes, please describe the process.
  24. Please describe the measures the company takes to ensure the components within the meter cabinet can safely accept a new smart meter.
  25. Please describe the measures the company takes to ensure the installation of a new smart meter doesn't damage any components within the meter box.
  26. Please describe how often meter boxes are found to be unsafe for smart meter installation. Please provide the total number and the percentage of total smart meter installations.
  27. Please explain if the data transmitted by smart meters is encrypted?
  28. How does the company ensure that smart meters are protected from cyber hacking?
  29. How many complaints has the company received about smart meters and the implementation rollout for the years of 2010 and 2011?
    - a. What percentage of overall complaints received by the company involve smart meters?
    - b. How does the company resolve these smart meter complaints?
  30. How does the company ensure that appliances within the home are not harmed by the loss of power experienced during a meter change out?
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**Documents**

31. Please provide copies of any material materials given to customers on smart meters.
32. Please provide any call center scripts on smart meters or smart meter opt-out.
33. Please provide any materials given to customers in response to their concerns about the health effects from smart meters.
34. Please provide any work papers that support the cost claim for question 21.
35. Please provide the procedures for smart meter installation used by either the company or contractors.
36. Please provide copies of any FCC regulations that smart meters must comply with.