

## Crystal Card

---

**From:** Carlotta Stauffer  
**Sent:** Thursday, April 03, 2014 3:51 PM  
**To:** 'Laurie Wright'  
**Cc:** Crystal Card; Rachel Arnold  
**Subject:** RE: FOR PSC: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

Hi Laurie,  
Information is received and will be placed in the docket file (consumer correspondence).

Thank you,  
*Carlotta S. Stauffer*  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
[Carlotta.Stauffer@psc.state.fl.us](mailto:Carlotta.Stauffer@psc.state.fl.us)  
850.413.6728

---

**From:** Laurie Wright [mailto:Laurie.Wright@myfloridalegal.com]  
**Sent:** Thursday, April 03, 2014 3:44 PM  
**To:** Carlotta Stauffer  
**Subject:** Fw: FOR PSC: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

**contains any of smart meter\* AND any of fpl, fp&l, fp & l, florida power\***

9 records found.

*(See attached file: Smart meters 2014.xls)*

Thanks,

Laurie Wright  
Senior Consumer Service Analyst  
Office of the Attorney General  
PL-01, The Capitol  
Tallahassee, Florida 32399-1050  
(850) 414-3973

----- Forwarded by Laurie Wright/OAG on 04/03/2014 03:43 PM -----

From: Becky Kring/OAG  
To: Laurie Wright/OAG@OAG  
Cc: Bethann Dillon/OAG@OAG, Jack Hagadorn/OAG@OAG, Janna Barineau/OAG@OAG, Kym Oswald/OAG@OAG  
Date: 04/03/2014 03:37 PM  
Subject: Re: FOR PSC: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

Approved - Thanks!

Becky Kring  
Office of Citizen Services  
Florida Attorney General's Office  
PL01 The Capitol  
Tallahassee, Florida 32399-1050  
Toll-free in FL: (866) 966-7226  
Outside Florida: (850) 414-3990  
Website: <http://myfloridalegal.com>

*\*Please note that Florida has a broad public records law, and that all correspondence emailed to me may be subject to disclosure.\**

▼ Laurie Wright---04/03/2014 03:04:00 PM---contains any of smart meter\* AND any of fpl, fp&l, fp & l, florida power\* 9 records found.

From: Laurie Wright/OAG  
To: Kym Oswald/OAG@OAG, Becky Kring/OAG@OAG, Bethann Dillon/OAG@OAG, Jack Hagadorn/OAG@OAG, Janna Barineau/OAG@OAG  
Date: 04/03/2014 03:04 PM  
Subject: FOR PSC: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

Thanks,

Laurie Wright  
Senior Consumer Service Analyst  
Office of the Attorney General  
PL-01, The Capitol  
Tallahassee, Florida 32399-1050  
(850) 414-3973

----- Forwarded by Laurie Wright/OAG on 04/03/2014 02:53 PM -----

<b>Citizen Service Request</b>		Assigned by: <b>Jack Hagadorn</b>
Status: <b>Assigned</b>	Assigned To: <b>Laurie Wright</b>	Categories: <b>Request Information on Complaints</b>

**Action Taken:**

Date Received: **03/31/2014 12:49:42 PM**  
From: **Becky Kring**  
Unit: **Citizen Services**  
To: **Citizen Help**

Date Resolved:

cc: Kym Oswald; Janna Barineau; Jack Hagadorn; Samantha Santana; William Groover

Subject: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

**Citizen Help:** pls assign initially to Laurie for this week: pls gather smart meter fee complaints via Excel Spreadsheet FOR 2014. Forward to me when ready, and I'll email that first batch to Ms. Stauffer. After that, we'll blind copy her individ complaints. thx

Becky Kring  
Office of Citizen Services  
Florida Attorney General's Office  
PL01 The Capitol  
Tallahassee, Florida 32399-1050  
Toll-free in FL: (866) 966-7226  
Outside Florida: (850) 414-3990  
Website: <http://myfloridalegal.com>

*\*Please note that Florida has a broad public records law, and that all correspondence emailed to me may be subject to disclosure.\**  
----- Forwarded by Becky Kring/OAG on 03/31/2014 12:48 PM -----

Office of the Attorney General

**Subject:** FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

**Agency:** AG's Citizen Services

**Phone(s):** 850-414-3990; 866-966-7226/toll-free in FL

**Comments:** 2014 - Florida Power & Light announced customers who want to keep analog utility meters, and NOT switch to smart meter, will be charged a fee to keep old meter. **DOUBLECLICK FOR MORE INFO.**

**In-depth Comments:**

In 2014, the **Florida Public Service Commission** approved FP&L's request to charge customers who want to keep their old analog meters, and NOT get a smart meter. FP&L will charge a one time \$95 fee, and then a monthly \$13 fee for customers who keep the old analog meter.

**HOTLINE CALLS:** Enter in Hotline Messages and categorize as "Utilities."

Direct callers to:

Florida Public Service Commission ☎(800) 342-3552

**AND**

Office of Public Counsel ☎(800) 342-0222 (the Public Counsel represents citizens in PSC cases)

And as always, consumers are welcome to write the AG, but the PSC is the primary regulatory agency for private utilities.

**POSTAL/EMAIL:** Route to Citizen Services; categorize as "Utilities."

Respond as follows:

--Cons FYI language and CP referral (but no need to blind copy CP or Seniors vs. Crime on individual complaints at this time).

**--Forward to the PSC:**

-- Add a blind copy to PSC Clerk Carlotta Stauffer at [Carlotta.Stauffer@psc.state.fl.us](mailto:Carlotta.Stauffer@psc.state.fl.us). *<For internal use only. Do not disclose to public.*

**\*\*\*NOTE: THIS EMAIL ADDRESS IS ONLY FOR THE 2014 SMART METER FEE ISSUE\*\*\***

--For Postal entries, add a .pdf of postal complaint, and forward to PSC via email to above address

--Include this language, including bold font:

The Florida Public Service Commission (PSC) has opened **Docket No. 130223-EI** to review the FPL tariff filing that proposes to implement the smart meter opt out charge. I am forwarding your correspondence to the PSC for review.

--Also forward to the Office of Public Counsel.

--Add a blind copy to Public Counsel at:  
*{ CS is in process of getting an email address for Public Counsel }*

\*\*\*\*\*  
\*\*\*\*\*

▼ Author history

Information in this record has been filed by: Becky Kring (03/24/2014 11:29:47 AM), Becky Kring (03/24/2014 12:06:40 PM), Becky Kring (03/27/2014 04:48:25 PM), Becky Kring (03/31/2014 12:20:11 PM)

Posted	Last Name	First Name	Address	City	State	Zip	Phone	Email	Complaint	Referenced Business/Person	Referenced Address	Referenced City	Referenced State	Referenced Zip	Referenced Phone	Referenced Website	
3/5/2014	kopald	susan	1420 North Atantic Avenue, Apt 1603	Daytona Beach	FL	32118	(386) 252-7578	skopald@hvc.rr.com	I object to the Smart Meters and to the cost of opting out ( \$ 95 fee plus \$ 13/mo),  FPL is using extortion to try to make me comply with installing a "smart Meter" (which is basically me agreeing to have my house wiretapped). They cannot "bug" my home as I did not give permission for a smart meter, so they are now extorting me for money unless I comply. I have copied the portion of the notification they sent me below ...if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to www.FPL.com/meteroption.	Florida Power and Light							
3/10/2014	Barksdale	Jeffrey	11 LLovera Place	Palm Coast	FL	32164	(386) 585-3344	7barksdales@gmail.com		Florida Power & Light		Miami	FL	33188-0001		www.FPL.com/meteroption.	
									This is a copy of the complaint I filed with the BBB today. I believe that FP&L is violating state and federal laws. Instead of typing it all again, I pasted it here. Please file an injunction to prevent them from gouging all the Florida residents who do not want a "Smart Meter". Thank you for using the Better Business Bureau's Online Complaint System. Your complaint has been assigned case # 90248038. Correspondence regarding this complaint will be emailed to : sparkysun43@yahoo.com Please print a copy of this for your records. Filed on : March 13 2014 Filed by : I. Miller 4416 56th St W. Bradenton FL 34210 Filed against : Florida Power & Light Company PO Box 29100 Miami FL 33102-9100 Complaint Description: Coercive Force to accept smart meter by dishonest practices. Demanding recuperative costs when the system was paid for with a \$200,000,000 US grant On 3/11/14 I received a "letter" from FP&L which made us feel like we were being blackmailed. It is demanding that I either: A). Accept a smart meter, with all of the known issues therein (selective billing for peak and off peak use, lack of substantial data security, invasion of privacy, and lack of medical studies to determine long term effects.) B). Pay \$95 as a one time fee and \$13 a month for having a "non-standard" meter. Which is a deliberate lie as my meter has been standard for 40 years. All of the sudden my meter is "non-standard" because we refuse to allow anyone to replace a perfectly functioning meter for one which is for all intents and purposes a spy which can tell how many times my fridge turns on, when I microwave a cup of coffee, and when I take a shower. I believe that the ultimatum we received constitutes unlawful force, coercive business practices, and an invasion of my basic right to privacy. This data is completely insecure. Yes, its encrypted in transmission. How is the data secured in FP&L's computers? Are they connected to the internet? Can any government agency access this data? How protected is it from hacking? One hacker could turn half of the state off with a mouse click. I have no way to change providers. They are a monopoly. This is abusive and disrespectful activity. They claim that they need to "recoup the costs of rolling out this program", which is strange since they received over \$200,000,000 from the federal government to roll out this "option". It is NOT mandated by the government. Now if they did a phased implementation where they replaced BROKEN meters with the new type (everything breaks eventually, even a meter), and had real medical testing by a reputable laboratory which CONCLUSIVELY proved that people would suffer no ill effects from the placement of these devices, and if they only received usage data as a daily report eg: "house X used 35 kilowatts today" instead of a constantly powered telephone which I suspect we are footing the communication bill for (meaning it would be deliberately wired AFTER the meter which would cause the consumer to pay for the "negligible" usage of the device. 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 being monitored. It is possible, for example, with analysis of certain smart meter data for unauthorized and distant parties to determine medical conditions, physical locations of persons within the home, vacancy patterns, and habits and personal data of occupants. why should I have to pay in order to have the power company NOT violate my 4th amendment rights? Every one of my neighbors which had one of these installed has reported an increase in their bill. Your Desired Resolution: I am requesting as a "settlement" a total waiver of all fees for having a "non-standard" meaning non-transmitting analog meter. If I don't want a radio constantly reporting from my home the power company cannot compel me to do so. They have every right to read the meter. There is no obstacle or danger on my property to a meter reader. Why am I being levied for payment when they already got far more tax payer dollars from the government. This case will be reviewed by a complaint specialist at the Better Business Bureau, and then forwarded to the business for their response. It is our policy to allow the business 30 working days to respond to your complaint. You will be notified when the business has responded.								
3/13/2014	Miller	Ian	4416 56th st w	Bradenton	FL	34210		sparkysun43@yahoo.com		FP&L							
									notice Florida Power & Light Company. I conditionally accept your offer of the Non-Standard Meter Option upon your acceptance of my fee schedule. You will pay an acceptance fee of \$100 and a monthly surcharge of \$20 to help cover the cost of the rental space of said meter attached to my property. If you wish to switch out the current Non-Standard Meter attached to my property you will pay an acceptance fee of \$10,000 and a monthly surcharge of \$1000 to help cover the cost of medical expenses that may arise from exposure to radiation from the smart meter, aka, standard meter. (1) Know the facts. Failure to respond to this notice in 3 days constitutes acceptance. (2) Compare the costs and benefits. an acceptance fee of \$100 and a monthly surcharge of \$20 to help cover the cost of the space for Non-Standard Meter currently attached to my property. If you wish to switch out the current Non-Standard Meter on my property you will pay an acceptance fee of \$10,000 and a monthly surcharge of \$1000 to help cover the cost of medical expenses that arise from exposure to radiation from the smart meter (3) Make your choice. Please respond by March 28nd, 2014. Any action taken by any employees of Florida Power & Light Company without payment of the fee you are being charged will result in a lawsuit against them individually for administrating my property without rights or consent and against Florida Power & Light Company for nonpayment of the fees herein stated. For your convenience, I will reply to any information you send me in the mail, by return mail. Thank you in advance for making your choice. Larry McClurg Property Owner 5515 Palmetto Drive Fort Pierce, Florida, 34982 CC: FPL_Correspondence@fpl.com								
3/18/2014	McClurg	Larry	5515 Palmetto Drive	Fort Pierce	FL	34982	(772) 489-2070	larrymcclurg@att.net		Florida Power & Light Company	5515 Palmetto Drive	Fort Pierce	FL	34982	(772) 489-2070		

3/25/2014	Renfrow	Stephen R	2425 Southwest Avondale Street	Port St. Lucie	FL	34984	Not Given	Not Given	COPY OF TYPED LETTER - The correspondent, Mr. Stephen Renfrow, is writing to express his objection to the installation of a "smart" meter at his home by FPL.	Florida Power & Light
3/27/2014	Scharf	Roman						romans@digitalexp.com	Posted Date: 03/26/2014 08:41:09 PM From: "Roman Scharf" <romans@digitalexp.com> To: <FPL_Correspondence@fpl.com> cc: <pam.bondi@myfloridalegal.com> Subject: Smart meter or alternative meter? You have a choice FPL: Last year, you installed a Smart Meter at my home without my being informed. After a few weeks, I found that I was getting severe headaches since I work in the room whose outside wall has the meter attached to it. Once you removed and replaced the Smart Meter with a regular Meter, my severe headaches subsided. So, now you are going to force me pay to keep my existing meter? How about leaving the existing Meter and not incur any expense for replacing it? This really stinks that you are forcing me to pay extra to keep my present meter. I have another option: If after you reinstall the "Smart Meter" and either I or my wife require medical attention because of your "Smart Meter" will FPL assume whatever our medical expenses are because of the "Smart Meter". Your response will be appreciated Thank you, Roman Scharf	
3/31/2014	McClurg	Larry	5515 Palmetto Drive	Fort Pierce	FL	34982	not given	Larrymcclurg@att.net	TYPED LETTER- This is a cc of a letter to Florida Public Service Commission regarding the FPL's proposed installation of a smart meter. The writer notes that he has sent his fee schedule, 2 notices, and an affidavit to Jack Leon, FPL registered agent, and he states that he "conditionally accepts" FPL's order to choose a non standard meter. Please see General Comments for previous.	Florida Power and Light (FPL)
4/1/2014	pulick	john	139 w waterside pkwy	Palm Coast	FL	32137	(386) 864-7045	jackmaryp@gmail.com	I have been put in a position of paying \$95 to fpl in order to keep my standard meter and not have them replace it with an intrusive "smart" meter. The \$95 and permission to "choose" remaining with what has served well is for an enrollment fee with no explanation of what that means and why the cost, since I have been enrolled with this meter since 2006. The letter informs me that I have a "choice" but is extremely coercive in nature, and without the details and seems illegal to this financially vulnerable senior. Please keep them from bullying me.	florida power and light 700 universe blvd Juno Beach FL 33408 (800) 226-3545
3/19/2014	Zultak	Judith	3904 Northwest 77th Avenue	Hollywood	FL	33024	(954) 435-3523		HLM The caller states that the mail came and she got a marketing letter from Florida Power and Light. The caller states that Florida Power & Light installed a new "Smart Meters" three years ago. Due to these meters reportedly giving individuals, miscarriages, heart attacks, bloody noses and seizures, the caller had her meter removed and replaced with the old meter. The caller states that now the company wants to charge her a \$95 fee for having an old meter as well as a \$13 service charge. The caller states that Florida Power & Light also charged the "Smart Meter" company for the same amount. The caller states that she contacted FTC to learn that the federal agency could not assist them. The caller states that she is not going to settle and pay the company this amount. The caller wants to know what our agency can do for her. The caller notes that she is 73 and demanded that I file a complaint for her.	Florida Power and Light

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-

---

**DATE:** March 13, 2014  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Walter Clemence, Public Utility Analyst II, Office of Industry Development and Market Analysis  
**RE:** Docket No. 130223-EI Petition for approval of optional non-standard meter rider, by Florida Power & Light Company

---

Please include the attached letter dated March 25, 2014 into the correspondence file for Docket No. 130223-EI.

RECEIVED-PPSC  
14 APR -3 PM 3:22  
COMMISSION  
CLERK

## Walter Clemence

---

**From:** David Dowds  
**Sent:** Thursday, April 03, 2014 3:14 PM  
**To:** Walter Clemence  
**Subject:** FW: To CLK Docket 130223- Response requested

**From:** David Dowds  
**Sent:** Thursday, April 03, 2014 3:08 PM  
**To:** 'robin5richardson@yahoo.com'  
**Subject:** RE: To CLK Docket 130223- Response requested

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>

Dave Dowds  
Florida Public Service Commission  
[ddowds@psc.state.fl.us](mailto:ddowds@psc.state.fl.us)

**subject:** FW: To CLK Docket 130223- Response requested  
**From:** Robin Richardson [<mailto:robin5richardson@yahoo.com>]  
**Sent:** Tuesday, March 25, 2014 7:45 AM  
**To:** Consumer Contact  
**Subject:** Pay for smart meters

To Whom It May Concern,

This is the letter I just received? I have medical problems and can not tolerate this smart meter. This is not fair that they are going to punish me . Please call me and help me with situation.

Sincerely

Robin Richardson  
(941) 957-8737

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than April 13th, 2014.

Making your choice is easy. Just follow three simple steps:

- (1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.
- (2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).
- (3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by April 13th, 2014.

For your convenience, we have also sent you information in the mail.

Sent from my iPad

## Crystal Card

---

**From:** Betty Leland  
**Sent:** Thursday, April 03, 2014 1:52 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Smart meters

Good Afternoon:

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

Thanks.

---

**From:** Jim Varian  
**Sent:** Thursday, March 20, 2014 12:45 PM  
**To:** 'Brown, Benjamin'  
**Cc:** Betty Leland  
**Subject:** RE: Smart meters

Ben –

FYI, we are drafting a response to the Heimbolds' inquiry this afternoon. Your office will be copied when we send it to them.

The response will be an explanation of the tariff and the Commission's reasoning in approving it. It will also explain where we are in the process, and that the Commission will review the justification for the tariff, including the amounts charged, after a full evidentiary hearing that's scheduled for September.

I won't be able to offer the relief the Heimbolds requested, but will give them a respectful explanation of the Commission's action. The letter probably will go out tomorrow.

Jim Varian  
Chief Advisor to Chairman Art Graham  
Florida Public Service Commission  
[jvarian@psc.state.fl.us](mailto:jvarian@psc.state.fl.us)  
850-413-6022

---

**From:** Brown, Benjamin [<mailto:Benjamin.Brown@myfloridahouse.gov>]  
**Sent:** Thursday, March 20, 2014 12:23 PM  
**To:** 'David Heimbold'  
**Subject:** RE: Smart meters

Dear Mr. Heimbold,

I am not sure which manufacturer FPL uses as their smart meter supplier but I did find this link <http://smmaa.org/>. It might be able to shed more light with regards to health impacts of radio frequency emitted from smart meters. Have a great day.

Sincerely,

Ben Brown  
District Aide to Rep. Ronald "Doc" Renuart  
District 17

814 A1A North, Suite 307  
Ponte Vedra Beach, FL 32082-3270  
T: 904-273-4466  
F: 904-273-4966  
[Benjamin.Brown@myfloridahouse.gov](mailto:Benjamin.Brown@myfloridahouse.gov)

---

**From:** David Heimbold [<mailto:dpheimbold@yahoo.com>]  
**Sent:** Wednesday, March 19, 2014 3:53 PM  
**To:** Brown, Benjamin  
**Subject:** Re: Smart meters

Mr. Brown,

Thanks for forwarding our issue with the Smart Meters on to the Florida Public Service Commission(PSC).

When you get to my age, it is easy to get confused!

Thanks again,

Dave & Ellen Heimbold

**From:** "Brown, Benjamin" <[Benjamin.Brown@myfloridahouse.gov](mailto:Benjamin.Brown@myfloridahouse.gov)>  
**To:** "dpheimbold@yahoo.com" <[dpheimbold@yahoo.com](mailto:dpheimbold@yahoo.com)>  
**Sent:** Wednesday, March 19, 2014 11:19 AM  
**Subject:** Smart meters

Dear Mr. and Mrs. Heimbold,

I received your request with regards to the FPL smart meter. I referred it to the Florida Public Service Commission(PSC) because they are the agency which oversees the utility companies in Florida. The link to their web page is <http://www.floridapsc.com/> . A representative from the Florida PSC will contact you about your recent request.

Upon hearing from them, please let me know if I can be of any additional assistance to you.

Sincerely,

Ben Brown  
District Aide to Rep. Ronald "Doc" Renuart  
District 17

814 A1A North, Suite 307  
Ponte Vedra Beach, FL 32082-3270  
T: 904-273-4466  
F: 904-273-4966  
[Benjamin.Brown@myfloridahouse.gov](mailto:Benjamin.Brown@myfloridahouse.gov)

## Crystal Card

---

**From:** Carlotta Stauffer  
**Sent:** Thursday, April 03, 2014 4:17 PM  
**To:** Crystal Card  
**Subject:** FW: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

Consumer correspondence

---

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 4:11 PM  
**To:** Carlotta Stauffer  
**Cc:** Rachel Arnold; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup  
**Subject:** FW: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

Please place the communication below in the correspondence file for Docket No. 130223-EI.

Thank you,  
Mark Futrell

---

**From:** Governor Rick Scott [<mailto:Rick.Scott@eog.myflorida.com>]  
**Sent:** Friday, March 21, 2014 12:23 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

---

**From:** AJ [<mailto:ajm.13@att.net>]  
**Sent:** Tuesday, March 18, 2014 3:00 PM  
**To:** Governor Rick Scott  
**Subject:** Fw: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

Please find attached the e-mail discussed earlier from FPL.  
As you will see this is a clear case of what I consider to be extortion.  
Simply put, should we decide to keep the meter as is we WILL be subjected to a fine of \$95.00 plus an additional \$13.00 per month.

However, if we allow ourselves to be coerced, FPL will graciously install their "Smart-Meter" FREE of any charges. This fact alone begs the question, why is it so important for FPL to install these meters. Why does FPL feel the need to intrude on our privacy, CIA, NSA, etc. already watches everything else.

Note that FPL claims the benefit to me is a better system to determine there is an outage. REALLY, guess my phone call "ain't" enough. Further, there are many other reasons to avoid the "Smart-Meter". Also, during my 67 years what FPL now calls the "non-standard meter" did the job just fine. It kept track of usage, billed us accordingly and we paid. Somehow we

knew if the lights went out check the fuses / breakers then call FPL if necessary.

How could Florida Public Service Commission approve such an abomination.  
Incidentally, there is an action already on Docket #130223 regarding this issue.

Please confirm receipt of this email.

Thank You

*Georgianna Melo*

**From:** [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com)  
**Sent:** Monday, March 17, 2014 2:49 PM  
**To:** [AJM.13@ATT.NET](mailto:AJM.13@ATT.NET)  
**Subject:** Smart meter or alternative meter? You have a choice

March 17, 2014  
Re: Account #: 0735582116  
501 SE CALMOSO DR  
PORT SAINT LUCIE, FL 34983

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than April 6th, 2014.

Making your choice is easy. Just follow three simple steps:

- (1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.
- (2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).
- (3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by April 6th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Thursday, April 03, 2014 4:16 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130198-EI  
**Attachments:** FW: ADA II violation STATE OF FLA PSC permit. DEAFENING.Spectra EnergyGAS LINE NOISE;  
Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and PSC response for correspondence side of Docket 130198-EI.

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Thursday, April 03, 2014 4:01 PM  
**To:** 'LWheeler45@aol.com'  
**Subject:** Consumer Inquiry - Florida Power & Light Company

Mr. Leonard Williams  
[LWheeler45@aol.com](mailto:LWheeler45@aol.com)

Dear Mr. Williams:

We are responding on behalf of Florida Public Service Commission's (FPSC) Inspector General regarding Florida Power & Light Company (FPL) and the Sabal Trail Transmission project.

On October 24, 2014, the FPSC approved FPL's petition to increase its natural gas capacity. While the FPSC is responsible for determining the need for additional natural gas, the FPSC is not involved in the actual pipeline siting process. We will add your comments to the FPSC correspondence file for Docket 130198-El, which addresses FPL's petition. You may also contact the Florida Department of Environmental Protection regarding the siting process by using the following information:

Florida Department of Environmental Protection Office of Citizen Services  
3900 Commonwealth Blvd. MS49  
Tallahassee, FL 32399  
Telephone: 850-245-2118  
Facsimile: 850-245-2128

The Federal Energy Regulatory Commission (FERC) is the lead agency in reviewing the Sabal Trail Transmission project. You may contact FERC by using the following information:

Federal Energy Regulatory Commission  
888 First Street, NE  
Washington, DC 20426  
Telephone: 202-502-6088  
Toll-free Telephone: 1-866-208-3372  
E-Mail: [customer@ferc.gov](mailto:customer@ferc.gov)

Finally, you indicated that the new pipeline system is violating the Americans with Disabilities Act (ADA). You may express your concerns about the effect of the pipeline on the ADA by using the following information:

US Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section – 1425 NYAV  
Washington, D.C. 20530  
Toll-free Telephone: 800-514-0301  
Fax: 202-307-1197  
E-mail: [ADA.complaint@usdoj.gov](mailto:ADA.complaint@usdoj.gov)

If you have any questions, please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland  
Regulatory Program Administrator  
Florida Public Service Commission

## Crystal Card

---

**From:** Consumer Contact  
**Sent:** Monday, March 24, 2014 7:49 AM  
**To:** Ellen Plendl  
**Subject:** FW: ADA II violation STATE OF FLA PSC permit. DEAFENING.Spectra EnergyGAS LINE NOISE

---

**From:** LWheeler45@aol.com [mailto:LWheeler45@aol.com]  
**Sent:** Monday, March 24, 2014 2:39 AM  
**To:** Rick.Scott@eog.myflorida.com; CIG@eog.myflorida.com; Candie.Fuller@dep.state.fl.us; Consumer Contact; Elisabeth Draper; PMargolies@cpsc.gov; pschramski@gmail.com; Rhonda Hicks; Randy Roland; ada.complaint@usdoj.gov; KSwenson@lakecountyfl.gov; jfallstrom@orlandosentinel.com; LRitchie@OrlandoSentinel.com; SMinkoff@co.lake.fl.us; MMarsh@lakecountyfl.gov; pam.bondi@myfloridalegal.com  
**Cc:** Lisa\_Marshall@billnelson.senate.gov; Elizabeth.Tyrrell@mail.house.gov; 60m@cbsnews.com; cnnstoryideas@cnn.com; lwheeler45@aol.com  
**Subject:** ADA II violation STATE OF FLA PSC permit. DEAFENING.Spectra EnergyGAS LINE NOISE

[orlandosentinel.com/news/local/lake/os-lk-sabal-trail-pipeline-reaction-lauren-ritchie-20140321,0,1053806.columnOrlando\\_Sentinel](http://orlandosentinel.com/news/local/lake/os-lk-sabal-trail-pipeline-reaction-lauren-ritchie-20140321,0,1053806.columnOrlando_Sentinel)

## Readers worry proposed pipeline could be harmful

Please docket this as a PSCommission FPL Disabled citizens advocate complaint.

Legal Federal and State Standing is conferred by ADA III ADA II/ 504 and Lincoln Law Qui Tam , EPA Clean water and Clean Air act . 29 CFR OSHA and as complaint to FDEP and cause of dispute under Environmental Impact, Endangered Species Act, Violation Protected Species and Wet Lands endangerment complaint and Federal EPA/ OSHA Noise and Clean Water Act ESACT wetlands and Sole Source Water Supply standards.

And per se violation Federal Grant Assurances promising compliance with the aforementioned required compliance's.

and it is also ADA II / ADA II Elder endangerment complaint causing deafness and related problems to a Sr Fla Resident by noise conditions.

Exhibit with witnesses .

Lauren Ritchie COMMENTARY March 21, 2014

Say the words "Spectra Energy" and watch the email inbox light up.

Spectra is the company that is partnering with Florida Power & Light to build a natural-gas pipeline through three states, including Florida and parts of Lake, Sumter, Marion, Polk and Osceola counties.

The company is well known for building pipelines, and a spokesman said last week that it has a better safety record for onshore pipelines than does its competitors.

Folks who live around Spectra's projects don't feel the same way. Take Mike Benard, a New York resident whose property in Pennsylvania was taken by Spectra in an eminent-domain proceeding to build a 12-billion-cubic-foot underground reservoir for natural gas on 43 acres, complete with a 5,000-horsepower compressor station and 13 injection and withdrawal wells.

Benard runs an operation that used to be called Spectra Energy Watch but now has expanded and can be found at [shalepropertyrights.com](http://shalepropertyrights.com).

His biggest quarrel with the company is that, backed by the federal government, Spectra runs over the rights of property owners. That's an ages-old argument against eminent domain that Benard won't be winning. Another of his complaints is that the company likes to call its neighbors "stakeholders" but treats them like the enemy.

"Spectra Energy is a company that will not answer questions (especially from its 'stakeholders'), and it will not talk about its performance record, including federal and state fines," Benard wrote in an email. "If communities and local governments want to know what to expect from Spectra Energy, ask folks who live with its facilities today."

Benard cited an incident last March at the Steckman Ridge storage facility in which smoke was coming from a compression station and the local fire department responded. Residents, sitting atop an underground potential bomb, were rightly nervous. A spokesman for the company said there was no smoke, no incident and nothing was released.

Six days later, a headline in the Bedford (Pa.) Gazette declared, "Spectra backtracks on gas incident" and the story went on to detail how a pressure-release valve tripped, sending methane, the main ingredient in natural gas, into the air.

Benard said his organization has been talking with people who live along the 473-mile route of the proposed Sabal Trail pipeline, which accounts for about half the miles of pipeline that Spectra currently is trying to get approved by the federal government.

Slowly, folks in this area are beginning to realize that a pipeline is being proposed, and they could end up living nearby.

One who is a jump ahead on the issue is Gertrude Dickinson, a Lake Panasoffkee resident whose property is adjacent to the Half Moon Wildlife Management Area.

Dickinson has been fighting the pipeline both for personal health reasons and because she fears it could damage the environment.

The 83-year-old retiree who taught for 43 years at inner-city schools in Miami, said she suffers from a condition called auditory recruitment in which normal sounds are heard many times louder than they are heard by normal ears. The effect, Dickinson said, sets her nerves on edge and drives her blood pressure to unsafe levels. She dreads what will happen if the pipeline is installed near her property.

She said the pipeline route (see [bit.ly/1fHVtXx](http://bit.ly/1fHVtXx)) runs directly through the Half Moon area, where rangers ignite controlled burns once a year.

"A leak would be disastrous to the wildlife area and all of those in the Rutland Ranch development that is located directly adjacent to Half Moon," Dickinson wrote in an email.

Yeow! Controlled burns over top of a buried natural gas pipeline. Gee, nothing could go wrong there, could it?

Natural gas may be among the best fossil fuels when it comes to preserving the environment, but that doesn't mean companies should get an automatic pass on where and how to build a pipeline. But they will — unless the public gets involved.

The next public meeting on this issue is set for 6 p.m. Thursday at the Citrus Tower in Clermont.

[Lritchie@tribune.com](mailto:Lritchie@tribune.com). *Lauren invites you to send her a friend request on Facebook at <http://www.facebook.com/laurenolake>.*

Copyright © 2014, [Orlando Sentinel](#)

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Thursday, April 03, 2014 4:14 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** FW: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis; RE: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

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

## Crystal Card

---

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 3:56 PM  
**To:** 'ajm.13@att.net'  
**Cc:** Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup  
**Subject:** RE: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

Dear Ms. Melo,

Thank you for your comments to Governor Scott on FPL's smart meter program and the charges for customers who seek to opt-out of smart meters.

Your comments will be included in the correspondence file for Docket No. 130223-EI. Here is the link to the docket file:  
<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130223>.

The Commission's order on FPL's smart meter opt-out tariff was protested by two groups of customers. A hearing is scheduled for September 23-24, 2014. Following the hearing, the Commission will make a decision on FPL's tariff.

Mark Futrell  
[mfutrell@psc.state.fl.us](mailto:mfutrell@psc.state.fl.us)

RE: Information Request 1142285C

---

**From:** Governor Rick Scott [<mailto:Rick.Scott@eog.myflorida.com>]  
**Sent:** Friday, March 21, 2014 12:23 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

---

**From:** AJ [<mailto:ajm.13@att.net>]  
**Sent:** Tuesday, March 18, 2014 3:00 PM  
**To:** Governor Rick Scott  
**Subject:** Fw: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

Please find attached the e-mail discussed earlier from FPL.  
As you will see this is a clear case of what I consider to be extortion.  
Simply put, should we decide to keep the meter as is we WILL be subjected to a fine of \$95.00 plus an additional \$13.00 per month.

However, if we allow ourselves to be coerced, FPL will graciously install their "Smart-Meter" FREE of any charges. This fact alone begs the question, why is it so important for FPL to install these meters. Why does FPL feel the need to intrude on our privacy, CIA, NSA, etc. already watches everything else.

Note that FPL claims the benefit to me is a better system to determine there is an outage. REALLY, guess my phone call "ain't" enough. Further, there are many other reasons to avoid the "Smart-Meter". Also, during my 67 years what FPL now calls the "non-standard meter"

did the job just fine. It kept track of usage, billed us accordingly and we paid. Somehow we knew if the lights went out check the fuses / breakers then call FPL if necessary.

How could Florida Public Service Commission approve such an abomination. Incidentally, there is an action already on Docket #130223 regarding this issue.

Please confirm receipt of this email.

Thank You

*Georgianna Melo*

From: [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com)  
Sent: Monday, March 17, 2014 2:49 PM  
To: [AJM.13@ATT.NET](mailto:AJM.13@ATT.NET)  
Subject: Smart meter or alternative meter? You have a choice

March 17, 2014  
Re: Account #: 0735582116  
501 SE CALMOSO DR  
PORT SAINT LUCIE, FL 34983

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than April 6th, 2014.

Making your choice is easy. Just follow three simple steps:

- (1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.
- (2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).
- (3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by April 6th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Friday, March 21, 2014 12:23 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

---

**From:** AJ [<mailto:ajm.13@att.net>]  
**Sent:** Tuesday, March 18, 2014 3:00 PM  
**To:** Governor Rick Scott  
**Subject:** Fw: Smart meter or alternative meter? You have a choice \* \* \* \* ATTENTION: Stephanie / Phyllis

Please find attached the e-mail discussed earlier from FPL.  
As you will see this is a clear case of what I consider to be extortion.  
Simply put, should we decide to keep the meter as is we WILL be subjected to a fine of \$95.00 plus an additional \$13.00 per month.

However, if we allow ourselves to be coerced, FPL will graciously install their "Smart-Meter" FREE of any charges. This fact alone begs the question, why is it so important for FPL to install these meters. Why does FPL feel the need to intrude on our privacy, CIA, NSA, etc. already watches everything else.

Note that FPL claims the benefit to me is a better system to determine there is an outage. REALLY, guess my phone call "ain't" enough. Further, there are many other reasons to avoid the "Smart-Meter". Also, during my 67 years what FPL now calls the "non-standard meter" did the job just fine. It kept track of usage, billed us accordingly and we paid. Somehow we knew if the lights went out check the fuses / breakers then call FPL if necessary.

How could Florida Public Service Commission approve such an abomination.  
Incidentally, there is an action already on Docket #130223 regarding this issue.

Please confirm receipt of this email.

Thank You

*Georgianna Melo*

---

**From:** [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com)  
**Sent:** Monday, March 17, 2014 2:49 PM  
**To:** [AJM.13@ATT.NET](mailto:AJM.13@ATT.NET)  
**Subject:** Smart meter or alternative meter? You have a choice

March 17, 2014  
Re: Account #: 0735582116  
501 SE CALMOSO DR  
PORT SAINT LUCIE, FL 34983

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than April 6th, 2014.

Making your choice is easy. Just follow three simple steps:

- (1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.
- (2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).
- (3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by April 6th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

## Crystal Card

---

**From:** Carlotta Stauffer  
**Sent:** Thursday, April 03, 2014 3:51 PM  
**To:** 'Laurie Wright'  
**Cc:** Crystal Card; Rachel Arnold  
**Subject:** RE: FOR PSC: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

Hi Laurie,  
Information is received and will be placed in the docket file (consumer correspondence).

Thank you,  
*Carlotta S. Stauffer*  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
[Carlotta.Stauffer@psc.state.fl.us](mailto:Carlotta.Stauffer@psc.state.fl.us)  
850.413.6728

---

**From:** Laurie Wright [mailto:Laurie.Wright@myfloridalegal.com]  
**Sent:** Thursday, April 03, 2014 3:44 PM  
**To:** Carlotta Stauffer  
**Subject:** Fw: FOR PSC: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

**contains any of smart meter\* AND any of fpl, fp&l, fp & l, florida power\***

9 records found.

*(See attached file: Smart meters 2014.xls)*

Thanks,

Laurie Wright  
Senior Consumer Service Analyst  
Office of the Attorney General  
PL-01, The Capitol  
Tallahassee, Florida 32399-1050  
(850) 414-3973

----- Forwarded by Laurie Wright/OAG on 04/03/2014 03:43 PM -----

From: Becky Kring/OAG  
To: Laurie Wright/OAG@OAG  
Cc: Bethann Dillon/OAG@OAG, Jack Hagadorn/OAG@OAG, Janna Barineau/OAG@OAG, Kym Oswald/OAG@OAG  
Date: 04/03/2014 03:37 PM  
Subject: Re: FOR PSC: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

Approved - Thanks!

Becky Kring  
Office of Citizen Services  
Florida Attorney General's Office  
PL01 The Capitol  
Tallahassee, Florida 32399-1050  
Toll-free in FL: (866) 966-7226  
Outside Florida: (850) 414-3990  
Website: <http://myfloridalegal.com>

*\*Please note that Florida has a broad public records law, and that all correspondence emailed to me may be subject to disclosure.\**

▼ Laurie Wright---04/03/2014 03:04:00 PM---contains any of smart meter\* AND any of fpl, fp&l, fp & l, florida power\* 9 records found.

From: Laurie Wright/OAG  
To: Kym Oswald/OAG@OAG, Becky Kring/OAG@OAG, Bethann Dillon/OAG@OAG, Jack Hagadorn/OAG@OAG, Janna Barineau/OAG@OAG  
Date: 04/03/2014 03:04 PM  
Subject: FOR PSC: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

Thanks,

Laurie Wright  
Senior Consumer Service Analyst  
Office of the Attorney General  
PL-01, The Capitol  
Tallahassee, Florida 32399-1050  
(850) 414-3973

----- Forwarded by Laurie Wright/OAG on 04/03/2014 02:53 PM -----

<b>Citizen Service Request</b>		Assigned by: <b>Jack Hagadorn</b>
Status: <b>Assigned</b>	Assigned To: <b>Laurie Wright</b>	Categories: <b>Request Information on Complaints</b>

**Action Taken:**

Date Received: **03/31/2014 12:49:42 PM**  
From: **Becky Kring**  
Unit: **Citizen Services**  
To: **Citizen Help**

Date Resolved:

cc: Kym Oswald; Janna Barineau; Jack Hagadorn; Samantha Santana; William Groover

Subject: 2014 smart meter fee complaints - Fw: FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

**Citizen Help:** pls assign initially to Laurie for this week: pls gather smart meter fee complaints via Excel Spreadsheet FOR 2014. Forward to me when ready, and I'll email that first batch to Ms. Stauffer. After that, we'll blind copy her individ complaints. thx

Becky Kring  
Office of Citizen Services  
Florida Attorney General's Office  
PL01 The Capitol  
Tallahassee, Florida 32399-1050  
Toll-free in FL: (866) 966-7226  
Outside Florida: (850) 414-3990  
Website: <http://myfloridalegal.com>

*\*Please note that Florida has a broad public records law, and that all correspondence emailed to me may be subject to disclosure.\**  
----- Forwarded by Becky Kring/OAG on 03/31/2014 12:48 PM -----

Office of the Attorney General

**Subject:** FP&L smart meter fee 2014, Smart meter fee - FP&L 2014, Florida Power & Light smart meter fee 2014

**Agency:** AG's Citizen Services

**Phone(s):** 850-414-3990; 866-966-7226/toll-free in FL

**Comments:** 2014 - Florida Power & Light announced customers who want to keep analog utility meters, and NOT switch to smart meter, will be charged a fee to keep old meter. **DOUBLECLICK FOR MORE INFO.**

**In-depth Comments:**

In 2014, the **Florida Public Service Commission** approved FP&L's request to charge customers who want to keep their old analog meters, and NOT get a smart meter. FP&L will charge a one time \$95 fee, and then a monthly \$13 fee for customers who keep the old analog meter.

**HOTLINE CALLS:** Enter in Hotline Messages and categorize as "Utilities."

Direct callers to:

Florida Public Service Commission ☎(800) 342-3552

**AND**

Office of Public Counsel ☎(800) 342-0222 (the Public Counsel represents citizens in PSC cases)

And as always, consumers are welcome to write the AG, but the PSC is the primary regulatory agency for private utilities.

**POSTAL/EMAIL:** Route to Citizen Services; categorize as "Utilities."

Respond as follows:

--Cons FYI language and CP referral (but no need to blind copy CP or Seniors vs. Crime on individual complaints at this time).

**--Forward to the PSC:**

-- Add a blind copy to PSC Clerk Carlotta Stauffer at [Carlotta.Stauffer@psc.state.fl.us](mailto:Carlotta.Stauffer@psc.state.fl.us). *<For internal use only. Do not disclose to public.*

**\*\*\*NOTE: THIS EMAIL ADDRESS IS ONLY FOR THE 2014 SMART METER FEE ISSUE\*\*\***

--For Postal entries, add a .pdf of postal complaint, and forward to PSC via email to above address

--Include this language, including bold font:

The Florida Public Service Commission (PSC) has opened **Docket No. 130223-EI** to review the FPL tariff filing that proposes to implement the smart meter opt out charge. I am forwarding your correspondence to the PSC for review.

--Also forward to the Office of Public Counsel.

--Add a blind copy to Public Counsel at:  
*{ CS is in process of getting an email address for Public Counsel }*

\*\*\*\*\*  
\*\*\*\*\*

▼ Author history

Information in this record has been filed by: Becky Kring (03/24/2014 11:29:47 AM), Becky Kring (03/24/2014 12:06:40 PM), Becky Kring (03/27/2014 04:48:25 PM), Becky Kring (03/31/2014 12:20:11 PM)

## Crystal Card

---

**From:** Carlotta Stauffer  
**Sent:** Thursday, April 03, 2014 3:18 PM  
**To:** Crystal Card  
**Subject:** FW: smart meter

Consumer correspondence

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

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 3:08 PM  
**To:** Carlotta Stauffer  
**Cc:** Rachel Arnold; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup  
**Subject:** FW: smart meter

Please place the communication below in the correspondence file for Docket No. 130223-EI.

Thank you,  
Mark Futrell

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

**From:** Governor Rick Scott [<mailto:Rick.Scott@eog.myflorida.com>]  
**Sent:** Friday, March 21, 2014 12:59 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: smart meter

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

**From:** Barbara Batchelder [<mailto:bbatchelder@cfl.rr.com>]  
**Sent:** Wednesday, March 12, 2014 4:02 PM  
**To:** Governor Rick Scott  
**Subject:** smart meter

**From:** Barbara Batchelder <[bbatchelder@cfl.rr.com](mailto:bbatchelder@cfl.rr.com)>

County: Out of State

Zip Code: 32780

Phone Number: 321 267-2357

Message Body: The letter I received from FI Power & Light, said I have a choice of keeping my old meter. This is no choice! Being on a limited budget, the \$95.00 fee, plus surcharge of \$13.00 a month is outrageous. Smart meters are an intrusion of my privacy with their data mining of my usage. So I'm up against the wall and will have to comply with FPL . or be charged on my bill. I am not happy about this. I know you cannot do anything about it, but I want to register my complaint against so called "smart meters." Sincerely, Barbara Batchelder,

## Crystal Card

---

**From:** Carlotta Stauffer  
**Sent:** Thursday, April 03, 2014 3:16 PM  
**To:** Crystal Card  
**Subject:** FW: Smart Meters

Consumer correspondence

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

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 3:01 PM  
**To:** Carlotta Stauffer  
**Cc:** Rachel Arnold; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup  
**Subject:** FW: Smart Meters

Please place the communication below in the correspondence file for Docket No. 130223-EI.

Thank you,  
Mark Futrell

RE: Information Request 1141802C.

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

**From:** Governor Rick Scott [<mailto:Rick.Scott@eog.myflorida.com>]  
**Sent:** Friday, March 21, 2014 12:28 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Smart Meters

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

**From:** Linda Hansen [<mailto:ghansen11@cfl.rr.com>]  
**Sent:** Tuesday, March 18, 2014 10:48 AM  
**To:** Governor Rick Scott  
**Subject:** Smart Meters

**From:** Linda Hansen <[ghansen11@cfl.rr.com](mailto:ghansen11@cfl.rr.com)>

County: Flagler

Zip Code: 32137

Phone Number: 386-445-7683

Message Body: Governor Scott, the members of the PSC are all appointed by you, therefore I am writing to request a review of the current smart meter policy being implemented: If you have an analog meter, you may keep it for a fee of \$95 and an additional \$13 charge per month. This is an outrageous amount and is nothing but a revenue grab. How are Floridians supposed to be able to afford these fees? I don't mind the \$13 per month, but I think the initial \$95 fee is outrageous. I supported you when you ran for office the first time. I am not so certain of my support now. Government is supposed to work for the people, NOT the other way around.

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Thursday, April 03, 2014 3:05 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** FW: smart meter; RE: smart meter

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

## Crystal Card

---

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 3:04 PM  
**To:** 'bbatchelder@cfl.rr.com'  
**Cc:** Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup  
**Subject:** RE: smart meter

Dear Ms. Batchelder,

Thank you for your comments to Governor Scott on FPL's smart meter program and the charges for customers who seek to opt-out of smart meters.

Your comments will be included in the correspondence file for Docket No. 130223-EI. Here is the link to the docket file:  
<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130223>.

The Commission's order on FPL's smart meter opt-out tariff was protested by two groups of customers. A hearing is scheduled for September 23-24, 2014. Following the hearing, the Commission will make a decision on FPL's tariff.

Mark Futrell  
[mfutrell@psc.state.fl.us](mailto:mfutrell@psc.state.fl.us)

Information Request 1142296C

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

From: Barbara Batchelder [<mailto:bbatchelder@cfl.rr.com>]  
Sent: Wednesday, March 12, 2014 4:02 PM  
To: Governor Rick Scott  
Subject: smart meter

From: Barbara Batchelder <[bbatchelder@cfl.rr.com](mailto:bbatchelder@cfl.rr.com)>

County: Out of State

Zip Code: 32780

Phone Number: 321 267-2357

Message Body: The letter I received from FI Power & Light, said I have a choice of keeping my old meter. This is no choice! Being on a limited budget, the \$95.00 fee, plus surcharge of \$13.00 a month is outrageous. Smart meters are an intrusion of my privacy with their data mining of my usage. So I'm up against the wall and will have to comply with FPL . or be charged on my bill. I am not happy about this. I know you cannot do anything about it, but I want to register my complaint against so called "smart meters." Sincerely, Barbara Batchelder,

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Friday, March 21, 2014 12:59 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: smart meter

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

From: Barbara Batchelder [<mailto:bbatchelder@cfl.rr.com>]  
Sent: Wednesday, March 12, 2014 4:02 PM  
To: Governor Rick Scott  
Subject: smart meter

From: Barbara Batchelder <[bbatchelder@cfl.rr.com](mailto:bbatchelder@cfl.rr.com)>

County: Out of State

Zip Code: 32780

Phone Number: 321 267-2357

Message Body: The letter I received from FI Power & Light, said I have a choice of keeping my old meter. This is no choice! Being on a limited budget, the \$95.00 fee, plus surcharge of \$13.00 a month is outrageous. Smart meters are an intrusion of my privacy with their data mining of my usage. So I'm up against the wall and will have to comply with FPL . or be charged on my bill. I am not happy about this. I know you cannot do anything about it, but I want to register my complaint against so called "smart meters." Sincerely, Barbara Batchelder,

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Thursday, April 03, 2014 3:01 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** FW: Smart Meters; RE: Smart Meters

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

## Crystal Card

---

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 2:59 PM  
**To:** 'ghansen11@cfl.rr.com'  
**Cc:** Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup  
**Subject:** RE: Smart Meters

Dear Ms. Hansen,

Thank you for your comments to Governor Scott on FPL's smart meter program and the charges for customers who seek to opt-out of smart meters.

Your comments will be included in the correspondence file for Docket No. 130223-EI. Here is the link to the docket file:  
<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130223>.

The Commission's order on FPL's smart meter opt-out tariff was protested by two groups of customers. A hearing is scheduled for September 23-24, 2014. Following the hearing, the Commission will make a decision on FPL's tariff.

Mark Futrell  
[mfutrell@psc.state.fl.us](mailto:mfutrell@psc.state.fl.us)

Information Request 1141802C

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

From: Linda Hansen [<mailto:ghansen11@cfl.rr.com>]  
Sent: Tuesday, March 18, 2014 10:48 AM  
To: Governor Rick Scott  
Subject: Smart Meters

From: Linda Hansen <[ghansen11@cfl.rr.com](mailto:ghansen11@cfl.rr.com)>

County: Flagler

Zip Code: 32137

Phone Number: 386-445-7683

Message Body: Governor Scott, the members of the PSC are all appointed by you, therefore I am writing to request a review of the current smart meter policy being implemented: If you have an analog meter, you may keep it for a fee of \$95 and an additional \$13 charge per month. This is an outrageous amount and is nothing but a revenue grab. How are Floridians supposed to be able to afford these fees? I don't mind the \$13 per month, but I think the initial \$95 fee is outrageous. I supported you when you ran for office the first time. I am not so certain of my support now. Government is supposed to work for the people, NOT the other way around.

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Friday, March 21, 2014 12:28 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Smart Meters

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

From: Linda Hansen [<mailto:ghansen11@cfl.rr.com>]  
Sent: Tuesday, March 18, 2014 10:48 AM  
To: Governor Rick Scott  
Subject: Smart Meters

From: Linda Hansen <[ghansen11@cfl.rr.com](mailto:ghansen11@cfl.rr.com)>

County: Flagler

Zip Code: 32137

Phone Number: 386-445-7683

Message Body: Governor Scott, the members of the PSC are all appointed by you, therefore I am writing to request a review of the current smart meter policy being implemented: If you have an analog meter, you may keep it for a fee of \$95 and an additional \$13 charge per month. This is an outrageous amount and is nothing but a revenue grab. How are Floridians supposed to be able to afford these fees? I don't mind the \$13 per month, but I think the initial \$95 fee is outrageous. I supported you when you ran for office the first time. I am not so certain of my support now. Government is supposed to work for the people, NOT the other way around.

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Thursday, April 03, 2014 2:29 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** FW: FPL smart meters; RE: FPL smart meters

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

## Crystal Card

---

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 2:23 PM  
**To:** 'mshelko@bellsouth.net'  
**Cc:** Cindy Muir; Rhonda Hicks; Ellen Plendl; Brenda Stallcup  
**Subject:** RE: FPL smart meters

Dear Mr. and Mrs. Shelko,

Thank you for your comments to Governor Scott on FPL's smart meter program and the charges for customers who seek to opt-out of smart meters.

Your comments will be included in the correspondence file for Docket No. 130223-EI. Here is the link to the docket file:  
<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130223>.

The Commission's order on FPL's smart meter opt-out tariff was protested by two groups of customers. A hearing is scheduled for September 23-24, 2014. Following the hearing, the Commission will make a decision on FPL's tariff.

Mark Futrell  
[mfutrell@psc.state.fl.us](mailto:mfutrell@psc.state.fl.us)

Information Request 1142679C

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

From: Maggie and Tom Shelko [<mailto:mshelko@bellsouth.net>]  
Sent: Monday, March 24, 2014 11:14 PM  
To: Governor Rick Scott  
Subject: FPL smart meters

From: Maggie and Tom Shelko <[mshelko@bellsouth.net](mailto:mshelko@bellsouth.net)>

County: Flagler

Zip Code: 32137

Phone Number: 386-246-0089

Message Body: Govenor Scott--You are doing a great job for FL and we need your help. FPL wants to charge us \$95 to keep our analog meters and \$13 a month extra. The FL Public Service Commission allowed this to happen. This is outrageous. We do not want smart meters and will be charged to keep what we have! The \$95 is an "enrollment fee" to enroll in what we already have. This should be illegal. Shame on those that approved this. Please help us with this! We are retirees that can't afford higher bills so that FPL can make even more money. Smart meters have not been proven to be safe, and it provides more power to FPL to control ours use of our utility. It will not reduce our cost--it only allows FPL to make even more money at our expense. Please help!! We do not want smart meters or these absurd charges.

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Tuesday, March 25, 2014 1:53 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: FPL smart meters

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

From: Maggie and Tom Shelko [<mailto:mshelko@bellsouth.net>]  
Sent: Monday, March 24, 2014 11:14 PM  
To: Governor Rick Scott  
Subject: FPL smart meters

From: Maggie and Tom Shelko <[mshelko@bellsouth.net](mailto:mshelko@bellsouth.net)>

County: Flagler

Zip Code: 32137

Phone Number: 386-246-0089

Message Body: Governor Scott--You are doing a great job for FL and we need your help. FPL wants to charge us \$95 to keep our analog meters and \$13 a month extra. The FL Public Service Commission allowed this to happen. This is outrageous. We do not want smart meters and will be charged to keep what we have! The \$95 is an "enrollment fee" to enroll in what we already have. This should be illegal. Shame on those that approved this. Please help us with this! We are retirees that can't afford higher bills so that FPL can make even more money. Smart meters have not been proven to be safe, and it provides more power to FPL to control our use of our utility. It will not reduce our cost--it only allows FPL to make even more money at our expense. Please help!! We do not want smart meters or these absurd charges.

## Crystal Card

---

**From:** Carlotta Stauffer  
**Sent:** Thursday, April 03, 2014 2:28 PM  
**To:** Crystal Card  
**Subject:** FW: FPL smart meters

Consumer Correspondence. Thanks.

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

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 2:25 PM  
**To:** Carlotta Stauffer  
**Cc:** Rachel Arnold; Cindy Muir; Rhonda Hicks; Ellen Plendl; Brenda Stallcup  
**Subject:** FW: FPL smart meters

Please place the communication below in the correspondence file for Docket No. 130223-EI.

Thank you,  
Mark Futrell

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

**From:** Governor Rick Scott [<mailto:Rick.Scott@eog.myflorida.com>]  
**Sent:** Tuesday, March 25, 2014 1:53 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: FPL smart meters

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

**From:** Maggie and Tom Shelko [<mailto:mshelko@bellsouth.net>]  
**Sent:** Monday, March 24, 2014 11:14 PM  
**To:** Governor Rick Scott  
**Subject:** FPL smart meters

**From:** Maggie and Tom Shelko <[mshelko@bellsouth.net](mailto:mshelko@bellsouth.net)>

County: Flagler

Zip Code: 32137

Phone Number: 386-246-0089

Message Body: Govenor Scott--You are doing a great job for FL and we need your help. FPL wants to charge us \$95 to keep our analog meters and \$13 a month extra. The FL Public Service Commission allowed this to happen. This is outrageous. We do not want smart meters and will be charged to keep what we have! The \$95 is an "enrollment fee" to enroll in what we already have. This should be illegal. Shame on those that approved this. Please help us with this! We are retirees that can't afford higher bills so that FPL can make even more money. Smart meters have not been proven to be safe, and it provides

more power to FPL to control ours use of our utility. It will not reduce our cost--it only allows FPL to make even more money at our expense. Please help!! We do not want smart meters or these absurd charges.

## Crystal Card

---

**From:** Carlotta Stauffer  
**Sent:** Thursday, April 03, 2014 2:27 PM  
**To:** Crystal Card  
**Subject:** FW: Smart meter or alternative meter? You have a choice

For consumer correspondence. Thanks.

---

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 2:19 PM  
**To:** Carlotta Stauffer  
**Cc:** Rachel Arnold; Cindy Muir; Rhonda Hicks; Ellen Plendl; Brenda Stallcup  
**Subject:** FW: Smart meter or alternative meter? You have a choice

Please place the communication below in the correspondence file for Docket No. 130223-EI.

Thank you,  
Mark Futrell

---

**From:** Consumer Contact  
**Sent:** Monday, March 24, 2014 2:43 PM  
**To:** Ellen Plendl  
**Subject:** FW: Smart meter or alternative meter? You have a choice

---

**From:** [TreeTopMar@aol.com](mailto:TreeTopMar@aol.com) [<mailto:TreeTopMar@aol.com>]  
**Sent:** Monday, March 24, 2014 2:39 PM  
**To:** [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com)  
**Cc:** Consumer Contact; [richter.garrett.web@flsenate.gov](mailto:richter.garrett.web@flsenate.gov); [matt.hudson@myfloridahouse.gov](mailto:matt.hudson@myfloridahouse.gov);  
[kathleen.passidomo@myfloridahouse.gov](mailto:kathleen.passidomo@myfloridahouse.gov); [carlos@aol.com](mailto:carlos@aol.com); [trujillo@myfloridahouse.gov](mailto:trujillo@myfloridahouse.gov)  
**Subject:** Re: Smart meter or alternative meter? You have a choice

**NO! WE DO NOT HAVE A CHOICE- NOT WITHOUT CONSEQUENCES!**

We are not interested in having a smart "Government" meter to monitor our utility usage, or any other infringement of our rights to a *monopoly* for our utility needs. There are absolutely no benefits or enhanced levels of service with a smart meter, other than giving you more information about how, when, why, etc about our utility usage that **WE PAY FOR**, and for which we do not have an alternative. You by so saying are admitting that we have had *sub-standard* service with a *non-standard meter* prior to 04/13/14. Who decides these ridiculous things?

We will NOT pay an *enrollment fee* for a service which we **ALREADY** have, nor \$13/month for a "non-standard" meter which has served us well for the past 15+ years. We simply cannot afford this \$95 "enrollment fee" nor the \$13/month "surcharge" for something for which we were not otherwise charged, and we do not want a smart meter. The important point here is that we **do not have** another choice as stated in this email correspondence from FPL. It's either their way or the highway. We don't have an alternative utility company to turn to.

This is incredible. This is so wrong on so many levels. If you can't do it one way, you'll find another way to shove this crap down our throats.

THIS IS AN OUTRAGE!

Very concerned and irate customers and constituents,

Andrew and Marilou Barton  
[treetopmar@aol.com](mailto:treetopmar@aol.com)

In a message dated 3/24/2014 1:33:25 P.M. Eastern Daylight Time, [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com) writes:

March 24, 2014  
Re: Account #: 2042448387  
1355 WOOD DUCK TRL  
NAPLES, FL 34108

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than April 13th, 2014.

Making your choice is easy. Just follow three simple steps:

- (1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.
- (2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).
- (3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by April 13th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Thursday, April 03, 2014 2:26 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** Fwd: Smart meter or alternative meter? You have a choice; william-chamberlin.pdf

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

## Crystal Card

---

**From:** Bill Chamberlain <bill.vangopainting@gmail.com>  
**Sent:** Thursday, March 13, 2014 10:21 PM  
**To:** Ellen Plendl  
**Subject:** Fwd: Smart meter or alternative meter? You have a choice

Hi Ellen,

This was an email I received from FPL yesterday regarding my opting to retain my analog meter. Truthfully, it sounds more like an ultimatum and without much of a time frame I may add. I'm just not really convinced that FPL is in that great of a position to be giving out ultimatums right now.

I say that, because I have requested(through you) there at the PSC at least 3 or 4 times the issue over the continuous power surges I get here at home. The minor ones where it just goes off and on really fast aren't a problem(just a painy ass) However, the stronger ones always pop the circuit breaker in the garage and they also make my garage door go up. I can't begin to tell you how many times I come home from work and I always know because my clock will be flashing(last week it was 5:23) That means that for 5 hours and 23 minutes, my garage door was up with about 25-30k worth of paint equipment sitting in there and Manatee High School six blocks in one direction, and Miller Elementary school two blocks the other way while I was out working all day long. This is NOT a good situation here for me right now.

I've probably called and asked FPL closer to a dozen times to do something about their substandard equipment at Weaver's substation nearby(which they've admitted to being well aware of the problem BTW) Yet nothing has been done about any of it in the 3.5 years I've lived here? My bills have been a lot higher since I insisted for the analog meter BTW. About 50 bucks a month higher on average. One month I didn't even run the friggin A~C and it was \$200+ They've definitely been "estimating" these bills of mine here since then.

So I was told about the risk of fire and other health related risks(radiation) and shared data which is kind of a moot point with smart phones anyway. The link on your website on the one hand suggests they're safe, but in the next breath puts everything on "FCC Standards" which isn't exactly reassuring to me either.

Please also keep in mind that this is the same F-P-L who kept my electric shut off for 3 days, despite my going down to the Ali-Baba's store and paying the full amount(328)that was due. This was done to me out of SPITE because I wrote to your office and complained about these power interruptions that have gone on continually despite my asking on numerous occasions for them to do something with their faulty equipment nearby my home. When I called you about it, you seemed to want to defend their position by saying they have up to 72 hours or whatever amount of time it is, when CLEARLY it says right at the store that power is typically restored within a few hours???. It's called SPITE, and FPL chose to exact their punishment because I tried to get you and the PSC to do for me what FPL was in fact UNWILLING TO DO despite repeated calls to them about the problem. This only re-iterates what I've said right along about their band aid approach to their infrastructure that is in many cases in excess of 50yrs old here.

If you're going to up rates and charge everyone more money, shouldn't you(as a utility) be required to maintain and upgrade your infrastructure to provide reliable service to your customers without the band aid philosophy? As I've said many times before, it's not as though we can go to Progress Energy or TECO(or any other electric utility) if our service at FPL gets to be as bad as it's been lately!

Can we give F-P-L the same kind of an ultimatum to correct this ongoing problem of theirs by March 31st(OR ELSE!)?

What kind of sanctions and fines and penalties can we impose on them for continually NOT correcting their faulty equipment nearby? I feel this is a 2 way street here, yet FPL seems to be the one giving out all the ultimatums lately?

Again, I don't really feel they're in a great position to be doing this to me like this given our history together?

At minimum I would like a written letter from you stating that I have requested from you and the PSC on at least 3 or 4 different occasions that F-P-L address these frequent power interruptions(especially the stronger ones which leave my home and contents vulnerable) I feel it's time for a trip down to Miami to give FPL a few of my own ultimatums seeing as how we're on the subject again.

Respectfully Submitted,

Bill Chamberlain      900 41st Street West      Bradenton, FL 34205      941-518-9300

PS} Smart Meters are part of a much bigger agenda. It's called Agenda-21. Read about it sometime(become informed)

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

**Subject:**Smart meter or alternative meter? You have a choice

**Date:**Mon, 10 Mar 2014 14:22:22 -0400

**From:**[FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com)

**To:**[VAN-GO@TAMPABAY.RR.COM](mailto:VAN-GO@TAMPABAY.RR.COM)

March 10, 2014

Re: Account #: 0059888511

900 41ST ST W

BRADENTON, FL 34205

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than March 30th, 2014.

Making your choice is easy. Just follow three simple steps:

(1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no

additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.

(2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).

(3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by March 30th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

April 3, 2014

Mr. William Chamberlin  
900 41<sup>st</sup> Street West  
Bradenton, FL 34205

RE: PSC Inquiry 1141507E

Dear Mr. Chamberlin:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Florida Power & Light Company (FPL) about frequent momentary interruptions.

Rule 25-6.044, Florida Administrative Code, requires electric companies to construct, maintain and operate facilities in a manner that assures customers have quality service. Although the continuity of electric service cannot be guaranteed, companies must do everything possible to prevent service interruptions and restore service as quickly as possible when an interruption occurs.

FPL records indicated the following outages occurred at your residence between April 1, 2013, and March 31, 2014:

Date of Outage	Duration of Outage	Reason for Outage
September 26, 2013	4 minutes	Substation outage due to transmission condition
March 21, 2014	5 minutes	Feeder outage due to transmission condition
March 27, 2014	9 minutes	Transformer outage due to transformer inspection

Mr. William Chamberlin

Page 2

April 3, 2014

FPL reports that your residence experienced the following momentary interruptions between April 1, 2013, and March 31, 2014:

Month	Number of Momentary Outages
April 2013	6
May 2013	3
June 2013	1
July 2013	1
August 2013	1
September 2013	2
October 2013	0
November 2013	1
December 2013	0
January 2014	1
February 2014	2
March 2014	0

We have learned from FPL that the January 23, 2014, momentary interruption was caused by a tree limb making contact with the feeder that serves your residence. The February 4, 2014, momentary interruption was caused by water build up during a period of heavy fog on the feeder disconnect switches. The February 11, 2014, momentary interruption was caused when FPL worked on the feeder to remove damaged equipment. Recently, FPL conducted a visual inspection of the feeder that serves your home and found no improvement opportunities at this time. I have enclosed a brochure, "*Electric Power Interruptions*," for your review.

You also expressed concern about high bills. Rule 25-6.052, Florida Administrative Code (F.A.C.), requires electric meters to register a weighted average accuracy rating of between 98 percent and 102 percent. If a meter is found to register more than the maximum allowed, the utility is required to credit the customer's bill. Neither the FPSC nor FPL can tell you exactly how the energy was used, only that it registered on an accurately working meter. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. We requested FPL offer a complimentary meter test. It is my understanding that you will contact FPL directly to schedule the meter test. You may contact Mr. Alberto Fernandez, FPL Corporate Complaint Resolution Specialist, toll-free at 1-888-919-8002, extension 21, to discuss further service concerns and schedule the meter test.

You also reiterated concern about a January 2012 service interruption and delay in restoration. Rules 25-6.101 and 25-6.105, Florida Administrative Code (F.A.C.), indicate that an electric bill is considered past due if the payment has not been received within twenty days from the date the utility mailed or delivered the bill. If the company does not receive payment by the end of the twentieth day, it has to mail a final notice of at least five working days before it can disconnect the customer's service for nonpayment. Once the reason for disconnect is

Mr. William Chamberlin  
Page 3  
April 3, 2014

satisfactorily adjusted, the company will restore the electric service. FPL's policy is to restore electric service within 24 hours of the receipt of payment.

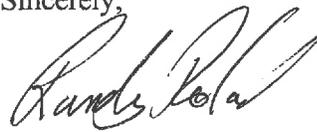
In January 2012, we previously investigated your concerns about a delay in restoration after a service interruption. FPL interrupted your service on January 23, 2012, after a payment arrangement defaulted for nonpayment. FPL received your payment at 5:05 p.m. on January 23, 2012. On January 24, 2012, at 11:27 a.m., FPL restored your electric service. Less than 24 hours passed between the time your payment posted and the time FPL restored your electric service. We sent you a letter on February 13, 2012, outlining your previous billing concerns. I have enclosed a copy of our previous letter for your review.

Finally, you expressed concern about the installation of a smart meter. It is my understanding that a representative from our technical staff has contacted you to discuss your concerns about smart meters. We will add your comments to the correspondence side of Docket 130223-EI.

Complaints are a valuable source of information, and we will keep your complaint on file. We closely monitor complaints to track any trends indicating where further Agency action might be needed.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland  
Regulatory Program Administrator  
Division of Safety, Reliability &  
Consumer Assistance

RR:mep

Enclosures (2)

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Thursday, April 03, 2014 2:21 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** FW: Smart meter or alternative meter? You have a choice; RE: Smart meter or alternative meter? You have a choice

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

## Crystal Card

---

**From:** Consumer Contact  
**Sent:** Monday, March 24, 2014 2:48 PM  
**To:** Ellen Plendl  
**Subject:** FW: Smart meter or alternative meter? You have a choice

---

**From:** [TreeTopMar@aol.com](mailto:TreeTopMar@aol.com) [<mailto:TreeTopMar@aol.com>]  
**Sent:** Monday, March 24, 2014 2:47 PM  
**To:** [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com)  
**Cc:** Consumer Contact; [richter.garrett.web@flsenate.gov](mailto:richter.garrett.web@flsenate.gov); [matt.hudson@myfloridahouse.gov](mailto:matt.hudson@myfloridahouse.gov);  
[kathleen.passidomo@myfloridahouse.gov](mailto:kathleen.passidomo@myfloridahouse.gov); [carlos.trujillo@myfloridahouse.gov](mailto:carlos.trujillo@myfloridahouse.gov)  
**Subject:** Fwd: Smart meter or alternative meter? You have a choice

**NO! WE DO NOT HAVE A CHOICE- NOT WITHOUT CONSEQUENCES!**

We are not interested in having a smart "Government" meter to monitor our utility usage, or any other infringement of our rights to a *monopoly* for our utility needs. There are absolutely no benefits or enhanced levels of service with a smart meter, other than giving you more information about how, when, why, etc about our utility usage that **WE PAY FOR**, and for which we do not have an alternative. You by so saying are admitting that we have had *sub-standard* service with a *non-standard meter* prior to 04/13/14. Who decides these ridiculous things?

We will NOT pay an *enrollment fee* for a service which we **ALREADY** have, nor \$13/month for a "non-standard" meter which has served us well for the past 15+ years. We simply cannot afford this \$95 "enrollment fee" nor the \$13/month "surcharge" for something for which we were not otherwise charged, and we do not want a smart meter. The important point here is that we **do not have** another choice as stated in this email correspondence from FPL. It's either their way or the highway. We don't have an alternative utility company to turn to.

This is incredible. This is so wrong on so many levels. If you can't do it one way, you'll find another way to shove this crap down our throats.

THIS IS AN OUTRAGE!

Very concerned and irate customers and constituents,

Andrew and Marilou Barton  
[treetopmar@aol.com](mailto:treetopmar@aol.com)

In a message dated 3/24/2014 1:33:25 P.M. Eastern Daylight Time, [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com) writes:

March 24, 2014  
Re: Account #: 2042448387  
1355 WOOD DUCK TRL  
NAPLES, FL 34108

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than April 13th, 2014.

Making your choice is easy. Just follow three simple steps:

(1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.

(2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).

(3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by April 13th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

## Crystal Card

---

**From:** Mark Futrell  
**Sent:** Thursday, April 03, 2014 2:17 PM  
**To:** 'TreeTopMar@aol.com'  
**Cc:** Cindy Muir; Rhonda Hicks; Ellen Plendl; Brenda Stallcup  
**Subject:** RE: Smart meter or alternative meter? You have a choice

Dear Mr. and Mrs. Barton,

Thank you for your comments on FPL's smart meter program and the charges for customers who seek to opt-out of smart meters.

Your comments will be included in the correspondence file for Docket No. 130223-EI. Here is the link to the docket file:  
<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130223>

The Commission's order on FPL's smart meter opt-out tariff was protested by two groups of customers. A hearing is scheduled for September 23-24, 2014. Following the hearing, the Commission will make a decision on FPL's tariff.

Mark Futrell  
[mfutrell@psc.state.fl.us](mailto:mfutrell@psc.state.fl.us)

Information Request 1142521C

---

**From:** [TreeTopMar@aol.com](mailto:TreeTopMar@aol.com) [<mailto:TreeTopMar@aol.com>]  
**Sent:** Monday, March 24, 2014 2:39 PM  
**To:** [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com)  
**Cc:** Consumer Contact; [richter.garrett.web@flsenate.gov](mailto:richter.garrett.web@flsenate.gov); [matt.hudson@myfloridahouse.gov](mailto:matt.hudson@myfloridahouse.gov); [kathleen.passidomo@myfloridahouse.gov](mailto:kathleen.passidomo@myfloridahouse.gov); [carlos@aol.com](mailto:carlos@aol.com); [trujillo@myfloridahouse.gov](mailto:trujillo@myfloridahouse.gov)  
**Subject:** Re: Smart meter or alternative meter? You have a choice

**NO! WE DO NOT HAVE A CHOICE- NOT WITHOUT CONSEQUENCES!**

We are not interested in having a smart "Government" meter to monitor our utility usage, or any other infringement of our rights to a *monopoly* for our utility needs. There are absolutely no benefits or enhanced levels of service with a smart meter, other than giving you more information about how, when, why, etc about our utility usage that **WE PAY FOR**, and for which we do not have an alternative. You by so saying are admitting that we have had *sub-standard* service with a *non-standard meter* prior to 04/13/14. Who decides these ridiculous things?

We will NOT pay an *enrollment fee* for a service which we **ALREADY** have, nor \$13/month for a "non-standard" meter which has served us well for the past 15+ years. We simply cannot afford this \$95 "enrollment fee" nor the \$13/month "surcharge" for something for which we were not otherwise charged, and we do not want a smart meter. The important point here is that we **do not have** another choice as stated in this email correspondence from FPL. It's either their way or the highway. We don't have an alternative utility company to turn to.

This is incredible. This is so wrong on so many levels. If you can't do it one way, you'll find another way to shove this crap down our throats.

THIS IS AN OUTRAGE!

Very concerned and irate customers and constituents,

Andrew and Marilou Barton  
[treetopmar@aol.com](mailto:treetopmar@aol.com)

In a message dated 3/24/2014 1:33:25 P.M. Eastern Daylight Time, [FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com) writes:

March 24, 2014  
Re: Account #: 2042448387  
1355 WOOD DUCK TRL  
NAPLES, FL 34108

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than April 13th, 2014.

Making your choice is easy. Just follow three simple steps:

- (1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.
- (2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).
- (3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by April 13th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

## Crystal Card

---

**From:** Betty Leland  
**Sent:** Thursday, April 03, 2014 1:35 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Smart Meter

Good Afternoon:

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

Thanks.

---

**From:** Jim Varian  
**Sent:** Thursday, April 03, 2014 1:25 PM  
**To:** 'David Heimbold'  
**Cc:** Betty Leland  
**Subject:** RE: Smart Meter

Dear Mr. Heimbold,

The entire issue of costs related to smart meter opt-outs is the subject of docket 130223, and will be considered by the Commission after a full hearing. I am including all of your emails in the docket file so your views on assignment of costs can be part of that consideration.

I reviewed my correspondence with you to confirm that I have not expressed an opinion about whether smart meters are safe, which is beyond the jurisdiction and expertise of the PSC. The matter before the Commission now is about cost issues, which are within the area we regulate.

Thank you.

Jim Varian  
Chief Advisor to Chairman Art Graham  
Florida Public Service Commission  
[jvarian@psc.state.fl.us](mailto:jvarian@psc.state.fl.us)  
850-413-6022

---

**From:** David Heimbold [<mailto:dpheimbold@yahoo.com>]  
**Sent:** Thursday, April 03, 2014 8:33 AM  
**To:** Jim Varian; Michael Gold  
**Subject:** Fw: Smart Meter

Mr. Varian,

Still not satisfied with your answer about Smart Meters being 'safe', cyber security, 4th Amendment Rights, and a host of other issues with the Smart Meters. The opt-out scam you are pushing on us ill conceived. FPL is doing a roll-out, pre-sort, bulk mailing with different dates to (a.) buckle under and take the Smart Meter or (b.) pay \$95 down and \$13 per month for the use of the analogue meter (that has been paid for, over and over). YOU ARE CHARGING THE WRONG ELECTRICAL USERS! You should be charging for the new Smart Meter users.

See; **Smart Meters are a Dumb Idea** at <http://www.staugtea.com/>

Dave Heimbold, St. Augustine

----- Forwarded Message -----

**From:** David Heimbold <[dpheimbold@yahoo.com](mailto:dpheimbold@yahoo.com)>

**To:** "[thrasher.john.web@flsenate.gov](mailto:thrasher.john.web@flsenate.gov)" <[thrasher.john.web@flsenate.gov](mailto:thrasher.john.web@flsenate.gov)>; "[thrasher.john.web@flstate.gov](mailto:thrasher.john.web@flstate.gov)" <[thrasher.john.web@flstate.gov](mailto:thrasher.john.web@flstate.gov)>

**Sent:** Thursday, April 3, 2014 5:00 AM

**Subject:** Smart Meter

Sen. Thrasher,

I spoke to three (3) people at FPL and corresponded with Jim Varian, Advser to Chairman Graham, Commissioner about the Smart Meter and my wife's medial problem...Supraventricular Tackycardia.

They said it was 'safe' but, then, Mr. Varian said that they don't give any medical advise.

So, I have spoken to (4) officials who indicate that it is 'safe' but what does safe mean? if they don't include an electrical medical problem of the HEART (beats are regulated by an electrical charge).

The meter's location is outside close to our bed where my wife reclines.

They are giving me the run around and I have said so in this article **Smart Meter are a Dumb Idea**, <http://www.staugtea.com/>

**RSVP to Dave Heimbold**

P.S. I see that Sen. Bean is on the Oversight Committee but they only want to hear from constituents in their own district.

## Crystal Card

---

**From:** Cristina Slaton  
**Sent:** Thursday, April 03, 2014 9:53 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence 130223-EI

Please add the following information to Docket Correspondence of Consumers in docket no. 130223-EI:

Mr. Thomas Bass of Mims in Brevard County called on April 2, 2014, to express his concerns regarding the PSC's smart meter policy. His phone number is (321) 863-6260.

- He expressed a concern that the smart meter opt-out fees were too high, and that he feels he is being forced financially into something he doesn't want to do. He feels that smart meters are not safe. He also expressed a concern that the Commission should consider the loss of employment with the decrease in the number of meter readers.

Thanks,

**Cristina Slaton**  
**Executive Assistant to Commissioner Balbis**  
**PH: (850) 413-6004**  
**FX: (850) 413-6005**  
**[cslaton@psc.state.fl.us](mailto:cslaton@psc.state.fl.us)**

## Crystal Card

---

**From:** Office of Commissioner Brown  
**Sent:** Thursday, April 03, 2014 8:59 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: extension/information i/c/o Michael Bryce

Please place the correspondence below in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

**From:** jack&mary pulick [<mailto:jackmaryp@gmail.com>]  
**Sent:** Wednesday, April 02, 2014 5:15 PM  
**To:** [investor@nexteraenergy.com](mailto:investor@nexteraenergy.com); Office of Commissioner Brown  
**Cc:** jack&mary pulick  
**Subject:** extension/information i/c/o Michael Bryce

Dear Mr. Silagy and Commissioner Brown:

I have recently returned from visiting most of our nine children for six weeks, and found a letter with the heading "The Choice Is Yours". Rather than a choice, I found this letter to be coercive, condescending, and totally lacking enough details to allow me to make an intelligent "choice". I would like you to stop bullying me and other financially vulnerable senior citizens with outrageous charges (\$95.00 to enroll me when I've had my current, non-intrusive meter for eight years, and \$13.00 as a monthly surcharge for simply continuing to do what you have been doing!!!), and arbitrary deadlines which must have also been approved by, you, Commissioner Brown. It appears from the notice that FPL must be regulating FPSC and I would have thought that it should be the other way around. I have formally complained to the FPSC office and was told that somehow my zip code was all that was necessary to be included in any opposition concerning the "smart" meter, which seems off, so I would request that you add my name to any opposition papers that are pending, Commissioner Brown, and that I receive detailed descriptions as to how you arrived at the need to fine me \$95.00 for seeking SIMPLY the status quo and what financial details led you to the \$13.00 monthly surcharge, Mr. Silagy. I certainly can not make an informed decision without this information and that seems to be your strategy in giving so little information and such a short amount of time, to frighten people into doing your bidding!

The way you have set up the so-called choice is: if I allow you to put in the "smart" meter and then the opposition to this coercion prevails, I will not be able to simply have you return my standard meter without some new "enrollment" fee that you will invent -- so I'm stuck. I need the information as to the actual costs of "enrollment" and time to evaluate properly if I have a choice.

Sincerely,

John E. Pulick (386) 864-7045

P.S. I forgot to include that I have e-mailed a complaint about this to the Florida Attorney General

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, April 02, 2014 4:34 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Improper Billing TRACKING NUMBER: 35698; E-Form Other Complaint TRACKING NUMBER: 35700

### Customer correspondence

---

**From:** Diane Hood  
**Sent:** Wednesday, April 02, 2014 4:20 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

The attached customer correspondence have been entered as info requests to Docket 130223. DHood

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, April 01, 2014 5:29 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 35698

### CUSTOMER INFORMATION

Name: Kay Ann  
Telephone: 772-664-1787  
Email: [mikah7@bellsouth.net](mailto:mikah7@bellsouth.net)  
Address: PO Box 831 Roseland FL 32957

### BUSINESS INFORMATION

Business Account Name: Kay Ann  
Account Number: 74102-15946  
Address: 3815 10th Street Micco Florida 32976

### COMPLAINT INFORMATION

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

I have received an extortionary letter from FPL charging \$95 to keep a service I already have had established for over 30 years. There are several reasons I DO NOT WANT a smart meter, but the most important one is health of myself and the environment. I DO NOT HAVE A CELL PHONE for the same reasons.

I believe it is illegal to charge to set up an account that is already established!!!  
I may check into legal recourse against FPL.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, April 01, 2014 9:02 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35700

### CUSTOMER INFORMATION

Name: Sean Freeman  
Telephone: 321-591-1392  
Email: [submarineveteran@Gmail.com](mailto:submarineveteran@Gmail.com)  
Address: 528 Peregrine Drive Melbourne FL 32903

### BUSINESS INFORMATION

Business Account Name: Sean Freeman  
Account Number: 3202705038  
Address: 528 Peregrine Drive Melbourne Florida 32903

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
FPL trying to force a so-called smart meter yet they offer no plan that would comply with federal law, a prerequisite for smart meters. I will not be forced to accept this meter or pay fees for refusing that which is clearly in violation of federal law and a non-UL device made in China based on the information I have reviewed concerning these devices.

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, April 02, 2014 4:06 PM  
**To:** Consumer Correspondence  
**Cc:** Angie Calhoun; Diane Hood  
**Subject:** FW: Protest to docket 130223  
**Attachments:** E-Form Improper Billing TRACKING NUMBER: 35694; smart meter; E-Form Other Complaint  
TRACKING NUMBER: 35696

[Customer correspondence](#)

---

**From:** Angie Calhoun  
**Sent:** Tuesday, April 01, 2014 4:30 PM  
**To:** Ruth McHargue  
**Subject:** Protest to docket 130223

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 31, 2014 6:15 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 35694

### CUSTOMER INFORMATION

Name: Thomas Whitaker  
Telephone: 9417730991  
Email: [tpwjr@aol.com](mailto:tpwjr@aol.com)  
Address: 303 24th Street West Bradenton FL 34205

### BUSINESS INFORMATION

Business Account Name: Thomas Whitaker  
Account Number: 8408933805  
Address: 303 24th Street West Bradenton Florida 34205

### COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

FPL is charging \$95.00 in order for a customer to keep standard analog meter, and then adding a sur charge of \$13.00 per month on top of existing charges. This is unacceptable.

The only available option is to allow the installation of a "Smart Meter", which is also unacceptable.

As a public utility, FPL should not be allowed to use the power of the purse to force this dilemma on long time customers. Especially with the available information which is more than sufficient to raise legitimate concerns about the safety of the devices.

April 1, 2013

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
contact@psc.state.fl.us

Re: Acct # 3790081123  
Smart Meter vs Non Standard-Meter

Dear Sir/Madame,

Since this whole meter chaos started I have been calling and writing regarding this change.

As I am requesting is a simple answer. I have a standalone generator that works with my FPL meter.

If I allow the change of meters WHO will be liable if something goes wrong with my generator?

I am not trying to be difficult but after spending thousands of dollars to have this generator installed, for the safety and convenience of my family, I would like to make sure that it will continue working as it has been to date.

My concern is that FPL is contracting out the installation of these meters and if the time comes that there is a problem, no one will take responsibility!

I am 100% disabled veteran with enough medical problems to have to deal with this as well.

So, I am FORCED to keep what I have (paying \$95.00 and \$13.00 per month under duress) because no one wants to answer my question, stated in RED above.

If up front no one will respond to me regarding some sort of liability with my generator can you imagine how this would turn out if I do have a problem?

Just as a note, which you can verify my generator is serviced, under contract, by FPL.

So bottom line: I am forced to keep my non standard meter and I am doing so under total DURESS!

## Crystal Card

---

**From:** viaar <viaar@bellsouth.net>  
**Sent:** Monday, March 31, 2014 9:11 PM  
**To:** Consumer Contact  
**Subject:** smart meter  
**Attachments:** Florida Public Service Commission 001.tif

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, April 01, 2014 4:10 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35696

### CUSTOMER INFORMATION

Name: LOUISE MARSHALL  
Telephone: 772-204-1147  
Email: [LMMARSHALL412@HOTMAIL.COM](mailto:LMMARSHALL412@HOTMAIL.COM)  
Address: 2106 SE EAST DUNBROOKE CIRCLE PORT ST LUCIE FL 34952

### BUSINESS INFORMATION

Business Account Name: DONALD MARSHALL  
Account Number: 20737-24185  
Address: 2106 SE EAST DUNBROOKE CIRCLE PORT ST LUCIE Florida 34952

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
I Feel I Am Being Bullied To Sign Up For Fpl To Put A Smart Meter On My Home I Have Use A Radiation Meter On My Neighbors Home And Their Claims Of Low Radiation Are False I Suffer From Ringing In Ears Twitching Of Eyes Headaches Bloody Noses Insomnia Zinging Nerves And Nerve Pain And I Also Suffered 2 Strokes Since The Smart Meter Was Placed On My Neighbors Home Right Outside My Front Bedroom I Do Not Want To Have A Smart Meter On My Home I Am Very Sensitive To Electromagnetic Forces I Must Unplug All The Tvs Cell Phones And My Computers Every Evening I Can Only Use My Phone While On Speaker I Dont Feel Like Paying Fpl To Install A Meter That Could Potentially Kill Or Maim Me Or My Family Members

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-**

---

**DATE:** Apr. 2, 2014  
**TO:** Office of Commission Clerk  
**FROM:** Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance  
**RE:** Customer Correspondence

---

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 130223.

RECEIVED FPSC  
14 APR - 2 PM 3:40  
COMMISSION  
CLERK

March 28, 2014

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

RE: Smart Meters

Dear Customer Service Representative,

Enclosed please find the letter I have sent to Florida Power and Light Company in Miami, Florida. They are forcing me to pay \$95.00 for a non-standard meter option which will cost them nothing. They claim this is an enrollment fee. Enrollment to what? I already am a customer of Florida Power and Light, and have been for the past thirty-eight years. What am I enrolling in now? I do not understand this terminology.

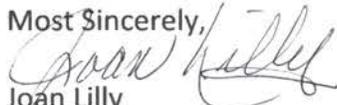
Added to that, I now have to pay an additional \$13.00 per month as a surcharge. Why am I paying a surcharge of \$13.00 per month when I have been paying my bill promptly for the past thirty-eight years, so that someone can come out and read my meter. Nothing new is happening. How do you explain the legality of surcharge that appears to be a tax on a tax, because there will be no new service rendered?

As explained in my letter to Florida Power and Light, I have many concerns over the health issues that have been raised in California, Pennsylvania, and other states, including Florida.

I present the following concerns: (1.) Is the enrollment fee legal, and if so, then what am I enrolled in, and how soon will I receive these additional benefits that I don't already have? How can I enroll in something I am already enrolled in, and what are the advantages to services I am already paying for monthly? (2.) What is the advantage of paying an additional surcharge of \$13.00 per month? How will that enhance my service? I am currently paying Florida Power and Light for services rendered including the task of reading my meter. (3.) If I was to select the "Smart Meter" can anyone guarantee me in writing that I will not have an adverse allergic reaction to any of the components?

From the letter I received, many Floridians are going to stay with the original meters provided. They have served us well, and there I nothing wrong with them.

Please let me know your thoughts.

Most Sincerely,  
  
Joan Lilly  
6066 Gladys Street  
Port Orange, Florida 2127



March 27, 2014

Ms. Maria Gomez,  
Director, Customer Service  
NSMO Response  
Florida Power and Light Company  
Post Office Box 029100  
Miami, Florida 33102-9977



Dear Ms. Gomez,

It greatly grieves me to read the implications set forth by the proposed ultimatum of your recent compliance letter with serious consequences to loyal long-time customers. My relationship with your company dates back to June of 1976, and, if you check your records carefully, you will note that I never made a late payment, or refused to pay any of your charges.

Now you are demanding that I follow the standards set forth by all electric companies located in all the states of America, and endorsed by the United States government to force recipients of the electric companies to adhere to the provisions demanding installation of the "Smart Meter."

On November 1, 2009, I suffered a massive heart attack brought on by severe anaphylaxis reaction to the H1N1 Flu Vaccine. I was placed on a ventilator three times before my doctor was able to draw 800 cc's of toxic fluids from around the outside of my lungs. I am registered with all four of my physicians as well as the National Health Alert. I had until the end of 2011 to bring a law suit against the vaccine company who had supplied that year's vaccinations to our local Fire Station. I declined at that time, stating that if anyone ever put me in a compromising health situation again, I wouldn't hesitate to sue, duly warning them before hand. I have many allergies, and my doctors hesitate to prescribe new medications for me, since several of them have sent me on an ambulance trip to the hospital.

Now, I purpose a question for you. If I were to have you install a "Smart Meter" at my home, could you guarantee beyond the shadow of a doubt that I could not and would not have an even minor reaction to your meter? I am allergic to mold, mildew, odors, dust, and barometric pressures at various levels. Those within my home, I can control by removing all carpeting and installing a proper heat and cooling system to handle mold and mildew.

According to your letter, you feel justified in charging me \$95.00 for *no* services rendered. Again, you feel justified in **adding a surcharge of \$13.00 per month**. Why? I haven't done anything to deserve a **tax upon a tax**. I have done you no injustice. I have been prompt in acknowledging every one of your statements for services rendered. That's my point. You are not rendering any new services, and yet you are forcing me to choose an option that will place a heavy financial burden on me. I am a widow of twelve years, and I draw Social Security. They do **not offer \$13.00** a month pay raise to cover this enormous amount of levy.

I must protect my health at all cost, so I am returning the form to you as choosing that which I feel is safe for me to use. You leave me no choice but to pay your fines.

Ms. Joan Lilly,  
Thirty-eight years loyal Customer

 Mrs. Joan I. Lilly  
6066 Gladys St  
Port Orange FL 32127

ORLANDO FL 328

20 MAR 2010 08 31

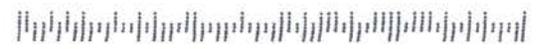


DISTRIBUTION CENTER

14 APR -1 AM 7:10

*Florida Public Service Commission  
2540 Hammond Oak Blvd.  
Tallahassee, FL 32399-0850*

32399085099



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, April 02, 2014 3:36 PM  
**To:** Consumer Correspondence  
**Cc:** Angie Calhoun  
**Subject:** FW: Protest for docket 130223  
**Attachments:** Smart meter FPL

[Customer correspondence](#)

---

**From:** Angie Calhoun  
**Sent:** Tuesday, April 01, 2014 4:31 PM  
**To:** Ruth McHargue  
**Subject:** Protest for docket 130223

## Crystal Card

---

**From:** Lisa Raymond <lisa\_raymond@jabil.com>  
**Sent:** Tuesday, April 01, 2014 9:49 AM  
**To:** Consumer Contact  
**Subject:** Smart meter FPL

FPL says that you have approved for them to charge a fee to opt out of getting a smart meter installed. I have read numerous complaints from people who suffer from headaches, heart palpitations, ringing in the ears and migraines due to the installation of smart meters. How can this be legal? I would appreciate if you can tell me how you have allowed this to happen.

Sincerely

Lisa Raymond  
2207 36<sup>th</sup> Ave E  
Palmetto, FL 34221  
941-722-5508

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, April 02, 2014 9:34 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: E-Form Other Complaint TRACKING NUMBER: 35678

Customer correspondence

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Saturday, March 29, 2014 8:26 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35678

### CUSTOMER INFORMATION

Name: daniel melzer  
Telephone:  
Email: [dan.melzer@aol.com](mailto:dan.melzer@aol.com)  
Address: 203 silver lake drive unit 204 venice FL 34292

### BUSINESS INFORMATION

Business Account Name: daniel melzer  
Account Number:  
Address: 203 silver lake drive unit 204 venice Florida 34292

### COMPLAINT INFORMATION

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

Re: Opt. out meter question

1. The cost has not changed for over 30 years meters have been read the same way.
2. It is to my understanding FPL received DOE grant money to replace meters with smart meters.
3. FPL does not occur any more cost for the old meters they have been the same for years.  
They want to save money not cost more it is the same cost to read meters as it has been for over 30 years.
4. The \$95 fee to keep old meter is for what they have not new costs they have been reading meters since they started the elec. company. What is the \$95 fee for? profit? what?
4. Im currently injured and cant work to cut my elec. by taking cold showers etc. Keeping elec.bill below \$40 per month. I currently cant afford another \$95 fee and \$13 per month. Why is the FPL company can tell the PSC what to do and they do it without verifying the truth.

495 fee and \$13 permonth

Florida State Seal      State of Florida  
Florida Public Service Commission

NEWS RELEASE

1/7/2014      Contact: 850-413-6482

Florida PSC Recommends Revision of Proposed FPL Non-Standard Meter Rider

TALLAHASSEE — The Florida Public Service Commission (PSC) today denied Florida Power & Light Company's (FPL) proposed Non-Standard Meter Rider (NSMR) tariff and recommended adjustments to the NSMR to reduce customer fees and surcharges. The new tariff would affect FPL customers declining smart meter installation.

"Smart meters reduce meter and billing costs, reduce billing errors, and help the utility quickly identify service issues, but we recognize that a handful of customers want to keep their 'non-communicating' meters," said PSC Chairman Art Graham. "While these customers should expect to pay a fee to cover this added cost, we want to ensure that the associated charges are reasonable."

In reviewing FPL's proposed tariff, the PSC determined cost adjustments to decrease charges for customers opting out of smart meter installation and recommended that FPL revise and refile its tariff within 10 days. PSC staff estimates that the cost adjustments will reduce the customer enrollment fee from \$105 to \$95 and monthly surcharge fee from \$16 to \$13. If FPL refiles the NSMR as recommended, Commissioners granted administrative approval to implement the new tariff.

FPL requested PSC approval of the NSMR as an alternative for the estimated 12,000 customers expected to request the tariff and keep their current meter. Since September 2009, FPL has installed more than 4.5 million smart meters for its residential and small business customers. Smart meters are equipped with a two-way radio transmitter to relay customer usage information and can be read remotely. Customers can view their energy consumption online by month, day, or hour.

By statute, the PSC's jurisdiction over smart meters is limited to meter cost recovery and ensuring accuracy of the meters the utility owns and maintains.

## Crystal Card

---

**From:** Office of Commissioner Brown  
**Sent:** Tuesday, April 01, 2014 11:03 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: FPL Smart Meters

Please place the correspondence below in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

---

**From:** kdjerdon [<mailto:kdjerdon@gmail.com>]  
**Sent:** Tuesday, April 01, 2014 10:09 AM  
**To:** Office Of Commissioner Graham; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office of Commissioner Balbis; Office of Commissioner Brown  
**Subject:** FPL Smart Meters

Dear Commissioners,

Respectfully, I would like to know why you approved FP&L's request to charge its customers a \$95 enrollment fee and a \$13 per month fee if they choose to use a standard meter. FPL claims that the financial burden of reading those meters should not fall on the shoulders of those customers that have switched to using the Smart Meters. I believe this to be a false and misleading claim by FP&L. FP&L has not offered a discounted rate to their Smart Meter customers since they no longer need to employ someone to read their meters. In essence, those folks are still paying to have their meters manually read. This is excess profit for FP&L without providing a benefit to the consumer.

I already have a standard meter that I have paid for. Why are you allowing FP&L to charge me a \$95 enrollment fee? Why are you allowing them to charge me \$13 per month for my standard meter? They have always included

the cost of reading my standard meter in my utility rates. They have not offered me a discounted rate if I switch to a Smart Meter even though they would no longer need to employ someone to read my meter. If I switch to a Smart Meter, I will still be charged the same rate as if I had a standard meter. This creates excess profit for FP&L without any benefit to me. This is not fair.

FP&L claims that their Smart Meter technology cannot be hacked. That is not true. Target stores and the Pentagon are prime examples of institutions that utilized a high standard of encryption, and yet, each one has been hacked. Also, FP&L claims that their Smart Meters do not use personal identifying information. If that were the case then how would they know where the information, that they receive, is coming from? Yes, their technology can be hacked. Yes, the hacker could use that information to gain access to a customer's account or to look for energy use patterns that would tip the hacker off to when FP&L's customers are not at home. I work with computers. FP&L is not being up front about the ability of a hacker to hack their Smart Meter system, or they are making decisions based on ignorance.

I feel comfortable with my reliable standard meter. Over time, the Smart Meter technology will prove to be expensive and unreliable. I do not want it. I should be allowed the choice of which meter I want to use without you giving FP&L the authority to penalize me for that decision and without you creating a way for FP&L to make excess profits in the absence of increased benefits to the consumer. We are a family of very limited financial means. I cannot afford the rate that you have given FP&L the authority to charge me, but I do not want a Smart Meter. Please deny FP&L the authority to charge me these excessive fees for keeping my standard meter before the April 6<sup>th</sup> deadline is here.

Respectfully,  
Mr. Keith Jerdon

[kdjerdon@gmail.com](mailto:kджердон@gmail.com)

## Crystal Card

---

**From:** Betty Leland  
**Sent:** Tuesday, April 01, 2014 10:58 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: FPL Smart Meters

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

Thanks.

---

**From:** kdjerdon [<mailto:kdjerdon@gmail.com>]  
**Sent:** Tuesday, April 01, 2014 10:09 AM  
**To:** Office Of Commissioner Graham; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office of Commissioner Balbis; Office of Commissioner Brown  
**Subject:** FPL Smart Meters

Dear Commissioners,

Respectfully, I would like to know why you approved FP&L's request to charge its customers a \$95 enrollment fee and a \$13 per month fee if they choose to use a standard meter. FPL claims that the financial burden of reading those meters should not fall on the shoulders of those customers that have switched to using the Smart Meters. I believe this to be a false and misleading claim by FP&L. FP&L has not offered a discounted rate to their Smart Meter customers since they no longer need to employ someone to read their meters. In essence, those folks are still paying to have their meters manually read. This is excess profit for FP&L without providing a benefit to the consumer.

I already have a standard meter that I have paid for. Why are you allowing FP&L to charge me a \$95 enrollment fee? Why are you allowing them to charge me \$13 per month for my standard meter? They have always included the cost of reading my standard meter in my utility rates. They have not offered me a discounted rate if I switch to a Smart Meter even though they would no longer need to employ someone to read my meter. If I switch to a Smart Meter, I will still be charged the same rate as if I had a standard meter. This creates excess profit for FP&L without any benefit to me. This is not fair.

FP&L claims that their Smart Meter technology cannot be hacked. That is not true. Target stores and the Pentagon are prime examples of institutions that utilized a high standard of encryption, and yet, each one has been hacked. Also, FP&L claims that their Smart Meters do not use personal identifying information. If that were the case then how would they know where the information, that they receive, is coming from? Yes, their technology can be hacked. Yes, the hacker could use that information to gain access to a customer's account or to look for energy use patterns that would tip the hacker off to when FP&L's customers are not at home. I work with computers. FP&L is

not being up front about the ability of a hacker to hack their Smart Meter system, or they are making decisions based on ignorance.

I feel comfortable with my reliable standard meter. Over time, the Smart Meter technology will prove to be expensive and unreliable. I do not want it. I should be allowed the choice of which meter I want to use without you giving FP&L the authority to penalize me for that decision and without you creating a way for FP&L to make excess profits in the absence of increased benefits to the consumer. We are a family of very limited financial means. I cannot afford the rate that you have given FP&L the authority to charge me, but I do not want a Smart Meter. Please deny FP&L the authority to charge me these excessive fees for keeping my standard meter before the April 6<sup>th</sup> deadline is here.

Respectfully,

Mr. Keith Jerdon

[kджердон@gmail.com](mailto:kджердон@gmail.com)

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Tuesday, April 01, 2014 8:12 AM  
**To:** Consumer Correspondence  
**Cc:** Ruth McHargue; Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35678; E-Form Other Complaint TRACKING NUMBER: 35691

Please add the attached consumer correspondence to Docket 130223E.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 31, 2014 2:09 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35691

### CUSTOMER INFORMATION

Name: P. Pietowski  
Telephone:  
Email:  
Address: 574 Cameo Dr. Ormond Beach FL 32174

### BUSINESS INFORMATION

Business Account Name: P. Pietowski  
Account Number: 6889159148  
Address: 574 Cameo Dr. Ormond Beach Florida 32174

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
I am being coerced into getting a smart meter by the actions of FPL levying a first year charge of \$251. This is a form of economic discrimination - wealthy individuals will find this inconsequential while others will regard this as a significantly high expense. There is an existing charge of \$7.24 for billing and reading the meter and this is sufficient to cover the cost. In addition, a multitude of bills which have this charge yet are not having meters read represent an increase in revenue for FPL, and demanding more from consumers is tantamount to extortion.

The City of Ormond Beach has declared that smart meters are "opt-in" for its residents, and this action by FPL effectively negates this resolution.

I would like to continue the existing billing and metering without any special costs for offering NO additional goods or services. If they want to stop sending out a meter reader, I can volunteer to send FPL the meter reading at no charge.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, March 29, 2014 8:26 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35678

### CUSTOMER INFORMATION

Name: daniel melzer  
Telephone:  
Email: [dan.melzer@aol.com](mailto:dan.melzer@aol.com)  
Address: 203 silver lake drive unit 204 venice FL 34292

### BUSINESS INFORMATION

Business Account Name: daniel melzer  
Account Number:  
Address: 203 silver lake drive unit 204 venice Florida 34292

### COMPLAINT INFORMATION

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

Re: Opt. out meter question

1. The cost has not changed for over 30 years meters have been read the same way.
2. It is to my understanding FPL received DOE grant money to replace meters with smart meters.
3. FPL does not occur any more cost for the old meters they have been the same for years.  
They want to save money not cost more it is the same cost to read meters as it has been for over 30 years.
4. The \$95 fee to keep old meter is for what they have not new costs they have been reading meters since they started the elec. company. What is the \$95 fee for? profit? what?
4. Im currently injured and cant work to cut my elec. by taking cold showers etc. Keeping elec.bill below \$40 per month. I currently cant afford another \$95 fee and \$13 per month. Why is the FPL company can tell the PSC what to do and they do it without verifying the truth.

495 fee and \$13 permonth

Florida State Seal      State of Florida  
Florida Public Service Commission

NEWS RELEASE

1/7/2014      Contact: 850-413-6482

Florida PSC Recommends Revision of Proposed FPL Non-Standard Meter Rider

TALLAHASSEE — The Florida Public Service Commission (PSC) today denied Florida Power & Light Company's (FPL) proposed Non-Standard Meter Rider (NSMR) tariff and recommended adjustments to the NSMR to reduce customer fees and surcharges. The new tariff would affect FPL customers declining smart meter installation.

"Smart meters reduce meter and billing costs, reduce billing errors, and help the utility quickly identify service issues, but we recognize that a handful of customers want to keep their 'non-communicating' meters," said PSC Chairman Art Graham. "While these customers should expect to pay a fee to cover this added cost, we want to ensure that the associated charges are reasonable."

In reviewing FPL's proposed tariff, the PSC determined cost adjustments to decrease charges for customers opting out of smart meter installation and recommended that FPL revise and refile its tariff within 10 days. PSC staff estimates that the cost adjustments will reduce the customer enrollment fee from \$105 to \$95 and monthly surcharge fee from \$16 to \$13. If FPL refiles the NSMR as recommended, Commissioners granted administrative approval to implement the new tariff.

FPL requested PSC approval of the NSMR as an alternative for the estimated 12,000 customers expected to request the tariff and keep their current meter. Since September 2009, FPL has installed more than 4.5 million smart meters for its residential and small business customers. Smart meters are equipped with a two-way radio transmitter to relay customer usage information and can be read remotely. Customers can view their energy consumption online by month, day, or hour.

By statute, the PSC's jurisdiction over smart meters is limited to meter cost recovery and ensuring accuracy of the meters the utility owns and maintains.

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Monday, March 31, 2014 3:12 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** dorothy-greenfield.pdf; Ms Dorothy Greenfield.pdf

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

215 4th Street  
St. Augustine, FL 32080-2908  
March 25, 2014

**Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850**

**Attention:** Chairman Art Graham, Commissioner Eduardo E. Balbis,  
Commissioner Lisa Polak Edgar, Commissioner Ronald A. Brisé, Commissioner Julie  
Imanuel Brown

Dear Public Service Commission:

**How dare you! fine me for being intelligent enough to have the smart meter foisted on me by the Florida Power and Light Company removed from my home.**

As you know from what you passed as a Commission, I am to pay a \$95 installation fee (the meter has been on my house since the new smart meters were installed last year without my permission) and a \$13 per month fee because I will not allow this item, which is dangerous to my health, to be put back on my home.

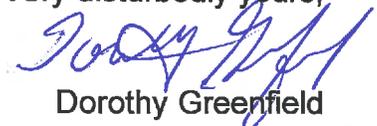
The meter is on my bedroom wall just above my head and the EMF meter was way off the dial when that reading was taken when that smart meter was on the wall. When the meter was there for the week or so before it was removed, I had headaches, dizziness and stomach upset, near nausea, until it was removed. I immediately requested its removal.

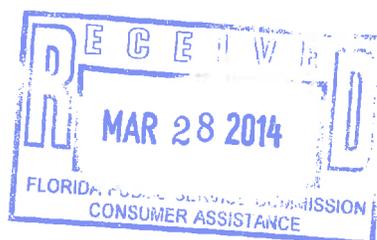
Now I am notified that your Commission gave the FPL permission to fine me for nonconformance with their desire to have these meters installed on all homes.

**I demand a health exemption from this "fine."** You need to look into the health aspects of these meters thoroughly before you give permission for them to be installed or at a minimum, have an "opt out" clause for health reasons.

Please reply immediately as FPL says that if I don't comply by April 14th they will come out and reinstall this dangerous device on my home without my permission, or fine me this outrageous amount for exercising my rights as a home owner not to have this untested and illegal smart meter on my bedroom wall just above my head.

Very disturbedly yours,

  
Dorothy Greenfield



Dear Dorothy Greenfield:

Service Address: 215 4th St

Saint Augustine, FL 32080

**You have a choice of meter.**

We're writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter, which is the standard meter FPL provides.

Our records show that, at your request, we left a non-standard meter in place at the service address shown above. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees. If not, please request installation of the standard smart meter.

**Please choose your meter option no later than April 13, 2014.**

**Making your choice is easy. Just follow three simple steps:**

**1. Know the facts.** Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That's why they're now the standard meter FPL uses.

For more information, please review the enclosed brochure or go to [FPL.com/meteroption](http://FPL.com/meteroption).

**2. Compare the costs and benefits.** The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information, please see the enclosed brochure or go to [FPL.com/meteroption](http://FPL.com/meteroption).

**3. Please notify us of your decision by April 13, 2014.** You may notify us by:

- Filling out the simple online form at [FPL.com/meteroption](http://FPL.com/meteroption), or
- Completing the form below and using the envelope we've provided to mail it to us by April 13, 2014. We'll pay the postage for you, or
- Calling 1-866-252-6047.

Thank you in advance for making your choice.

Sincerely,

Maria Gomez

Director, Customer Service

731365441

Dorothy Greenfield



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF  
INDUSTRY DEVELOPMENT &  
MARKET ANALYSIS  
MARK FUTRELL  
DIRECTOR  
(850) 413-7160

## Public Service Commission

March 31, 2014

Ms. Dorothy Greenfield  
215 4<sup>th</sup> Street  
St. Augustine, FL 32080

Dear Ms. Greenfield:

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

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 PSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. The 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 will be going into effect. The tariff has since been protested and an evidentiary hearing will be held 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 at the Commission's website at:

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

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

A handwritten signature in black ink that reads "Walter Clemence".

Walter Clemence, Public Utility Analyst  
Market Analysis Section

cc: Mark Futrell  
Rhonda Hicks

---

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

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Monday, March 31, 2014 12:54 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** Judy Zultak 1142198C.pdf

Please add the attached consumer correspondence to Docket 130223.

---

**From:** Diane Hood  
**Sent:** Monday, March 31, 2014 11:46 AM  
**To:** Randy Roland  
**Cc:** Ruth McHargue  
**Subject:** To CLK Docket 130223

Copy on file, see 1143198C. DHood



# Fraud Hotline Message

Date/Time of Call  Retrieved from Citizen Services voice mail  
03/18/2014 03:19 PM

Caller's Name  Not Provided  Spelling Uncertain

First Name <b>Judy</b>	Middle Initial	Last Name <b>Zultak</b>	Suffix
---------------------------	----------------	----------------------------	--------

### Caller's Contact Information

Daytime Phone Number <b>954-435-3523</b>	Other Phone Number	Email Address
---	--------------------	---------------

### Caller's Address

<b>3904 Northwest 77th Avenue Hollywood</b>	<b>Florida</b>	<b>33024</b>	<b>Broward</b>
---	----------------	--------------	----------------

### Business or Person Referenced: Florida Power & Light

<b>4000 Davie Road Extension Hollywood</b>	<b>Florida</b>	<b>33024</b>	<b>Broward</b>
<b>954-797-5000</b>	Website		

### Message

The caller states that the mail came and she got a marketing letter from Florida Power and Light.

The caller states that Florida Power & Light installed a new "Smart Meters" three years ago. Due to these meters reportedly giving individuals miscarriages, heart attacks, bloody noses and seizures, the caller had her meter removed and replaced with the old meter style.

The caller states that now the company wants to charge her a \$95 fee for having an old meter style as well as a monthly \$13 service charge. The caller states that Florida Power & Light also charged the "Smart Meter" company for the same amount.

The caller states that she contacted FTC to learn that the federal agency could not assist them. The caller states that she is not going to settle and pay the company this amount.

The caller wants to know what our agency can do for her. The caller notes that she is 73 and demanded that I file a complaint for her.

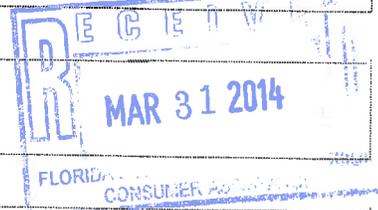
### Subject

**Utilities**

### Comments by AG Staff

**Informed the caller that I would file a complaint for her.**

**Forwarding to Citizen Help.**



### Related Documents

**Multiple previous calls under Judith Zultak and Maria Zultak.**

Is caller 60 or older?  Yes  
 No  
 ?

Military Status?  Active Military  
 Veteran  
 Clear Selection

### Assigned to

**Christina Faris**

### Status



STATE OF FLORIDA

PAM BONDI  
ATTORNEY GENERAL

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services  
The Capitol  
Tallahassee, Florida 32399-1050

Telephone: (850) 414-3990  
Fax: (850) 410-1630

March 26, 2014

Ms. Judith Zultak  
3904 Northwest 77th Avenue  
Hollywood, Florida 33024

Dear Ms. Zultak:

This letter is to follow up with you from your call with our office on March 18, 2014 regarding your concerns with Florida Power & Light. Attorney General Bondi asked that I respond.

The Attorney General's Office appreciates that you consider this office as a source of assistance, and I am sorry for your difficulties. I am forwarding your information to the Florida Public Service Commission (PSC) for review. The PSC regulates investor-owned utilities in this state. Please follow up with that agency about this matter. You may contact the PSC directly by telephone at (850) 413-6100, or toll-free at (800) 342-3552. The PSC's website address is [www.psc.state.fl.us](http://www.psc.state.fl.us).

Another helpful resource is the Seniors vs. Crime Project, which is a volunteer organization sponsored by the Attorney General's Office. This organization helps consumers resolve their individual complaints. In an effort to assist you, I am also forwarding your complaint to our Senior vs. Crime volunteer for review. To follow up on your complaint, please call Seniors vs. Crime toll-free at (800) 203-3099, or visit the program's website [www.seniorsvscrime.com](http://www.seniorsvscrime.com).

If you need legal guidance, please consider consulting a private attorney. An attorney can give you the legal advice which our office is precluded by law from providing to private individuals. If you need help finding an attorney, The Florida Bar offers a Lawyer Referral Service toll-free at (800) 342-8011, or online at [www.floridabar.org](http://www.floridabar.org). If you cannot afford an attorney, The Florida Bar can provide information about low cost or pro bono assistance through a local legal aid office. Or you may contact the Florida Senior Legal Helpline toll-free at (888) 895-7873. The Senior Legal Helpline is a toll-free telephone referral service to help address legal questions for senior citizens.

Thank you for contacting the Florida Attorney General's Office.

Sincerely,

Kimberly D'Amico  
Office of Citizen Services



cc: Public Service Commission  
Consumer Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Seniors vs. Crime Project  
Website: [www.seniorsvscrime.com](http://www.seniorsvscrime.com)

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Monday, March 31, 2014 11:47 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Ruth McHargue  
**Subject:** Docket 130223  
**Attachments:** To CLK Docket 130223

Please add the attached consumer correspondence to Docket 130223.

## Crystal Card

---

**From:** Consumer Contact  
**Sent:** Monday, March 31, 2014 10:18 AM  
**To:** Randy Roland  
**Cc:** Ruth McHargue  
**Subject:** To CLK Docket 130223

Copy on file, see 1143163E. See 1143163E for the warm transfer. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Saturday, March 29, 2014 5:23 PM  
Cc: [fpl\\_fpvc\\_correspondence@fpl.com](mailto:fpl_fpvc_correspondence@fpl.com); Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35677

Email sent to [fpl\\_fpvc\\_correspondence@fpl.com](mailto:fpl_fpvc_correspondence@fpl.com) with CC to PSC

### CUSTOMER INFORMATION

Name: Diane Hendricks  
Telephone: 9413774676  
Email: [DLH960@aol.com](mailto:DLH960@aol.com)  
Address: 2350 Black Oak Ct Sarasota FL 34232

### BUSINESS INFORMATION

Business Account Name: Rick Hendricks  
Account Number: 45322-49796  
Address: 2350 Black Oak Ct Sarasota Florida 34232

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

We were told that the Smart Meter was optional and have opted out of the Smart Meter and are now being told that we will have to pay extra fees.

We will only pay these under protest! Our health is important to us.

FPL is unable to prove that the Smart Meter is safe and will not harm our health.

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Monday, March 31, 2014 11:36 AM  
**To:** Consumer Correspondence  
**Cc:** Ruth McHargue; Diane Hood  
**Subject:** To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35673; E-Form Other Complaint TRACKING NUMBER: 35676; E-Form Other Complaint TRACKING NUMBER: 35680; E-Form Other Complaint TRACKING NUMBER: 35682; E-Form Other Complaint TRACKING NUMBER: 35683; E-Form Other Complaint TRACKING NUMBER: 35684

Please add the attached consumer correspondence to Docket 130223.



## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, March 29, 2014 11:54 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35673

### CUSTOMER INFORMATION

Name: Lois Nichols  
Telephone:  
Email:  
Address: 503 NE SOLIDA CIR Port St Lucie FL 34983

### BUSINESS INFORMATION

Business Account Name: Lois Nichols  
Account Number: 44900-36466  
Address: 503 NE SOLIDA CIR Port St Lucie Florida 34983

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company  
Details:  
Why I dont want (but am forced) to change to a Smart Meter in my home:

1. My present analog meter works just fine.
2. I resent the forcing (extortion) of the changeover when there is no valid reason for doing so; because if I do NOT, then I am charged a changeover fee PLUS a monthly fee--forever!
3. The cost to me will INCREASE my monthly electric bill by 50%--(16% present fees/taxes and 34% for the monthly fee for changeover) not including the one time charge of almost \$100. I am a retired senior on a fixed budget and this additional charge will severely jeopardize my quality of life.
4. I would be paying more each month for an additional presumed service (monitoring/controlling my elec use) for which I have no need or desire.
5. Although the electric company will not admit to the health risks resulting from a smart meter on my home, I believe that they exist and I do not want to subject my health to these risks.

For these reasons, I do not want a Smart Meter at my residence. However, having no other choice but to pay the extra fees that would be incurred--forever--and because of the extortion by the electric company, I am forced to allow this dastardly fixture to be installed!

If I was able to substitute the present electric service, I would do so in a heartbeat.  
Also, if the resulting litigation is successful in that I have a CHOICE-WITHOUT ADDITIONAL COST, I wish to return to the present meter(analog) that I have now.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, March 30, 2014 1:16 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35684

### CUSTOMER INFORMATION

Name: tim grey  
Telephone: 2392874194  
Email: [tim@g2fla.com](mailto:tim@g2fla.com)  
Address: 240 Nottingham Dr Naples FL 34109

### BUSINESS INFORMATION

Business Account Name: tim grey  
Account Number: 6513126208  
Address: 240 Nottingham Dr Naples Florida 34109

### COMPLAINT INFORMATION

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

I am writing to you to voice my opposition to FPLs coercive smart meter program. The newly implemented fees are a form of extortion against people who choose not to have these meters installed at their private homes. I personally have concerns with the health, safety, and welfare of my family. I have received no information pertaining to the country of origin where these meters are being mass produced, any safety standard ratings or the testing and compliance of these meters with UL standards and above all else, the potential long term health effects of these meters.

There is court-ordered documentation, and independent testing, showing that utilities have been proven to be lying about how often smart meters transmit bursts of microwave radiation. Depending on the utility their claim is typically something like "4-6 times per day", or "45-60 seconds per day" — whereas courts and independent testing reveal that meters are transmitting in the range of 10,000 to 190,000 pulsed microwave transmissions per day.

Please re-consider your ruling, as it appears not to be on solid legal ground, to allow FPL to extort non-compliance fees from those who choose to stay with an analog meter. Should you choose not to stand up for the rights of the people in the State of Florida, the next viable option would be a class action lawsuit .

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, March 30, 2014 8:11 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35682

### CUSTOMER INFORMATION

Name: Lawrence Williams  
Telephone: 772-236-9410  
Email: [boatmanlb@yahoo.com](mailto:boatmanlb@yahoo.com)  
Address: 5991 River Grove Drive Sebastian FL 32976

### BUSINESS INFORMATION

Business Account Name: Lawrence Williams Account Number:  
Address: 5991 River Grove Drive Sebastian Florida 32976

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
FPL is holding me hostage because they are going to put the smart meter at my place because if I keep my old meter they are going to charge me \$95 for so called enrollment fee and a extra \$13 a month on top of my bill.

I live on a fixed income and cant afford more then I pay now. Also 70 years old and I hear the smart meter is bad for my health.

Sincerely  
Lawrence Williams

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, March 29, 2014 2:34 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35676

### CUSTOMER INFORMATION

Name: Christopher Thomas  
Telephone: 941  
Email: [springsauto@hotmail.com](mailto:springsauto@hotmail.com)  
Address: 4674 Payne Street North Port FL 34287

### BUSINESS INFORMATION

Business Account Name: Christopher Thomas Account Number: 7540550006  
Address: 4674 Payne Street North Port Florida 34287

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
This company has a "corner on the market" for electric service and knows it; therefore taking advantage of their customers at the expense of their health, privacy, property and financial situation in a poor economy. We suggested that they move the meter to a poll at the far rear of our property if they wish to mandate the installation of a smart meter on our property. We were informed that we would have the burden of expense for that also. Previously, they "snuck" onto our property and switched our meter with no appt or notice. Our entire family began to experience horrific headaches, dizziness, ringing in the ears and our bill went up. We fought like hell to get our old meter back, but they claimed it had been destroyed, however, we found an FPL guy with a whole bunch in the rear of his vehicle and he gave us another analog meter. Our symptoms were totally gone within approximately 24-36 hours after the removal of the smart meter. I have finally gained part time employment, my wife is still unemployed and if they steal our analog meter again we will all become extremely ill, I will be unable to work and my wife will be unable to obtain employment. She became so dizzy she couldnt even get out of bed, screaming in pain from the headaches and constant ringing in her ears. Our little one too, had the same ailments. In this economy, it appears that FPL cares little for the health, welfare, privacy and financial burdens they are putting on their customers. Additionally, it appears they obviously have plans to "unemploy" people within their company or expect the customers to burden the expense of the employees wages. This is definitely extortion and without other choices for electric service providers it appears they can get away with it. Simply put. they are "forcing" us to agree to escalate our bills or to allow them to put our health at serious risk once again! I am pretty sure this is illegal. If I "Opt out" and state on the form that we are not agreeing to the \$95 fee and the additional \$13 monthly fee, I can guarantee you they will cut off our electric service. I suppose thats legal too? Hog wash!!!! Shame on this horrible company which should be put out of business immediately or seriously investigated for its unprofessional, unethical practices!

PSC was contacted previously

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, March 30, 2014 9:19 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35683

### CUSTOMER INFORMATION

Name: Dena Nichols  
Telephone: 7728712969  
Email: [dnichcan@yahoo.com](mailto:dnichcan@yahoo.com)  
Address: 2142 SW Cadiz Ave. Port St. Lucie FL 34953

### BUSINESS INFORMATION

Business Account Name: Dena Nichols  
Account Number: 01151-29017  
Address: 2142 SW Cadiz Ave. Port St. Lucie Florida 34953

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
After extensive personal experience and research on the topic of Smart Meters, I have concluded that installation of a Smart Meter is a detrimental to my health, privacy, safety, and property rights. Although I am a prudent energy consumer, (bill less than \$100/mo.), my income is in the poverty range and adding an additional \$95 plus \$13 mandatory fee increase is unacceptable. I have written and notified Florida Power and Light in the past informing them of my concerns and refusal of the Smart Meter install on my home. The letter I received recently from Florida Power and Light informing me that I must "choose" between either a.) paying the ongoing fees stated above, or b.) having the Smart Meter installed is extortion and unlawful. If I decide to have the smart meter installed, it will be under severe coercion and duress pending the outcome of the Petition proceedings pertaining to Docket #130223.

## Crystal Card

---

**From:** Baldwyn English  
**Sent:** Monday, March 31, 2014 10:18 AM  
**To:** Commissioner Correspondence  
**Cc:** Mark Futrell  
**Subject:** Docket No. 130223-EI  
**Attachments:** SKMBT\_36314033109140.pdf

Good morning,

Please place the attached correspondence in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

**Baldwyn R. English, Jr.**

Chief Advisor, Office of Commissioner Ronald Brisé  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
Tel: 850-413-6034  
Fax: 850-413-6035

Notice to principal is notice to agent; and notice to agent is notice to principal.

**TO: FLORIDA POWER & LIGHT COMPANY, its agents, officers, employees, contractors and interested parties**

Sent via Certified U.S. Postal Mail and with Service by March 30<sup>th</sup> 2014 (See attached Affidavit of Service) to:

Eric E. Silagy, President AND Deborah H. Caplan, Vice President & Chief Operating Officer, ET AL  
FLORIDA POWER & LIGHT COMPANY  
700 Universe Blvd  
Juno Beach FL 33408 US

**ALSO TO:**

**Florida Public Service Commission, its agents, officers, employees, contractors and interested parties**

Sent via Certified U.S. Postal Mail and with Service by March 30<sup>th</sup> 2014 to

Ronald A. Brisé, Chairman  
Mark Futrell, Director Industry Development & Market Analysis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

March 24, 2014

FROM: Robert L Jacks

**NOTICE OF NO CONSENT TO TRESPASS, NO CONSENT TO SURVEILL, NOTICE OF LIABILITY, PUBLIC COMPLAINT AND DEMAND FOR MORATORIUM**

Dear Mr. Leon, Mr. Silagy, Ms. Caplan, Mr. Brisé, Mr. Futrell, and all agents, officers, employees, contractors and interested parties:

Be advised, you and all other parties are hereby denied consent for installation and use of any and all "Smart" Meters and "Smart" Grids, or any other surveillance and activity monitoring or irradiating device, or devices or infrastructures, at the above properties. Installation and use of any surveillance and activity monitoring device or infrastructure that sends and receives communications technology 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, especially but not exclusively where this is 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 properties and all their respective occupants. Smart Meters and Smart Grids violate the law and cause endangerment to residents by the following factors:

1. Smart Meters and Smart Grids are respectively, by definition, surveillance devices and infrastructures with operations that violate Federal and State wiretapping laws by recording and storing databases of monitored, private and personal activities and behaviors in and around homes and offices without the consent or knowledge of the monitored people. These Meters and their Grid individually identify devices inside the home and office and record when they are operated, causing invasion of privacy, violating constitutional rights to freedom from search and seizure, and they undermine domestic security. They transmit monitored data including behavior and occupancy by way of wireless, radiofrequency/microwave radiation (RF/MWR) signals, which may be intercepted by other, unauthorized and unknown parties, and which can be used to aid criminal activity against the occupants.

2. After collecting and recording data about occupants' daily habits and activities, Smart Meters and their Grid store these data in permanent databases. Recorded data may be accessed by parties not authorized or invited to access them, and who may share the private information of those whose activities were recorded. This can also be accomplished by external cyber-attacks or disgruntled employees, and has been done before, where the attacked company may not know of the intrusion for months. Those with access to Smart Meter/Grid 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. With analysis of certain Smart Meter/Grid data, unauthorized and distant parties may determine medical conditions, sexual activities and physical locations of persons within the home, in addition to vacancy patterns and other personal information and habits of the occupants. These data may fall into the hands of criminals, blackmailers, law enforcement, private hackers of wireless transmissions, utility company employees, and other unidentified parties who may act against the interests of the occupants under metered surveillance.

3. Smart Meters and Grids require costly installation and, as documented throughout the US in previous deployments, almost always result in higher utility rates, often disproportionately targeting the less fortunate, e.g., the unemployed, disabled and elderly who spend more time at home. Smart Meters provide no benefit to customers, and no net energy savings, as determined by a pilot study by the Connecticut Attorney General's Office. In fact, they endanger individuals and the entire public with fires, pulsed radiofrequency/microwave radiation (RF/MWR) exposure, EMP (electromagnetic pulse) attacks and hackable surveillance.

4. US DoD and DoE agents overtly admit that Smart Meters and Grids are susceptible to cyber-insecurity, and further, that they open the power (electrical) grid to cyber-insecurity. Former CIA Director James Woolsey stated the Smart Grid is "vulnerable", "stupid" and suffers from security weaknesses. As with the Smart Grid, its Meters can and will be hacked. The small CPU in a Smart Meter cannot protect itself as well as a home PC can; and home PCs are well known for being compromised. By deploying these Meters in the millions with the exact same software and hardware, they become a huge and easy target, endangering an entire community, since an attacker can remotely switch the power on and off en masse. This makes these Smart Meters unsafe and a liability to customers, who would in such events find themselves with higher bills with hidden charges for the damages.

5. Disabling the receiver will not prevent other forms of "hacks". A malicious attacker could confuse the internal CPU, reset it, change random memory locations, change the KWH (kilowatt-hour) reading, force a power disconnect, or completely disable a Smart Meter with a simple coil of wire and a small battery. This cannot happen with a mechanical, analog meter. Furthermore, it is well known that an EMP (electromagnetic pulse) can take out car computers. Smart Grids and Meters make EMP strikes possible on larger scales including without limitation entire municipal electric infrastructures. Smart Meters are eminently vulnerable to EMP attacks, to large or localized EMPs, even those generated by a kid with a battery and a coil. A thief or burglar could use the same EMP and/or hacking methods to turn off household and office power, even where the electrical switch box is locked.

6. Encryption of data is irrelevant, due to well known "Tempest" attacks; see [en.wikipedia.org/wiki/TEMPEST](http://en.wikipedia.org/wiki/TEMPEST), where an attacker monitors internal electrical switching signals of a CPU or other internal components from a distance. Governments have developed standards covering this. Compromising emanations are defined as unintentional intelligence-bearing signals which, if intercepted and analyzed, may disclose the information transmitted, received, handled, or otherwise processed by any information-processing equipment, like in Smart Meters. This would violate customers' privacy and any privacy policy the utility company has at this time. Further, the utilities have not adequately disclosed their encryption or security methods to the public. The source code to any data encryption must be open-source and peer reviewed by the security community at large, in order to be as secure as is currently possible. Security by obscurity is no security at all. Turning off the RF/MWR transmitter is likewise irrelevant, due to "Tempest" attacks; since the wireless transmitter is not needed in these attacks; and disabling transmitters would in any case negate any purported benefit of Smart Meters and Grids.

7. There is no way to determine objectively or by way of an independent inquiry whether a Smart Meter has accurately monitored household or office utility use. This indeterminate billing constitutes an unfair business practice and a liability to customers, one that has manifested already in many provably incorrect bills. Electronic and computer engineers know well that a high-voltage spike, such as a nearby lightning strike or EMP, can change memory bits in normal memory or EEPROM memory (electronically programmable memory that is non-volatile) by adding extra electrons to the small memory cells. This can

change internal Smart Meter settings like the KWH calibration data or other settings that may change the rate of power charged without the customer or utility company ever knowing about it. By contrast, customers are entirely safe from this danger with mechanical, analog meters.

8. The Smart Grid and its associated devices draw enormous amounts of energy off the electrical power grid. Thus, far from saving energy, Smart Grids and Meters only consume much more energy than was previously in use, stressing the power grid and making it insecure.

9. Smart Meters and Grids expose occupants and all living organisms on their household or office property to constant, "weapons-grade, pulsed radiofrequency/microwave radiation" (RF/MWR), as tacitly admitted by DoD and DoE agents at the FL Energy Summit on 10/28/2011. Such radiation is a "Hazard" per the ANSI/IEEE Committee that in 1991 set FCC guidelines against such exposure. Thousands of studies conclude adverse bioeffects from said radiation at and lower than the exposure levels that Smart Meters and Grids deploy. RF/MWR was determined a Class B1 "probable carcinogen" by EPA in 1989, although that determination was politically suppressed. The subset of wavelengths in body-part size, centimeter radiation, which Smart Meters and Grids deploy, are most hazardous by way of their exponentially increased absorption in human body parts, particularly the brain. The Sage 2011 review *Assessment of Radiofrequency / Microwave Emissions from Smart Meters* found potential FCC exposure guideline violations based on both time-averaged and peak power limits. RF/MWR interferes with electronic medical devices (Bassen H,) and with electrophysiologic processes in all living organisms. Damages to large and small mammals, reptiles, birds and insects including bees is scientifically established from RF/MWR at and below power densities measured at more than a meter away from Smart Meters, especially with long duration of exposure. Tree damage near RF/MWR-deploying antennas is also well documented. Moreover, harmful dirty electricity may be added to home or office wiring when a Smart Meter is installed. **I have a medical implant and do not want to be exposed to pulsed RF Radiation.**

10. Utility companies, especially but not solely where they are private corporations, have no delegated authority from the People to install or use in their homes or offices hackable devices and infrastructures – particularly not those that remove property security, warrantlessly surveil occupants, invade privacy, break customers' utility contracts, forcibly change billing methods, insert hidden charges, monitor usage indeterminately and inaccurately, producing unfair billing, cause fires, impair the health of human occupants and pets, endanger wildlife and over time destroy nearby trees and landscaping, and threaten the local power grid. On account of these stated problems, and possibly others, Smart Meters can only lower property values. Lawsuits for value lost could subject all local customers to higher bills, with lawsuit costs invisibly passed to them. Utility companies lack authority to use their easement to install and/or operate equipment that may lower property values or make a property less desirable to a buyer.

11. The utility companies have not adequately disclosed the particular recording and transmission capabilities of the Smart Meter and Smart Grid, their specific frequencies, pulse rates, power densities within occupied structures, or other electromagnetic parameters, nor the extent of the data that will be recorded, stored and shared, nor the purposes to which said data will and will not be put. Moreover, the utility companies have misled the public and public officials by omitting publicly available facts and information regarding Smart Meters and Grids, and by advertising false statements such as claims of energy savings. False, public statements are propaganda and constitute fraud.

12. Smart Meter installation is not mandatory. According to the federal Energy Policy Act of 2005, which in any case only covers Federal areas within the limited jurisdiction of the CONSTITUTIONALLY LIMITED United States Government, "each utility may offer" such a meter to each of its customer classes; and, the Public Service Commission (PSC) "shall conduct an investigation and issue a decision whether or not it is appropriate for electrical utilities to provide and install time based meters and communications devices for each of their customers..." Any claim by a utility of a "federal mandate" constitutes constructive fraud. Any suggestion by a utility company to customers that Smart Meters are mandatory is a false statement, fraudulent, and false commercial speech, which is punishable by law and also opens the power company to liability via lawsuit.

13. No problem has ever been reported regarding the analog meter that has been operating under my contract with FLORIDA POWER & LIGHT COMPANY, therefore there exists no need for any change to said contract and no need for any change to the meters or the method of your respective bill calculation. I, the undersigned, thus decline, forbid, refuse and deny the proposed contract modification, installation and any and all additional capital outlay costs that would be imposed upon me through the federal Energy Act of 2005, were to I have consented to Smart Meters and/or Grids, which I do not.

I hereby demand an immediate moratorium to the installation of Smart Meters and Grids, with Smart Meters to be removed at a customer's request with no extra charge. I demand an immediate investigation into these issues by the Public Service Commission (PSC), and that the PSC immediately order all state utility companies to fully inform all customers within 30 days of receipt of this letter of all problems and complaints about Smart Meters and Smart Grids. I reserve the right to amend this notice and complaint at any time. This is not necessarily a complete list of claims against Smart Meters and Grids.

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

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 and Smart Grids, 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. Recipients must respond within 10 days to me, and provide me evidence of your authority, if any, as well as your intent, if any, to install any Smart Meter(s) and/or to operate any Smart Grid on or at my residence and/or business.

Signed,

A handwritten signature in black ink, appearing to read "Robert L. Jacks", written over a horizontal line.

Robert L Jacks  
23289 Country Club Dr. W.  
Boca Raton FL 33428

## Crystal Card

---

**From:** Betty Leland  
**Sent:** Monday, March 31, 2014 8:43 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 130223 - Smart Meters  
**Attachments:** SKMBT\_36314033107320.pdf

Good Morning:

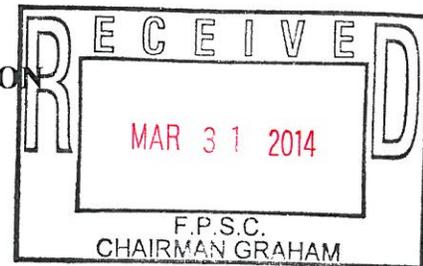
Please place the attached e-mail in docket correspondence consumers and their representatives in Docket No. 130223.

Thanks.

LAWFUL NOTICE AND DEMAND AND OBLIGATION

March 23, 2014

From: Dr. Salvatore Martingano, Agent of Private Properties:  
2392 N. Riverside Drive  
Indialantic, Fl 32903



**NOTICE TO AGENT IS NOTICE TO PRINCIPAL  
NOTICE TO PRINCIPAL IS NOTICE TO AGENT**

To: **James L. Robo**  
Chairman and CEO  
[NEXTERA ENERGY, INC. and FLORIDA POWER & LIGHT COMPANY (FPL)]  
and  
**Eric E. Silagy**  
President  
[FPL]  
700 Universe Blvd.  
Juno Beach, FL 33408  
Via United States Postal Service Express Overnight Mail, registered and return receipt and via Fax:  
(561) 694-4999

**Art Graham**  
Chairman  
PUBLIC SERVICE COMMISSION [PSC]  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
Via United States Postal Service Express Overnight Mail, registered and return receipt and Fax: (800)  
511-0809

**Re: 2<sup>nd</sup> NOTICE OF NO CONSENT TO TRESPASS OR SURVEILLANCE, NO CONSENT TO INSTALL/OPERATE SMART METER, NO CONSENT TO ENROLLMENT FEE/SURCHARGES FOR DENYING SMART METER, NOTICE OF CRIMINAL AND [CIVIL] LIABILITY, NOTICE OF NO CONSENT TO MURDER/SLOW KILL ME AND MY FAMILY, NOTICE AND DEMAND AND OBLIGATION OF MORATORIUM ON ALL SMART METERS IN Florida state**

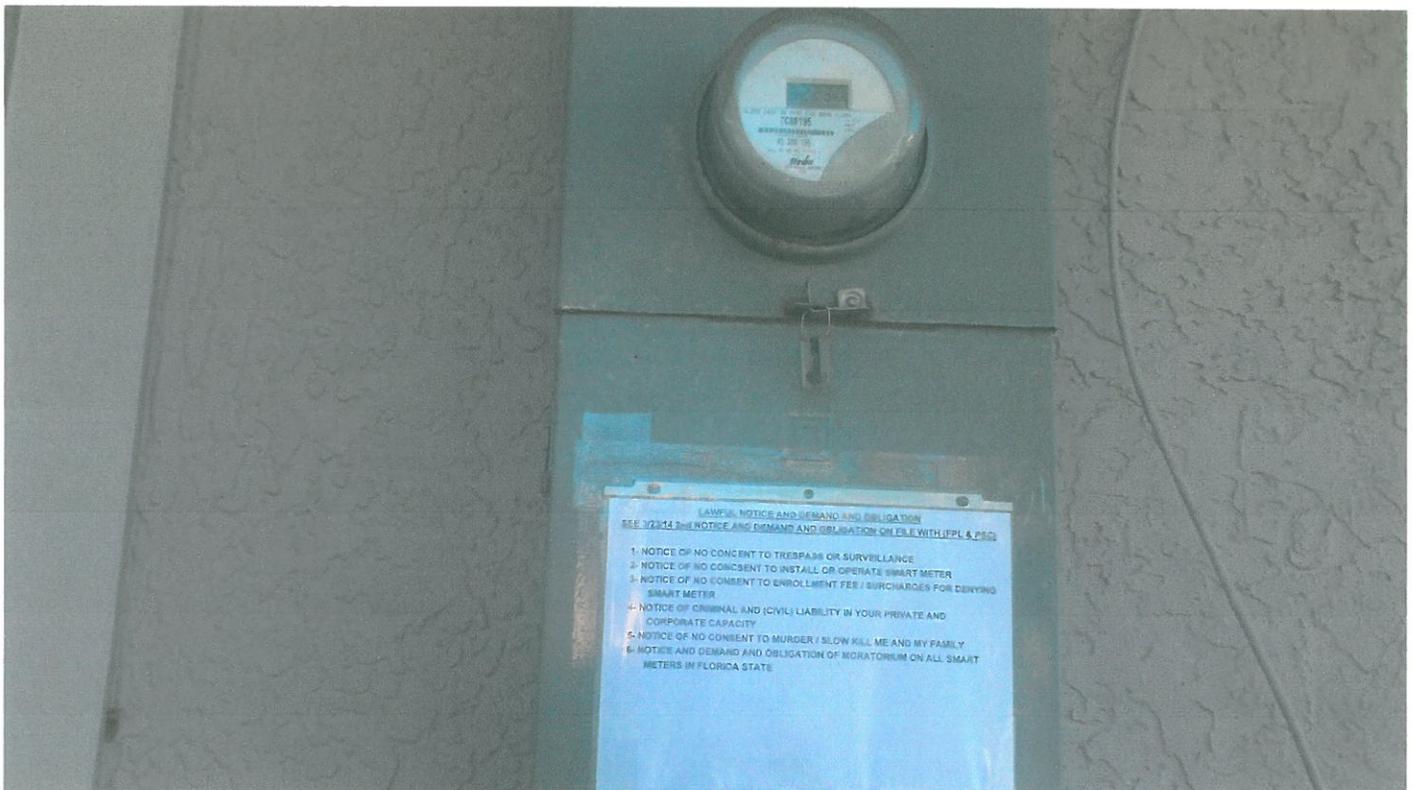
Dear Mr. Robo, Mr. Silagy, Mr. Graham, and all principals, agents, successors, heirs, assigns, employees, contractors, legal representatives, etc. of your respective corporate, governmental, quasi-governmental, etc. entities:

Please read carefully the facts and law herein:

1. On March 20, 2012 a written notice was sent to your office, under the **Law of Principal and Agent, [Florida Statutes § 671.201] and [U.C.C. 1-308]** from Me, I, Myself and My family of No Consent to install, operate, etc. a Smart Meter or any related activity monitoring device whatsoever at the address listed above, including the additional properties of said Private Property, accounts inclusive: (2392 N, Riverside Dr.) 72402-09028, (1320 Palm Bay Road) 67780-05089, (4210 Alamanda Key Dr.) 67328-81559, (4170 Alamanda Key Dr.) 49142-38391, (4200 Alamanda Key Dr.) 37219-65378, (4710 Lake Waterford Way) 78862-04465, (1411 Shaefe Ave, APT. 110) 90613-56144 supra, and that **No Meter Reader is to ever enter said Private Property without calling first and then knocking on the front door upon arrival for My or My family's consent to read the meter for that day.**

2. On March 22, 2012 a written response was received from FPL's Customer Advocate, Shawna Gray-Faig, acknowledging receipt of my notice.
3. On May 29, 2012 an additional letter from FPL Customer Advocacy was received stating that FPL has placed a hold on installation of a Smart Meter at any of my Private Properties.
  - a. Explicit Reservation of All My Right(s), Remedy(ies) and Defense(s) under [Florida Statutes § 671.201] and [U.C.C. 1-308].
  - b. **Violations under [Fla. Stat. chs. 670-680] and [U.C.C.] and [Public Law 89-719 (1966)].**
  - c. **Notice of No Consent to install, operate, etc. a "Smart Meter" or any related activity monitoring device on said Private Property.**
  - d. **Notice of No Consent to Trespass on said Private Property.**
  - e. **Notice of No Consent to any Surveillance on said Private Property.**
  - f. **Notice of Criminal and [Civil] Liability in Your Private and Corporate Capacity** for continued violation(s) of My and My family's rights, especially as it pertains to **privacy, health, safety and financial concerns.**
4. **On June 13, 2012 [FPL] and [PSC] were given Notice and Demand at the 4:00 [pm] [FPL] Rate Hike Hearing** in Melbourne, Florida state of the following **on record**:
  - a. **Any [FPL] Rate Hikes are unlawful and tied to murder** and the 18+ million Floridians do Not have to pay [FPL] in order Not to be killed.
  - b. **"Smart Meters" kill people in a way known as a "Slow Kill" as indicated by the UNITED STATES DEPARTMENT OF THE ARMY Declassified Report of weapons-based technologies and bandwidths, which was obtained via [Freedom of Information Act (FOIA)] Request 614F-06 by California attorney, Mr. Donald Friedman. This 12-13-2006 dated [FOIA] report was entered into evidence at said 6-13-2012 Hearing,** copies of which were handed to [PSC] Senior Attorney, Caroline Marsh Klancke, who has THE FLORIDA BAR Number 29105, and also to all [PSC] Commissioners, including, Mr. Ronald Anthony Brise, Mr. Art Graham, Ms. Lisa Polak Edgar, Ms. Julie Imanuel Brown, and Mr. Eduardo E. Balbis. This happened in front of Senior [FPL] personnel sitting in the front row.
  - c. **Smart Meters have an ~1-mile radius influence (which means My family and I are being poisoned by our neighbors' Smart Meters).**
  - d. The [**Brevard county May 1, 2011 "Opt Out" Resolution #2012-099** and the May 29, 2011 "Opt In" Resolution #2012-132] **representing the entire 500,000+ people of Brevard county wanting a moratorium on Smart Meters** and minimally requiring said people to "Opt In", copies of which were entered into evidence to same said [PSC] personnel in front of said [FPL] personnel. Under [Florida Statutes chs. 670-680] and [U.C.C], the repeated emphasis on "Opt In" is much more than the silent acquiescence you secretly use to allege acceptance of your presumed unlawful contracts with the people of Brevard county, so **Please Govern Yourselves Accordingly.**
  - e. [PSC] is required to uphold its Charter of "monitoring of safety, reliability, and service" **with an immediate moratorium of all installations, operations, etc. of "Smart Meters" in the entire Florida state,** and especially, Brevard county, based on the above.
  - f. Brevard county's sheriff and peace officer department was aware of the tyranny of [PSC] and [FPL], even after said [Brevard county Resolutions] were passed. It was stated on record that said department indeed opened a criminal investigation based on violations by [PSC] and [FPL] of federal and State wiretapping laws, the Constitution for the united States of America, etc., including, but not limited to [18 USC § 2511, 2512 and Fla. Stat. § 934.03 and 934.04], [FCC] law, the Fourth Amendment, et al. It was further stated on record that this ongoing criminal investigation is supported by the growing [www.CountySheriffProject.org](http://www.CountySheriffProject.org), in which sheriffs across the [country] are now taking lawful action against tyranny by entities such as yourselves and corporations such as [FPL] and also [PSC], a corporate department of the corporate STATE OF FLORIDA with [EIN# 59-6001784].

5. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any installation, operation, etc. of any Smart Meter (or [AMI] two-way transmission smart-grid meter, whether with two, three, or otherwise, etc. antennae), digital meter (or [AMR] one-way transmission digital “ping” meter), related activity monitoring device, etc. on, involving, etc. said Private Property.
6. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any neighborhood, subdivision, etc. installations, operations, etc. of any Smart Meter, digital meter, related activity monitoring device, etc. affecting said Private Property due to said ~1-mile radius of influence.
7. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent to any fees, charges, penalties, fines, etc. for denying any installation, operation, etc. of any Smart Meter, related activity monitoring device, etc., on said Private Property, including, but not limited to, the alleged [\$]95 Enrollment Fee and the alleged additional [\$]13/month Surcharge approved by a recent [PSC] Hearing under [PSC Docket #130223] for Not having a Smart Meter, digital meter, related activity monitoring device, etc. on said Private Property.
8. This is a lawful **Notice and Demand and Obligation** that I am Not required to pay [FPL] in order Not to be “slowly killed” or violated as outlined in the many criminal violations cited, supra, and, as such, **all Smart Meters, related activity monitoring devices, digital meters, etc. are hereby to be removed and permanently shut down from any infrastructure, operations, etc. immediately in the entire Florida state.**
9. Pictures of current **Analog Meter** and of Private Property-No Trespassing signs on said Private Property at 2392 N. Riverside Drive, Indialantic, Fl 32903, are included below for your review. Said meter is **clearly labelled with LAWFUL NOTICE AND DEMAND AND OBLIGATION NOTICE, on file with FPL and PSC, as part of the building on said Private Property. Any tampering with said private property, in an attempt to change said Analog Meter to any other meter falls under the criminal violation and felony of “Breaking and Entering”, so please govern yourselves accordingly.**





The use of notary below is for verification and identification only, does not constitute any adhesion, does NOT grant any jurisdiction whatsoever, and does not affect My Sovereignty, Sovereign Immunity or Unalienable Rights.

I, Me, Myself, Salvatore Martingano, Agent, Declare that the foregoing is true, correct and not misleading to the best of My knowledge, information and belief executed this 26<sup>th</sup> day of February, 2014 under Authority: [28 USC 1746(1)] and My Sovereign Immunity. My autograph below is with explicit reservation of All of My Rights, Remedies and Defenses, Without prejudice and Without recourse to any of My Unalienable Rights or any of My specific Common Law Rights and by My autograph below.

With All Respect, Thank You,

*Salvatore Martingano*  
by: Salvatore Martingano, Agent  
Fla. Stat. 671.207]

All Rights, Remedies and Defenses Reserved

JURAT

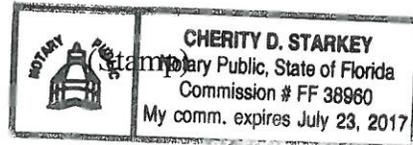
Florida state )  
: ss  
Brevard county )

As a Notary Public for said county and state, I do hereby verify that on this \_\_\_\_\_ day of February, 2014, that John Doe, a living being, presented himself before me under Authority: [28 USC 1746(1)], and known to me or proved to me, on the basis of satisfactory evidence and identification to be the alive being whose autograph herein acknowledged to me that he executed the same, and that by his autograph on this instrument, under oath or asseveration, accepts the truth thereof.

Witness my hand and seal:

*Cherity Starkey*  
Notary Public

3/26/14 (Seal)  
Date



RECEIVED--FPSC

14 MAR 31 AM 8:28

COMMISSION  
CLERK

130223

From:  
Raymond G. Fridley, Jr, Trustee }  
Raymond G. Fridley, Jr, Trust } Affiant  
332 24<sup>th</sup> Place S.E.  
Vero Beach, FL 32962

To:  
Florida Power & Light Co.  
9250 West Flagler Street  
Miami, FL 33174

✓ Copy:  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

**AFFIDAVIT, NOTICE AND DEMAND FOR RETAINING OF ANALOG ELECTRICAL METER AND REMOVAL OF ADDITIONAL CHARGES PERTAINING TO SUCH RETENTION.**

March 26, 2014

To Florida Power & Light Company and all agents, officers, employees, contractors and interested parties, herein noted as "Power Company":

- 1) This Notice and Demand pertains to Power Company electric service to the address: 332 24<sup>th</sup> Place S.E, Vero Beach, Indian River County, Florida 32962
- 2) It has come to my attention that to retain the existing analog meter, noted as "non-standard meter" option as defined on Power Company flier mailed to customers in March, 2014, extra charges are imposed on those who elect to retain the analog meter.
- 3) Affiant hereby rescinds and denies any and all implied, expressed and/or recorded consent, if any exists, for the placement and operation of "Smart Meters" and all metering devices which emit electromagnetic radiation or monitor or conduct surveillance of events and activities within private property that we may occupy.
- 4) Affiant hereby rescinds and denies any and all implied, expressed and/or recorded consent, if any exists for imposition of extra debts and charges for retention of non-standard analog meters.
- 5) "Smart Meters" and most digital utility meters meet the statutory definition of unlawful surveillance devices and they are designed and intended to record events and activities within private structures and properties which constitutes violation of the United States Constitution, Bill of Rights, 4<sup>th</sup> Amendment guaranteeing all people to be "...secure in their persons, houses..." and to be free of "search" unless by court ordered warrant based on "probable cause" which is suspicion of criminal activity based on evidence and a court order. Because digital meters violate those laws and statutes, a property owner is entitled to remove all such devices immediately without notice or administrative process. Additionally, installation of "Smart Meters" and digital utility meters violate Federal statutes against wiretapping, USC Title 18, Part 1, Chapter 119, Sec 2511 and other State and Federal laws.
- 6) "Smart Meters" and digital wireless utility meters emit "packetized" and/or "pulsed" electromagnetic radiation in power densities, timings and volumes known to be unsafe for exposure to humans, animals and plants, shown to be damaging and dangerous in various scientific studies, and known to be particularly harmful to individuals classified as "Sensitive Receptors" who may visit or occupy the above property.
- 7) It is not credible that Power Company did not perform due diligence by determining the dangers and violations of "Smart Meters" and digital meters prior to deployment, so the violations are apparently intentional and criminal, therefore, Power Company has no lawful

right, privilege or permission to place or operate a "Smart Meter" or similar device private property without the prior written consent of all occupants.

8) Whether intentionally or out of ignorance, by installing "Smart Meters", also known as surveillance devices and radiation-emitting devices, Power Company has violated the rights of residential occupants and has caused possible tort liabilities for the property owners of the above property/address with unlawful surveillance devices and activities and emissions of potentially dangerous electromagnetic radiation in close proximity to occupants who may be vulnerable and who have not received full disclosure from Power Company regarding the known health, safety and privacy hazards.

9) Power Company's imposing additional fees on those property owners who elect to retain their analog meters is in violation of EXTORTION, a felony under Florida Statutes Title XLVI, Chapter 836.05.

10) Power Company has stated in their flier (March, 2014) any health hazards that originate from smart meters are a myth, a deliberate miss-representation of fact.

11) Power Company has not disclosed the frequencies, volumes, power values and qualities of radiation the digital meters emit, and has not disclosed whether those frequencies could cause harm to animal, human or plant tissues, and has not disclosed at what proximities such harm could occur.

12) Power Company has not disclosed what data will be collected, where that data will be stored, who will access that data, how that data will be shared and managed, how the subjects of that data can be assured of their privacy, how victims of privacy invasion or mishandling of private data will be compensated and restored and how Power Company claims to have gained the Unconstitutional authority to record, collect, store and distribute private and personal data taken from utility customers without informed consent.

13) Power Company may claim a historical easement (right of access) to connect an analog meter to the electrical service of the above address for the purpose of recording and billing total electrical usage once per month. Power Company DOES NOT have easement to monitor activities and events INSIDE THE HOME, and does not have easement to transmit electromagnetic radiation FROM, ON, IN AND THROUGH THE ABOVE PROPERTY, and affected parties have not knowingly or willingly granted or permitted any such easement or access and, if any such permission is presumed or claimed, all such permission is hereby rescinded and denied. Power Company is therefore in violation of its easement as of this notice and has no right, authority, privilege or consent to place or operate a "Smart Meter" or any radiation emitting or monitoring device on our property and/or place of occupancy, and all such devices must be removed immediately from our property.

14) The Florida Public Service Commission has posted that The Federal Communications Commission (FCC) stated on their web site ([psc.state.fl.us/electricgas/smartmeter](http://psc.state.fl.us/electricgas/smartmeter)) that no health risks exist with the transmission of radiation signals from Smart Meters. No such FCC statement document copy is available. The preponderance of scientific evidence, complaints, and testimonies support the opposite conclusion.

15) As qualified, rightful, authorized and interested parties we do hereby demand the immediate removal of all "Smart Meters", radiation emitting devices and surveillance/monitoring devices from our property and place of occupancy as they violate Laws and statutes (above) We must approve in advance with fully informed written consent, the installation, operation and control all equipment, systems, methods and policies that may affect ourselves and our property, which may emit electromagnetic radiation or which may enable data to be collected and records made of private and personal activities on our property.

16) Power Company is hereby demanded and expected, within thirty (30) days, to remove all "Smart Meters" and similar devices from the above property or show with conclusive evidence and a sworn statement by an identified, responsible, authorized and qualified officer of Power Company that the metering devices it has placed on our property are: (a) Not conducting and not capable of conducting monitoring and/or surveillance of private activities and events on the property, and (b) not emitting or capable of emitting any electromagnetic radiation which may

affect biological organisms or be measurable on the property. (c) Not “upgradable” to record daily usage data or emit radiation at a later time. (d) Not converting alternating current to direct current which causes “dirty electricity” EMR pollution on the property.

17) If, within 30 days of delivery of this notice, Power Company fails to replace all “Smart Meters” and similar devices as described above with non-radiation-emitting devices which have no capability or “upgradable” capability to gather time-of-day electrical usage information from the property and have no capability or “upgradable” capability to gather and record individual instances of electrical consumption, and have no capability or “upgradable” capability to emit electromagnetic radiation, we will lawfully and rightfully remove the offending meter and replace it with a safe and legally compliant meter, rated and calibrated to common metering standards. We will record and report electric usage measurements from the meter being removed and we will return it to Power Company, again, at Power Company’s expense.

18) If Power Company fails or refuses to timely (30 days) comply with this demand for removal of digital meter/s we are then entitled to damage and/or destroy any locks that may impede our removal of that digital meter and we may not be held responsible for any damage to the meter or any related equipment upon its removal and delivery to Power Company and we will return the offending meter and parts to Power Company on a schedule convenient and acceptable to us if Power Company chooses to receive it.

19) If Power Company fails or refuses to timely (30 days) comply with this demand for removal of all “Smart Meters”, we are entitled to be reimbursed and made whole by Power Company for all costs of time, expenses, equipment, materials, services, consultations, deliveries, risks, nuisances, frustrations, medical examinations, medical treatments, losses and damages incurred in the demand for removal, the removal of, and return of the “Smart Meter/s” to Power Company, and for reimbursement of all costs of collection and pursuit of same and a penalty assessment for having caused us necessity to handle the meter replacement ourselves when it is clearly the responsibility of Power Company to do so upon this Notice.

20) If Power Company fails or refuses to timely (30 days) comply with this demand for meter replacement and/or fails to rebut all points herein with facts, evidence, truth and law with a sworn statement (affidavit) by a fully identified, responsible and qualified officer of Power Company, then Power Company and all of its Directors, Administrators, Managers, employees, installers, contractors and agents agree with, and acquiesce to, all terms, conditions, declarations, assertions, representations, claims and statements in this notice without recourse and are liable for all costs, damages and injuries caused by the violating devices and the mitigations that we may deem necessary.

21) If Power Company refuses, obstructs, evades or withholds cooperation in our delivery and/or return of the removed equipment and parts that will represent that Power Company has no claim or interest in those items and that the parts and equipment may be retained or discarded by us by any method of our choosing.

22) If Power Company fails to timely replace the offending meter with a safe and lawful analog meter; the replacement analog meter we install will be calibrated and zeroed upon installation. To assure fair and accurate billing we will include a report of the date and time of the meter replacement and the final readings on the digital meter. We are not attempting, nor do we expect to, avoid payment for any electricity at any time and Power Company has no reason to allege or suspect any unlawful activity on our part. All actions and intentions expressed in this notice are defensive, lawful, rightful and harmless.

23) We are making no attempt to avoid obligations to pay for electric service at any time and this Notice may not be construed to suggest or imply any such attempt and/or wrongdoing and/or breach of contract. We reserve the right to deduct all charges on any electric bills or statements listed as fees for retaining an analog meter; as such fees are extortive and unlawful. Any contract that may exist regarding easement to maintain an electric meter on our property does not to our knowledge, and may not; provide easement for radiation emissions and surveillance or monitoring of private activities on the property.

24) All points in this Notice, unless timely rebutted by fact and law by a responsible, authorized and liable party in a written and sworn rebuttal are binding and forceful upon Power

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Friday, March 28, 2014 4:30 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35658; E-Form Other Complaint TRACKING NUMBER: 35660; Smart Meter; E-Form Other Complaint TRACKING NUMBER: 35661; E-Form Other Complaint TRACKING NUMBER: 35665; E-Form Other Complaint TRACKING NUMBER: 35666; E-Form Other Complaint TRACKING NUMBER: 35667

### Customer correspondence

---

**From:** Diane Hood  
**Sent:** Friday, March 28, 2014 4:07 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

The attached customer correspondence have been entered as info requests to Docket 130223. DHood

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, March 27, 2014 5:18 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35658

### CUSTOMER INFORMATION

Name: rolfe wardner  
Telephone: 828-899-1919  
Email: [rolfewardner@yahoo.com](mailto:rolfewardner@yahoo.com)  
Address: 107 Da Vinci Dr Nokomis FL 34275

### BUSINESS INFORMATION

Business Account Name: rolfe wardner  
Account Number:  
Address: 107 Da Vinci Dr Nokomis Florida 34275

### COMPLAINT INFORMATION

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

FPL is using coercive and deceptive practices to force me to accept a smart meter which is a documented health risk or paying approximately \$261 extra the first year and \$156 every year in the future to decline acceptance of this new meter, and simply continue to use the existing meter on my house. They call the existing meter on my residence a "non standard meter" and an inconvenience and added expense to FPL. The truth is that the existing analog meter has been on the house since the beginning, and FPL wants to simply lower its cost by installing a smart meter and as a result expose me to documented radiation health risk and charge me if I do not accept this new meter. This is extorting!!!!

I have already opted out and have notified FPL under duress and legal challenge that I do not want a smart meter installed on my house and be exposed to health risks that are documented world wide. The only option I have to keep my existing meter is to be charged the \$261 extra for the first year and for \$156 for all future years. My health is more important, that is why I opted out, but it is extortion on the part of FPL and I should not be forced to pay these charges and the public should not be misled by faulty and misleading information. Please stop FPL from forcing me to accept a smart meter or pay them extortion.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, March 28, 2014 2:25 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35667

### CUSTOMER INFORMATION

Name: Maria Panagakos  
Telephone: 3052354151  
Email: [mdzannis@msn.com](mailto:mdzannis@msn.com)  
Address: 10425 SW 129th Terrace Miami FL 33176

### BUSINESS INFORMATION

Business Account Name: Maria Panagakos  
Account Number: 37164-50311  
Address: 10425 SW 129th Terrace Miami Florida 33176

### COMPLAINT INFORMATION

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

I opted out of the smart meter on 10/29/13. I now have received a message saying I will be billed a one time and then monthly fee to continue in the opt out program. This is extortion! I have the right to protect my family against harmful radiation. Shortly after the smart meter was put into our home, I was having joint pain and then later diagnosed with arthritis (at age 44). My children were experiencing sleep problems and headaches and my five year old daughter was experiencing pain in her legs. Since the smart meter was removed, all of these symptoms have disappeared. Whoever is reading this, if you have let the power company convince you that there is no danger in the radiation emitted by these meters you are doing yourself, your children/grandchildren a horrible injustice. I will not allow FPL to bully me into a smart meter. It is against my rights. If this is not resolved, I will pursue this legally.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, March 28, 2014 2:12 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35666

### CUSTOMER INFORMATION

Name: Francine Norwood  
Telephone: 5612624827  
Email: [fmnorwood@gmail.com](mailto:fmnorwood@gmail.com)  
Address: 6321 Woodlake Rd Jupiter FL 33458

### BUSINESS INFORMATION

Business Account Name: Francine Norwood  
Account Number:  
Address: 6321 Woodlake Rd Jupiter Florida 33458

### COMPLAINT INFORMATION

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

Our family had a "smart" meter installed several months ago. We were not notified if the "smart" meter install at the time. I became a different person at that time. I became lethargic, got headaches and felt nauseous. I could not figure out what was wrong with me. I asked my husband if he had symptoms similar to mine. He said he did and we then tried to figure out how we were feeling so rotten. My husband noticed a change in our power meter. He called FPL and asked them when the change was made and it just so happened it was exactly when we started feeling poorly. My husband had FPL remove it and had a regular meter installed and our symptoms went away immediately. THIS IS NO COINCIDENCE! After studying these "smart" meters, I have concluded that the microwave levels emanating from these meters vastly exceeds safe levels recommended by the FCC. These microwave radiation levels cause brain tumors as well as sleeplessness headaches and nausea. Why is there no other solution other than getting fleeced by FPL for nearly \$300 per year. That is outrageous because other companies have the meters attached to already in place phone lines. There should be a FAIR opt out for those of us who know the dangers of these dangerous devices. They are also very unreliable as well as very hack able. As an aerospace engineer I am very well versed on how these meters work. Are we also being charged the electricity that it takes to power these meters. They are on 24/7. A personal computer costs about \$50 a year to operate at 4 hrs a day. I suspect these "smart" meters will end up costing in the hundreds of dollars not really saving the consumer any money at all but costing more. They are also going to be used by the power company to monitor peoples habits. If deemed by the company one is using too much power, the company can turn off power at any time. Wireless is not secure at all. Anyone with knowledge could gain valuable info wirelessly. They can find out if you are home or not. Vacations could be monitored by anyone. this could allow personal property to be breached and house burgled. These "smart" meters are going to raise insurance prices, raise power consumption cause major health problems and make life more insecure. I am against these devices and FPL should offer meters that cost the same for everyone and not fleece us in their only opt out choice.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, March 28, 2014 8:16 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35661

### CUSTOMER INFORMATION

Name: Scott Norwood  
Telephone: 5612624825  
Email: [atthejetty@yahoo.com](mailto:atthejetty@yahoo.com)  
Address: 6321 Woodlake Rd Jupiter FL 33458

### BUSINESS INFORMATION

Business Account Name: Scott Norwood  
Account Number:  
Address: 6321 Woodlake Rd Jupiter Florida 33458

### COMPLAINT INFORMATION

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

A dangerous smart meters is going to be installed on my home very soon. I am opposed to these meters because of high microwave and radio frequency signals that emit from these devices. I had one removed 16 months ago as my wife child and I were getting headaches accompanied with nausea not to mention sleepless nights, while at our residence. As soon as this meter was removed, all negative symptoms were gone. It has come to my attention that these meters will be required unless I pay \$269 (\$95 for install and \$13 a month) to keep my old, SAFE meter that I have now. This is outrageous fee! Meters could easily be hooked up to phone lines that are already in place. I am adamantly opposed to these meters for the following reasons, 1) Health hazard. Cancer causing microwave radiation and RF signals that exceed FCC limits leading to brain tumors. 2)Unreliability. These meters have been known to catch on fire burning homes to the ground. They have also been known to increase power bills. The malfunction rate is extremely high. People have reported bill INCREASES with these malfunctioning meters. 3) Privacy. Reports of hacking into them have also been reported. Thiefs have been known to hack the meters easily, finding out if you are home or not or if you are on vacation. Plus, why should the power company monitor me and my family 24/7? I have a 4th amendment prohibiting illegal search and seizure. This is spy technology. These meters are able to monitor conversations just like your cell phone. Creepy and Orwellian.

There should be an option for a telephone line, SAFE meter that accomplishes the same thing that FPL is trying to achieve without endangering the public and soaking the economically battered customer.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, March 27, 2014 6:34 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35660

### CUSTOMER INFORMATION

Name: Deborah Browning  
Telephone: 386-615-5475  
Email:  
Address: 1109 Ave F Ormond Beach FL 32174

### BUSINESS INFORMATION

Business Account Name: David Browning  
Account Number:  
Address: 1109 Ave F Ormond Beach Florida 32174

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I am so very outraged that I have to pay \$95 fee, plus \$13 extra a month to keep my old meter. NOT FAIR!!!!!! You people screwed us up royally.

These new meters are not safe.

Thanks for shafting us.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, March 28, 2014 2:05 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35665

### CUSTOMER INFORMATION

Name: William Mankin  
Telephone: 239.489.3323  
Email: [msmank@embarqmail.com](mailto:msmank@embarqmail.com)  
Address: 14870 Bonaire Circle SW Ft. Myers FL 33908

### BUSINESS INFORMATION

Business Account Name: William Mankin  
Account Number:  
Address: 14870 Bonaire Circle SW Ft. Myers Florida 33908

### COMPLAINT INFORMATION

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

I would like to lodge my complaint against Florida Power and Lights recent efforts to blackmail their customers into allowing the installation of smart meters that they do not want. Furthermore, the brochure that FP & L included in the mailing is misleading and too brief to accurately cover the subject matter. RF has been proven to be a level 2 carcinogen and although FP & L claims that their meters are only transmitting short bursts and are idle "as much as 99 percent of the time", there present no studies to back up their so-called factual statement. RF is known to penetrate the walls of structures so if my meter isnt transmitting at the moment, how do I know that my neighbors meters are not transmitting?

The other concern is that FP & L is forcing me to install something I do not want on my private property by charging me an additional \$13.00 per month and a \$95.00 "enrollment fee". I dont have the choice of buying my power from an alternative power supplier like Lee County Co-op so for FP & L to force me to let them install a smart meter of face additional charges is nothing more than PSC sponsored blackmail. I want the right to opt out of having a smart meter without facing any penalties. Anything else is coercion.

## Crystal Card

---

**From:** Earl Phillips <earl.phillips@kep.net>  
**Sent:** Wednesday, March 26, 2014 6:09 PM  
**To:** Consumer Contact  
**Subject:** Smart Meter

I am writing to you because I just received a notice from Florida Power & Light that I must either accept the 'smart meter' or I will have to pay a \$95 surcharge plus have \$13 tacked onto my bill each month. These are the only two choices I have.

This is **OUTRAGEOUS** !

I want to keep the meter I have now and I should **NOT** have to pay for that choice! I don't like the idea of *anyone* having the ability (whether they exercise that ability or not) to check on my comings-and-goings as often as they wish.

The meter I have now works just fine. So, in essence, what FPL wants to do is charge me almost \$100 to keep something I've had for years and **NOT** charge me to be forced into something new that I **don't** want.

If the current meter were broken or malfunctioning, I could understand that a new meter might be necessary, but nothing is broken. There is no reason for me to change. This is simply a decision that was made **FOR** me without my consent, on the part of FPL.

They also expect me to pay an additional \$13 per month if I want to keep my current meter. Correct me if I'm wrong, but it seems to me that people are supposed to be charged for **NEW** things; not things they've had for years and work with no issues.

I am also under the impression that your agency is there to protect me, the consumer, from Public Utilities attempting to impose Nazi-like tactics such as this on me.

I certainly don't have a choice of power companies. FPL is a **MONOLPOLY** and this is an unfair practice! What's worse is that your agency is allowing it! With all due respect, who are you working for?

As you are a state organization and are funded by the taxpayers, you really need to stop this and protect the people you are supposed to be working for instead of, seemingly, protecting the people you are supposed to be regulating.

It is unfair to compel me to accept whatever FPL forces on me or pay a penalty (which I cannot afford). I require another alternative...a fee-free alternative.

Earl W. Phillips  
TAXPAYER

RECEIVED FPSC

14 MAR 28 AM 10:56

215 4th Street  
St. Augustine, FL 32080-2908  
March 25, 2014

COMMISSION  
CLERK

**Florida Public Service Commission**  
**2540 Shumard Oak Blvd.**  
**Tallahassee, FL 32399-0850**

**Attention:** Chairman Art Graham, Commissioner Eduardo E. Balbis,  
Commissioner Lisa Polak Edgar, Commissioner Ronald A. Brisé, Commissioner Julie  
Immanuel Brown

Dear Public Service Commission:

**How dare you! fine me for being intelligent enough to have the smart  
meter foisted on me by the Florida Power and Light Company removed  
from my home.**

As you know from what you passed as a Commission, I am to pay a \$95 installation  
fee (the meter has been on my house since the new smart meters were installed last  
year without my permission) and a \$13 per month fee because I will not allow this  
item, which is dangerous to my health, to be put back on my home.

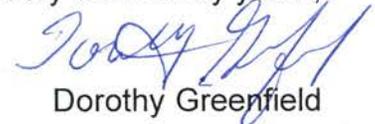
The meter is on my bedroom wall just above my head and the EMF meter was way off  
the dial when that reading was taken when that smart meter was on the wall. When  
the meter was there for the week or so before it was removed, I had headaches,  
dizziness and stomach upset, near nausea, until it was removed. I immediately  
requested its removal.

Now I am notified that your Commission gave the FPL permission to fine me for  
nonconformance with their desire to have these meters installed on all homes.

**I demand a health exemption from this "fine."** You need to look into the health  
aspects of these meters thoroughly before you give permission for them to be  
installed or at a minimum, have an "opt out" clause for health reasons.

Please reply immediately as FPL says that if I don't comply by April 14th they will come  
out and reinstall this dangerous device on my home without my permission, or fine  
me this outrageous amount for exercising my rights as a home owner not to have this  
untested and illegal smart meter on my bedroom wall just above my head.

Very disturbedly yours,

  
Dorothy Greenfield



Dear Dorothy Greenfield:  
Service Address: 215 4th St  
Saint Augustine, FL 32080

**You have a choice of meter.**

We're writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter, which is the standard meter FPL provides.

Our records show that, at your request, we left a non-standard meter in place at the service address shown above. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees. If not, please request installation of the standard smart meter.

**Please choose your meter option no later than April 13, 2014.**

**Making your choice is easy. Just follow three simple steps:**

**1. Know the facts.** Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That's why they're now the standard meter FPL uses.

For more information, please review the enclosed brochure or go to [FPL.com/meteroption](http://FPL.com/meteroption).

**2. Compare the costs and benefits.** The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information, please see the enclosed brochure or go to [FPL.com/meteroption](http://FPL.com/meteroption).

**3. Please notify us of your decision by April 13, 2014.** You may notify us by:

- Filling out the simple online form at [FPL.com/meteroption](http://FPL.com/meteroption), or
- Completing the form below and using the envelope we've provided to mail it to us by April 13, 2014. We'll pay the postage for you, or
- Calling 1-866-252-6047.

Thank you in advance for making your choice.

Sincerely,  
Maria Gomez  
Director, Customer Service

731365441  
Dorothy Greenfield



2 of 4  
St. Aug. FL  
32080-2908

JACKSONVILLE FL 320

DISTRIBUTION CENTER 26 MAR 2014 PM 3 L

14 MAR 28 AM 7:03



FL Public Serv Comm.  
2540 Shumard Oak Bl  
Tallahassee FL 32399-0850

32399085099



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  
14 MAR 27 AM 8:47  
COMMISSION  
CLERK  
MA

---

**DATE:** March 27, 2014  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Walter Clemence, Public Utility Analyst II, Office of Industry Development and Market Analysis  
**RE:** Docket No. 130223-EI Petition for approval of optional non-standard meter rider, by Florida Power & Light Company

---

Please include the attached letter dated March 18, 2014 into the correspondence file for Docket No. 130223-EI.

NSMO Response  
Florida Power and Light Company  
P.O. Box 029100  
Miami, FL 33102-9977

March 18, 2014

Tyre S. Thomas  
19637 NE 131<sup>st</sup> Trail  
Lake Butler, FL 32054

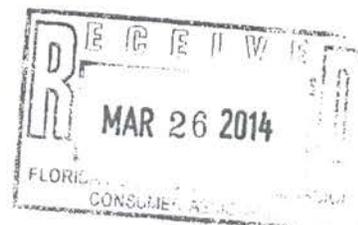
Subject: Smart Meters – Opting Out

Dear Florida Power and Light Company,

Please find enclosed the opt-out smart meter form that you provided me with. Please let it be known that I am enrolling “under duress and protest” and re-iterate that I do NOT CONSENT to this equipment you call a smart meter. The fees attached to opting-out of the smart meter are inexcusable, unfair, and bullish. No one should be charged a fee for protecting themselves from equipment that has not been thoroughly researched for long term harm. I am ashamed that the committees who oversee the Florida Power and Light Company, on behalf of protecting consumers, have failed to do their research, thus approving something they know little or nothing about. May God forgive them for their negligence.

I want it understood that I understand that I own my meter enclosure and that all the costs and burdens were transferred to me in 1988 at the request of FP&L (Order # 18893). I also understand that FP&L only has rights to:

- 1) determine the type of meter enclosure to be used,
- 2) determine the location of the meter enclosure on my property and,
- 3) place "simply a meter" in my enclosure. The smart meter is much more than a meter (measuring device). See FPSC meter definition here:  
<https://www.flrules.org/gateway/RuleNo.asp?title=ELECTRIC%20SERVICE%20BY%20ELECTRIC%20PUBLIC%20UTILITIES&ID=25-6.003>



Furthermore, I want it to be known that I think that the Florida Power and Light Company has become a bully with these smart meters without properly conducting long term use research. I think that the Florida Power and Light Company has done all that they can do to dismiss and/or ridicule the research of those that oppose smart meters who have done their research and think that smart meters are harmful. And, I think that the Florida Power and Light Company has overstepped the boundaries of decency. I hope that everyone involved, including all those agencies responsible for protecting consumers, who gave the go ahead to install these smart meters without proper research for long term harm, will be held accountable for what they have done.

Most Sincerely,



Tyre and Charlotte Thomas

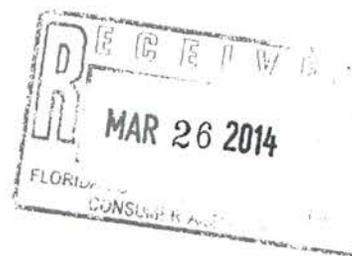
CF:

✓ Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
1-800-342-3552

Energy & Utilities Subcommittee  
303 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-4872

Committee on communications, Energy, and Public Utilities  
404 S. Monroe Street  
Tallahassee, FL 32399-1100  
(850) 487-5722  
Senate VOIP 5722

Office of Governor Rick Scott  
State of Florida  
The Capitol  
400 S. Monroe St.  
Tallahassee, FL 32399-0001  
(850) 488-7146

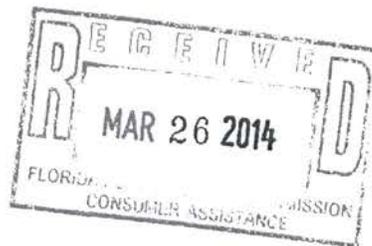


Representative Charles E. Van Zant  
405 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-5019

Representative Theodore Scott Yoho  
511 Cannon House Office Building  
Washington, DC 20515  
(202) 225-5744

Senator William Clarence Nelson  
716 Hart Senate Office Building  
Washington, DC 20510  
(202) 224-5274

Senator Marco Rubio  
317 Hart Senate Office Building  
Washington, DC 20510  
(202)224-3041



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Friday, March 28, 2014 9:58 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Friday, March 28, 2014 8:51 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223  
Copy on file, see 1143025C. DHood

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

**From:** [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
**Sent:** Friday, March 28, 2014 8:40 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35662

### CUSTOMER INFORMATION

**Name:** Nancy Norwood  
**Telephone:** 5617464575  
**Email:** [atthejetty@gmail.com](mailto:atthejetty@gmail.com)  
**Address:** 8 Concourse Dr Tequesta FL 33469

### BUSINESS INFORMATION

**Business Account Name:** Nancy Norwood  
**Account Number:**  
**Address:** 8 Concourse Dr Tequesta Florida 33469

### COMPLAINT INFORMATION

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

I am opposed to the installation of a so called "smart" meter. These are dangerous devices and being a senior citizen it concerns me about their safety. They emit high levels of radiation which we kids were warned about as children back in the 1940s. We knew about it then and we know about it now. These kinds of frequencies are known to cause health problems like brain tumors, heart arrhythmia, sleeplessness, tinnitus, and pacemaker interference just to name a few. Why cant FPL give an option of a meter that is hooked up to a phone line that is already installed. The opt out FEE is OUTRAGEOUS. Almost \$300 a year! For a senior citizen like me it is too much money. These meters are going to constantly be running and sending signals. I am to pay for that also? I see my bill going up due to this. I am also aware that smart meters can know if you are home or not. What about burglars who could hack the signals. Easily robbing my home. These smart meters are a bad idea and soaking the elderly with the added expenses should be a crime.

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-**

---

**DATE:** March 26, 2014  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Kay E. Posey, Executive Secretary to Commissioner Edgar *KP*  
**RE:** Docket Correspondence 130223-EI

---

Please placed the attached document in Docket Correspondence, Consumers and Their Representatives, in DN 130223-EI.

Thank you.

Attachment

RECEIVED-FPSC  
14 MAR 27 AM 10:31  
COMMISSION  
CLERK



RECEIVED

MAR 24 2014

Florida Public Service  
Commission  
Commissioner Edgar

FOR ALL COMMUNIQUE ELSEWHERE:

“Without Prejudice”

Stephen Rickey Renfrow©, Authorized Representative  
d/b/a STEPHEN RICKEY RENFROW©, DEBTOR  
2425 S.W. Avondale Street  
Port St. Lucie, Florida state  
DMM Reg. Sec, 122.32; Public Law 91-375, Sec. 403

Wednesday, 19 March 2014

To: FPL and All State, City, County seats of public trust

Re: Undated Letter from Maria Gomez, Dir. Customer Service, Florida Power & Light Co.

## **SECOND NOTICE**

We received an ultimatum from FPL giving us 2 weeks to decide between a Smart Meter, or “non-standard meter”. We are not sure which is which as apparently a switch has been made and they are now calling the new Smart Meter their “standard meter”. We are assuming the current digital, supposedly non-communicating, meter FPL currently has installed is the non-standard to which they are referring. Even though it is a new meter, as they replaced the old “mechanical” standard meter, after we demanded they remove the Smart Meter. Moreover, they have the audacity to mandate that in order to keep the New Digital Meter, we pay \$95 immediately along with a recurring charge starting at \$13/mo. to be billed on our account. We refuse the charges, and refuse an RF emitting Smart Meter due to health, safety and privacy concerns as well as problems and damages we sustained during the short time the Smart Meter was installed.

The ultimatum we received included a brochure that is full of lies promoting supposed benefits to the consumer, when in reality it shows benefits to the company in their plan for a “Smart Grid”. It references the Florida Public Service Commission's website for more information.

From the Florida Public Services Commission website; *“The FPSC cannot mandate the metering technology deployed by IOUs (investor-owned electric utilities).” “[T]he National Electrical Safety Code for all electric utilities, does not address radio frequency (RF) emissions.” “RF emission standards are established by the Federal Communications Commission (FCC).”<sup>1</sup>*

Note that while the PSC website states that *“the FCC deems that meters in compliance with these emission standards do not have adverse health impacts”*, FCC website actually states *“further research is needed to determine the generality of such effects and their possible relevance to human health”*. So the question remains, how can safety standards be set when clearly the FCC states more research is needed. Especially in the light of the FCC statement that *“the eyes and the testes, are particularly vulnerable to RF”* radiation, and *“some experimental data have suggested a possible link between exposure and tumor formation in animals exposed under certain specific conditions”<sup>2</sup>*.

According to the same FCC webpage *“At the present time, most of the non-military research on biological effects of RF energy in the U.S. is being funded by industry organizations, although relatively more research by government agencies is being carried out overseas, particularly in Europe.”* Note, that on May 10, 2013 the UK Government announced that ‘smart’ meter installations throughout the country would be delayed by more than a year due to serious health and medical concerns (see the Commons Select Committee enquiry into the UK Smart Meter roll-out held on Tuesday 23rd April 2013 on YouTube<sup>3</sup>). This news has been completely censored by US news media outlets.

In addition, *“the World Health Organization (WHO) established a program called the International EMF Project, which is designed to review the scientific literature concerning biological effects of electromagnetic fields”*. On that website, ([www.who.ch/peh-emf](http://www.who.ch/peh-emf)), this link *“evaluation of carcinogenicity potential of radio frequency electromagnetic fields”*, refers to their 2014 World Cancer Report, and therein is stated *“the Global battle against cancer won’t be won with treatment alone. Effective prevention measures urgently needed to prevent cancer crisis”*.

<sup>1</sup> [www.psc.state.fl.us/utilities/electricgas/smartmeter/](http://www.psc.state.fl.us/utilities/electricgas/smartmeter/)

<sup>2</sup> [www.transition.fcc.gov/oet/rfsafety/ef-faqs.html](http://www.transition.fcc.gov/oet/rfsafety/ef-faqs.html)

<sup>3</sup> [www.youtube.com/watch?v=dVoJ6fgwRdU#t=114](http://www.youtube.com/watch?v=dVoJ6fgwRdU#t=114)

We do not appreciate being used, and treated, as experimental rats. According to a letter from the EPA<sup>4</sup>, who oversees the FCC in this regards, the government agencies do not have any data regarding long term effects on human populations regarding chronic prolonged non-thermal RF radiation. The EPA in fact stated, “it is correct to say that there is uncertainty about whether or not current guidelines adequately treat non-thermal prolonged exposures”, in fact, “reports suggest that potentially adverse health effects, such as cancer, may occur”. Is this acceptable to you? Not to us!

Most people, probably including YOU, do not know these devices are not certified by Underwriters Laboratory. Besides fire, explosion, and safety concerns, there are many health concerns. According to a Pathophysiology Report - Public Health Implications of Wireless Technologies,

*“Exposure to electromagnetic fields (EMF) has been linked to a variety of adverse health outcomes that may have significant public health consequences. The most serious health endpoints that have been reported to be associated with extremely low frequency (ELF) and/or RF include childhood and adult leukemia, childhood and adult brain tumors, and increased risk of the neurodegenerative diseases, Alzheimer’s and amyotrophic lateral sclerosis (ALS). In addition, there are reports of increased risk of breast cancer in both men and women, genotoxic effects (DNA damage and micronucleation), pathological leakage of the blood–brain barrier, altered immune function including increased allergic and inflammatory responses, miscarriage and some cardiovascular effects. Insomnia (sleep disruption) is reported in studies of people living in very low-intensity RF environments with WI-FI and cell tower-level exposures. Short-term effects on cognition, memory and learning, behavior, reaction time, attention and concentration, and altered brainwave activity (altered EEG) are also reported in the scientific literature.”<sup>5</sup>*

#### **Our List of Health, Safety, Privacy & Environmental Concerns:**

We demand the banning of these RF smart meters because;

- forces you to pay for wireless RF power of the 'smart meter' communication with others, causing them to overcharge you<sup>6</sup>,
- broadcast your personal info and detailed energy use habits,<sup>7</sup>
- emit electromagnetic radiation<sup>8</sup>
- that can cause cancer, damage your DNA<sup>9</sup> and harm wildlife<sup>10</sup>,
- has been known to catch fire and cause explosions<sup>11</sup>,
- not certified by Underwriters Laboratory, nor properly field tested because of mass production and roll out to satisfy corporate greed for profit and globalist directives
- can disable shock prevention devices<sup>12</sup>
- gives the power co. or government ability to monitor, and control household & devices<sup>13</sup>
- leading to violation of privacy<sup>14</sup>, and info for sale for profit, greed, crime, sabotage, etc.
- FCC limit exceeds the International Commission on Nonionizing Radiation Protection (ICNIRP) by a factor of 5 times<sup>15</sup>

---

4 [www.emrpolicy.org/litigation/case\\_law/docs/noi\\_epa\\_response.pdf](http://www.emrpolicy.org/litigation/case_law/docs/noi_epa_response.pdf)

5 Bioinitiative Report; <http://www.bioinitiative.org>

6 <http://www.triplepundit.com/2009/12/customers-revolt-as-smart-meters-accused-of-overbilling/>

7 <http://www.technologyreview.com/computing/25920/?a=f>

8 <http://abclocal.go.com/kgo/story?section=news/business&id=7583605>

9 See BioInitiative Report Chapters 5–10, 12  
; [www.bioinitiative.org](http://www.bioinitiative.org)

10 <http://www.scribd.com/doc/22073465/EMF-Effects-on-Wild-Life>

11 [http://emfsafetynetwork.org/?page\\_id=1280](http://emfsafetynetwork.org/?page_id=1280)

12 [http://emfsafetynetwork.org/?page\\_id=1280](http://emfsafetynetwork.org/?page_id=1280)

13 [http://ewh.ieee.org/soc/embs/comar/COMAR%20Smart%20Meter%20TIS%20\(9-25-2013\).pdf](http://ewh.ieee.org/soc/embs/comar/COMAR%20Smart%20Meter%20TIS%20(9-25-2013).pdf)

14 See Interview with Electronic Frontier Foundation (EFF) <http://bit.ly/hoKAwx>

15 [www.ieee.org](http://www.ieee.org)

- violates already high FCC limits<sup>16</sup>
- ELF environments that have been determined to be risky are in the 2–4 milligauss (mG) range, not in the 10 s of mG or 100 s of mG. The existing ICNIRP limit is 1000 mG (100  $\mu$ T) and 904 mG therefore US standard is outdated and based on faulty assumptions
- the FCC, EPA, FDA, OSHA and NIOSH obtained their guidelines from the PG&E and power co. industry brochures which are not scientific performed or reviewed studies and cannot be trusted and more likely based on collusion and fraud.
- Existing safety standards are obsolete because they are based solely on thermal effects from acute exposures<sup>17</sup>
- Smart meters used by Pacific Gas and Electric (PG&E) generate detectable transient voltage harmonics on circuits throughout the house as seen on oscilloscopes. These include Landis+Gyr and GE brand meters.
- Wireless smart meters emit huge pulses of microwave radio frequency radiation as often as every few seconds throughout the day and night, seven days a week. FCC exposure standards only cover short-term thermal (heating) effects; they do not cover long-term accumulative exposure, nor do they cover biological impacts.
- The scientific evidence for biological impacts from microwave radiation, known for decades (remember the Moscow embassy) continues to grow with impacts such as DNA damage, increased risk of cancers and tumors, cellular stress, decreased melatonin, decreased sperm, cognitive difficulties and brain-wave alteration, heart rhythm disturbances, red blood cell clumping, and impacts on wildlife including bees. (see case law<sup>18</sup>)

To add insult to injury, these corporations even had the audacity, at our expense, to lobby and pay off congress members to pass legislation so that Power Companies can NOT be held responsible for damages that their equipment causes to consumers and our personal property... for ANY reason! Their “smart meter” devices have been banned in cities, townships, and countries around the world, some to the point of making it a crime to install them. Wherefore, we do not give permission for Florida Power & Light (FPL), the City Public Water Works, or any public utility company to force install such a device as the 'Smart Meter' or any ELF / RF / EMF due to the health, safety and environmental concerns outlined herein. But most important of all, we will not be penalized by an absurd addon charge of \$95.00 plus an ongoing charge of \$13/mo. (initially) just to keep their new digital meter that FPL installed over a year ago.

There exist alternatives to wireless smart meter and grid systems. Non-wireless alternatives for communicating user data to the utility already exist in virtually every home in the form of copper pair telephone lines and hardwired Internet networks, via telephone and cable company Internet service. This is how Italy gathers its meter data. Italy is one of the countries that BANNED wireless smart meters.<sup>19</sup> *“Ernst & Young has authored a study on behalf of the German Federal Ministry of Economics analyzing the costs and benefits of a full smart meter rollout. It concludes that smart meters are not in the interest of German consumers.”*<sup>20</sup> So how could these wireless smart meters be in the best interest of anyone? On May 10, 2013, the UK government ordered a country-wide one year moratorium on smart meter deployment due to health concerns. What is most troubling, though not surprising, is that this was not covered at all by American media, therefore they are also complicit in the cover-up.

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.

16 <http://sagereports.com/smart-meter-rf/>

17 [Sage-Carpenter-Public-Health-Implications-Wireless-Tech.pdf](#)

18 [http://www.emrpolicy.org/litigation/case\\_law/docs/noi\\_epa\\_response.pdf](http://www.emrpolicy.org/litigation/case_law/docs/noi_epa_response.pdf)

19 [www.beforeitsnews.com/eu/2013/06/uk-delays-all-smart-meter-installations-by-a-year-italy-bans-them-entirely-2526336.html](http://www.beforeitsnews.com/eu/2013/06/uk-delays-all-smart-meter-installations-by-a-year-italy-bans-them-entirely-2526336.html)

20 [www.prd34.blogspot.com/2013/08/nein-german-ministry-rejects-smart.html](http://www.prd34.blogspot.com/2013/08/nein-german-ministry-rejects-smart.html)

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 occupant's 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 whose 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, and 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.
11. Smart meters can be hacked and will be hacked. The small CPU in these meters cannot protect itself as good as a home PC can, and home PCs are well known for being compromised. By deploying these in the millions with the same exact software and hardware they become a huge target and will endanger the community if an attacker can switch the power on and off from remote in mass. This makes these Smart Meters dangerous and a liability to the ratepayers who would have to ultimately pay for any damage.
12. Smart meters are not protected from EMP attacks, large EMPs or localized EMPs as simple as a kid with a battery and a coil (Electro Magnetic Pulse).
13. Disabling the receiver will not prevent other forms of "hacks". For example a malicious attacker could confuse the internal CPU, reset it, change random memory locations, change the KWH reading, force a power disconnect, or completely disable a smart meter with a simple coil of wire and a small battery. This can't happen with a mechanical meter. It is well known that a wide EMP can take out car computers; smart meters will now make that possible on the city wide electric infrastructure.
14. A thief or burglar could use the same EMP or hacking methods to turn off the house power even if the electrical switch box is locked.
15. Encryption of data is irrelevant due to well known "Tempest" attacks; see [en.wikipedia.org/wiki/TEMPEST](http://en.wikipedia.org/wiki/TEMPEST) where an attacker monitors internal electrical switching signals

of a CPU or other internal components from a distance. Governments have developed standards covering this. Compromising emanations are defined as unintentional intelligence-bearing signals which, if intercepted and analyzed, may disclose the information transmitted, received, handled, or otherwise processed by any information-processing equipment, like in Smart Meters. This would violate customers' privacy and any privacy policy the power company has at this time.

16. Turning off the RF transmitter is irrelevant due to the well-known "Tempest" attacks, the RF wireless transmitter is not needed in these attacks and disabling the RF transmitter completely negates any advantages of these Smart Meters or their costs anyway.

17. Data about an occupant's daily habits and activities are collected, recorded and stored in permanent databases which can be accessed by parties not authorized or invited to know and share that private data by those whose activities were recorded. This can be done by cyber-attacks or disgruntled employees and has been done before where the attacked company may not know of the intrusion for months.

18. The power company has not adequately disclosed the encryption or security methods to the public. The source code to any data encryption must be open source and peer reviewed by the security community at large in order to be as secure as is currently possible. Security by obscurity is no security at all.

19. Previously it was "fair" that the power company had to go to a lot of trouble to adjust the mechanical meter to read more than it should since they had to come out to do it manually. People can't modify the mechanical meter because it's locked up; the power company probably won't do it because it's just too costly, and so that was "fair enough". Now with the smart meters they can change it anytime they wish by remote and with little risk that the customer will know. Why should customers trust a company that only has profits and stock price in mind? With possible modification of computer code or measurement values / ratios from remote, who will overlook them? Who will ever know? This is an unfair practice and a liability to the ratepayers.

20. The power company has misled the public and the Public Utility Commission by leaving out publicly available facts and information regarding smart meters. There are many downsides to this new technology that the power company has not presented to the general public or the Public Utility Commission. Information is slanted and doesn't address the negative issues fully.

21. Smart meter installation is not mandatory. The Public Utilities Commission only gave permission to install the meters. There is no forced mandate. The PUC has no such delegated authority from the People to make a forced mandate. If they did make a forced mandate, it's clearly null and void on its face. The Energy Policy Act of 2005 really only covers Federal areas within the limited jurisdiction of the CONSTITUTIONALLY LIMITED United States Government, even if it did apply, it also only mandates that a power company "offer" smart meters to the public, upon customer request. Any suggestion by the power company to customers that smart meters are mandatory is a false statement, fraudulent, and false commercial speech which is punishable by law and also opens the power company to liability via lawsuit.

22. The power company has no delegated authority from the People to install a security risking, privacy invading, health threatening, hackable, unfair billing, or wide power grid security threatening device on anyone's property.

23. Smart meters by default are not programmed to "run backwards", like the current mechanical meters do now. Making it harder for people to go "green" with solar panels or wind turbines using a low cost Grid Tie Inverter. The PUC has shown the intent over and over of encouraging the public to go "green", the power company's website and public disclosures show intent in this direction. The PUC allows the power company to charge an extra fee for "green projects". Smart meters go against the PUC's intent and the public interest by making it more difficult for people to install small solar or "green power" installations and gain KWH "credits" in power that they can use at a later time.

24. It is well known to electronic and computer engineers that a high voltage spike, such as a nearby lightning strike, or EMP can change memory bits in normal memory or EEPROM memory (Electronically Programmable Memory that is non-volatile) by adding extra electrons to the small memory cells. This can change internal smart meter settings like the KWH calibration data or other settings that may change the rate of power charged without the customer or power company ever knowing about it. This can't happen with a mechanical meter.

25. Installation of a smart meter will lower this property's value due to all the stated issues and controversy. This could subject ALL the ratepayers to higher rates due to lawsuit claims for value lost. The power company has no delegated authority from the People to use its easement or install equipment in a way that will lower property values or make a property less desirable to a buyer.

We demand an immediate stop to the installation of all Smart Meters until all issues are resolved, the Smart Meters to be removed at customers request with no extra charge, an opt-in only for customers who are properly and fully informed and that must have this technology for their own specific need. This is in the public's best interest.

We demand an immediate investigation into these issues by the Public Utilities Commission. We further demand that the Public Utilities Commission immediately order the power company to fully inform all customers of ALL the known facts, including complaints and downsides of this technology within 30 days.

I reserve the right to amend this notice and complaint at any time, this is not a complete list of concerns since this technology is new and new information is being found every day. Concerns listed here are not in any particular order.

In early 2012 FPL chose to install a Smart Meter on our residence. Due to medical, and other concerns, in July 2012 we requested FPL remove the Smart Meter. Approximately Aug. 2012, FPL replaced the Smart Meter with a Digital Meter, instead of the original Mechanical Meter that was on the house since it was built in 1986. We do not feel obligated to pay FPL's \$95 fee over a year later for something we did not request. Furthermore, we refuse to pay a monthly surcharge of \$13/mo. But will offer instead to read the meter the same day monthly, with picture proof, and email the information to FPL.

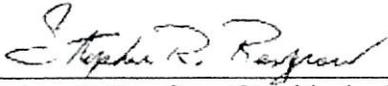
Again, we forbid, refuse and deny consent of any installation and use of any monitoring, eavesdropping, and surveillance devices on my property, my place of residence and my place of occupancy. That applies to and includes "Smart Meters" and surveillance and activity monitoring devices of any and all 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.

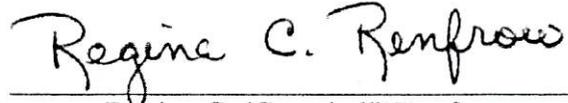
Copies of this Notice will be sent to media outlets, Public Service Commission, State Attorney Generals Office, State Representatives, City and County officials. See list below. There is a growing concern that a Class Action Lawsuit will be necessary to resolve this conflict. For the sake of public interest and trust in those whom we have placed in the seat of such positions, we hoped it would not be necessary. However, you have been duly noticed.

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

Sincerely – Without Prejudice,



Stephen R. Renfrow © sui juris, SPC  
STEPHEN RICKEY RENFROW© Ens Legis  
All Rights Reserved UCC-1.207; Without Prejudice  
UCC-1.201; Without Recourse UCC-3.401



Regina C. (Campbell) Renfrow  
All Rights Reserved

CC:

**Port St. Lucie Mayor JoAnn M. Faiella & City Council,**  
City Hall  
121 S.W. Port St. Lucie Blvd.  
Port St. Lucie, FL 34984-5099

To the City of Port St. Lucie, and St. Lucie County officials, We are demanding the following;

- a copy of your PG&E and or FPL Franchise Agreement
- a copy of Telecommunications Ordinance, if any
- a general public hearing regarding the banning of smart meters
- a public statement regarding the passage of an ordinance banning smart meters
- liability assessment regarding damage to health and safety should you refuse to ban

**St. Lucie Board of County Commissioners**  
2300 Virginia Avenue  
Fort Pierce, Florida 34982

**Florida Public Service Commission**  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
Attn: Commissioners Lisa Edgar; Ronald Brise; Eduardo Balbis; Julie Brown;  
and Chairman Art Graham

**Pam Bondi,**  
Office of Attorney General State of Florida  
The Capitol PL-01  
Tallahassee, FL 32399-1050

**PATRICK E. MURPHY (D)**  
121 SW Port St. Lucie Blvd., Room 187  
Port St. Lucie, Fla. 34984

**BILL NELSON (D)**  
Florida Office  
413 Clematis Street, Suite 210  
West Palm Beach, Fla. 33401

**MARCO RUBIO (R)**

Florida Office

402 S. Monroe St., Suite 2105E

Tallahassee, Fla. 33401

**Newspapers**

- Hometown News - <http://www.myhometownnews.net/>  
Hometown News  
P.O. Box 850  
Fort Pierce, 34954
- Scripps Treasure Coast Newspapers - <http://www.tcpalm.com/>  
1939 S. Federal Highway  
P.O. Box 9009  
Stuart, Florida 34994
- Palm Beach Post - <http://www.palmbeachpost.com/>  
2751 S. Dixie Highway  
West Palm Beach, FL 33405

**Radio**

- WPSL 1590 AM - <http://www.wpsl.com/>
- WQCS 88.9 FM (local NPR) – <http://www.wqcs.org/>  
3209 Virginia Avenue  
Ft. Pierce, FL 34981

**Television**

- WPTV 5 - <http://www.wptv.com/>  
1100 Banyan Blvd.  
West Palm Beach, Fla. 33401
- WPEC 12 - <http://cbs12.com/>  
1100 Fairfield Drive  
West Palm Beach, FL 33407
- WPBF 25 - <http://www.wpbf.com/>  
3970 RCA Blvd., Suite 7007  
Palm Bch Gardens, FL 33410

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Thursday, March 27, 2014 2:06 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223- Response requested

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Thursday, March 27, 2014 10:45 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223- Response requested

Copy on file, see 1142921C. DHood

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

**From:** [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
**Sent:** Thursday, March 27, 2014 10:40 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35654

### CUSTOMER INFORMATION

**Name:** william lundell  
**Telephone:** 3217738158  
**Email:** [mrwpl170@aol.com](mailto:mrwpl170@aol.com)  
**Address:** 170 kristi dr satellite beach FL 32937

### BUSINESS INFORMATION

**Business Account Name:** william lundell  
**Account Number:** 83252-02532  
**Address:** 170 kristi dr satellite beach Florida 32937

### COMPLAINT INFORMATION

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

I would like to know the justification was for the \$95 dollar fee and \$13 dollar a month fee that the PSC awarded FPL ? There is no reason for this other then extortion from those of us that are not interested in having smart meters installed. Therefore my questions to the PSC are as follows 1. Why is FPL asking money for equipment that is already installed but they are willing to install new smart meter technology for free? 2. Where is this money going as the system for the old technology is already installed and they are reducing there meter reading workforce and they got money already from the tax payers in the form of grants? Is it going for CEO bonuses, another private jet or maybe another helicopter for the CEO to fly from PB to MIA for work as was exposed a few years back in the Papers? We have no desire to pay for such luxuries or entitlements. 3. Will these meters lead to rate increases during peak usage hours as we compete with states like CA and NY for KWH on the idea of what Enron did to CA back in the late 90s-2000? 4. Where is the choice of other service providers for those of us that are not happy

about what is being forced upon us? Fpl has a monopoly on most of the power provided in this area what does the PSC plan to do about that?? I have seen plenty of propoganda and name calling from FPL on why they want these meters forced on everyone but no offer to work with those of us that do not want these meters. Other states like VT have given people like us an opt out at no extra cost why were we not given the same option??

## Crystal Card

---

**From:** Pamela Paultre  
**Sent:** Thursday, March 27, 2014 11:11 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket no. 130223  
**Attachments:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; SMART METERS - An Open Letter to Florida Power and Light CEO James L. Robo « Memory Hole

Good morning,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 130223.

Thank you,

Pamela Paultre  
Assistant to Commissioner Ronald Brisé  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
(850) 413-6036

## Crystal Card

---

**From:** Amber Rapp <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:30 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Amber Rapp Mims, Florida

---

There are now 38 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Crystal Card

---

**From:** Marie Sandberg <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:12 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Marie Sandberg Palm Bay, Florida

---

There are now 41 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Crystal Card

---

**From:** Robert Ramos <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:50 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Robert Ramos Palm Bay, Florida

---

There are now 42 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Crystal Card

---

**From:** Gina Valentino <mail@changemail.org>  
**Sent:** Wednesday, March 26, 2014 12:26 AM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Gina Valentino Satellite Beach, Florida

---

There are now 44 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Crystal Card

---

**From:** Gretchen Harrington <mail@changemail.org>  
**Sent:** Wednesday, March 26, 2014 2:01 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Gretchen Harrington Venice , Florida

---

There are now 48 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Crystal Card

---

**From:** Helen Searle <helensearle@rocketmail.com>  
**Sent:** Sunday, March 23, 2014 12:02 PM  
**To:** Office of Commissioner Brisé  
**Subject:** SMART METERS - An Open Letter to Florida Power and Light CEO James L. Robo « Memory Hole

click on this link and arrow down to video.....then watch the video about **Take Back Your Power** ...It is insightful.

<http://memoryholeblog.com/2014/03/22/an-open-letter-to-florida-power-and-light-ceo-james-l-robo/>

# An Open Letter to Florida Power and Light CEO James L. Robo <sup>6</sup>

[Home](#) • Tags: [environmentalism](#), [public health](#)



*The letter below was sent to Florida Power and Light Chairman/CEO James L. Robo this week upon reviewing FPL's [policy](#) to "opt out" of Smart Meter technology for an "enrollment fee" and subsequent monthly payments. Such payments amount to mob-style extortion that utility customers are forced to pay, simply to remain free from potential harassment or harm.*

James L. Robo  
Chairman and Chief Executive Officer  
Next Era Energy / Florida Power and Light  
700 Universe Boulevard  
Juno Beach, Florida 33408

Dear Mr. James L. Robo,

I am writing with regard to the "Smart Meter" appliance that your company, Next Era Energy / Florida Power and Light (NEE/FPL; NYSE: NEE) placed on my home and households throughout my Boca Raton neighborhood in April 2011, and your present bid for my family to "opt out" of exposure to such technology. As you are likely aware, after doing extensive research on the device and its implications for privacy and human health, in addition to conducting periodic measurements with my [HF35-C RF Analyzer](#), I discovered how your Smart Meter apparatus was discharging microwave radiation on my family (which includes small children) in excess of 10,000 microwatts per square meter every thirty-to-ninety seconds. I requested that NEE/FPL remove the meter. NEE/FPL complied only after being repeatedly telephoned and furnished with my own observations delivered via certified mail and accompanied by copious scientific research that such "Smart Meter" technology poses a serious health hazard and privacy-related concerns ([here](#), [here](#), [here](#), and [here](#)).

Yet Mr. Robo, as you are aware, even with this knowledge you have consciously chosen to act in a grossly irresponsible fashion by maintaining that the meters in question are safe, and have proceeded to keep them on millions of NEE/FPL customers' homes throughout Florida without their awareness or express consent. This flagrant act demonstrated to such a manifold degree arguably constitutes fraud, negligence, and reckless endangerment on a truly astounding scale.

An important interview with [Take Back Your Power](#) documentary producer Josh Del Sol:

In your most recent paraphernalia to customers you disingenuously assert that there are “no credible studies” concluding that “Smart Meter” radiation is dangerous to human health. As you are well aware, the body of research on the negative health effects of microwave RF dates to the 1960s and consists of several thousand military and scholarly scientific studies. In fact, the only studies that lack credibility and defy basic scientific standards are those commissioned by NEE/FPL and its peer utilities throughout North America to avert public concern over such risks.

Mr. Robo, as a Harvard Man twice over one might conclude that you hold scientific inquiry and proof thereof in high regard. Your irresponsible conduct in this matter suggests that any such intellectual training is not only placed in abeyance but wholly betrayed. Moreover, your most recent proposition to allow families to “opt out” for a fee of what is essentially a gigantic scientific experiment is tantamount to mob-style extortion.

I will appreciate the opportunity of meeting and conversing with you in person so that you may explain to me whether you have a “Smart Meter” attached to your office, living room, or bedroom wall, as so many of your customers’ families do. I am also interested to know how you are able to proceed with a clear conscience given that you are presiding over such a dangerous health-related trial that will almost certainly cause countless health problems and an overall deteriorating quality of life on unsuspecting millions.

An honest Fourth Estate vigorously airing the perils of the technology you have unilaterally mandated for every single Florida resident might result in a far more circumspect if not hostile citizenry. Such inattention by the press has allowed you to successfully bamboozle the Florida Public Utility Commission into approving the widescale deployment of this dangerous system and the uncertain effort to allow customers to “opt out.”

If the “Smart Meter” technology you stipulate were really safe and beneficial, your customer base would be clamoring to pay the \$95.00 initiation and \$13.00 monthly fee to “opt in” to the “Smart Grid.” Yet because the technology is unproven, hazardous, and perhaps even useless you must foist it on your customers without their knowledge and then proceed to confuse them even as you disingenuously offer them the option to say, “No.”

Mr. Robo, I once again offer you my emphatic “No!” “No!” to the fraud, “No!” to the guile, “No!” to the invasion of privacy, and “No!” to the assault on my family’s health that your outrageous and unfounded technology poses.

Sincerely,  
James F. Tracy

## Crystal Card

---

**From:** Tasha Lynn <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:20 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Tasha Lynn Palm Bay, Florida

---

There are now 36 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



**Shawna Senko**

---

**From:** Ellen Plendl  
**Sent:** Thursday, March 27, 2014 10:32 AM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** FW: FPL "Smart Meter"; FPL smart meters; Rep. Steube Constituent - Marcelle Crago;  
RE: Rep. Steube Constituent - Marcelle Crago; FW: FPL Smart Meters; FPL smart meters

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

## Shawna Senko

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Wednesday, March 26, 2014 12:50 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: FPL "Smart Meter"

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

From: Marie Lane [<mailto:beontvmcl@hotmail.com>]  
Sent: Wednesday, March 26, 2014 11:34 AM  
To: Governor Rick Scott  
Subject: FPL "Smart Meter"

From: Marie Lane <[beontvmcl@hotmail.com](mailto:beontvmcl@hotmail.com)>

County: Flagler

Zip Code: 32136

Phone Number: 386-439-9792

Message Body: Dear Gov. Scott,

I was recently informed that I must change to an electric "smart meter" from Florida Power and Light. As a breast cancer survivor and senior citizen, I was informed that these meters put out a very high dose of radiation and I should not have one in my house. FPL said I can keep my old meter but have to pay a \$95. fee and \$13. a month additional charge.

This is upsetting. Once again the average citizens have no rights or say in these matters. I wish the State of Fl. would have considered us when agreeing to this change. It would have been fair to us to have a choice that doesn't add undue burden of higher costs to my utilities.

Marie Lane

## Shawna Senko

---

**From:** Barreto, Devin <Devin.Barreto@myfloridahouse.gov>  
**Sent:** Tuesday, March 25, 2014 3:42 PM  
**To:** Ellen Plendl  
**Subject:** Rep. Steube Constituent - Marcelle Crago

Good afternoon,

Below is an email from a constituent regarding opting-out of her smart meter. Any assistance responding to her concern would be greatly appreciated.

Thank you,  
Devin

### *Devin Barreto*

Florida House Rep. Greg Steube- District 73  
District Executive Secretary  
722 Apex Rd, Suite A  
Sarasota, Florida 34240  
941-341-3117  
[Devin.Barreto@myfloridahouse.gov](mailto:Devin.Barreto@myfloridahouse.gov)

**From:** marcelle [<mailto:sailswithgrace@yahoo.com>]  
**Sent:** Tuesday, March 25, 2014 3:27 PM  
**To:** Steube, Greg  
**Subject:** Re: RE: From 'Write Your Representative' Website

Absolutely. Thank you.  
Marcelle

[Sent from Yahoo Mail on Android](#)

---

**From:** Steube, Greg <[Greg.Steube@myfloridahouse.gov](mailto:Greg.Steube@myfloridahouse.gov)>;  
**To:** 'sailswithgrace@yahoo.com' <[sailswithgrace@yahoo.com](mailto:sailswithgrace@yahoo.com)>;  
**Subject:** RE: From 'Write Your Representative' Website  
**Sent:** Tue, Mar 25, 2014 12:47:39 PM

Good morning,

Thank you for your email. May I have your permission to share your email with the Public Service Commission?

Thank you again,

Devin



**Florida House of Representatives**

**Devin Barreto**

**District Executive Secretary to Greg Steube Dist 73**

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

From: [sailswithgrace@yahoo.com](mailto:sailswithgrace@yahoo.com) [<mailto:sailswithgrace@yahoo.com>]

Sent: Monday, March 24, 2014 9:40 PM

To: Steube, Greg

Cc: [sailswithgrace@yahoo.com](mailto:sailswithgrace@yahoo.com)

Subject: From 'Write Your Representative' Website

Marcelle Crago

7623 37th St. Cir E

Sarasota, Fl 34243-3408

03/24/14 9:39 PM

To the Honorable W. Gregory Steube;

Please research the legalities surrounding this issue. I just found out that if we do not want a smart meter, Florida Power and Light (FPL) will charge \$95 initially then \$13/month for the privilege of having a "non-standard meter." I have found out just tonight (3/24/14) and I have until 4/13/14 to decide. I am concerned about the safety of these smart meters on our health and do not want one. However, I feel that it is our right to decide without being financially punished. Can you please advocate for my family in choosing to not have a smart meter without paying these hefty fees?

Thank you for your time-

Marcelle Crago, RN

## Shawna Senko

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Tuesday, March 25, 2014 1:53 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: FPL Smart Meters

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

From: Tyler C. Norton [<mailto:snortn@aol.com>]  
Sent: Friday, March 21, 2014 4:16 PM  
To: Governor Rick Scott  
Subject: FPL Smart Meters

From: Tyler C. Norton <[snortn@aol.com](mailto:snortn@aol.com)>

County: Collier

Zip Code: 34119

Phone Number: 239-353-0027

Message Body: I am writing to question the legality of FPL's, more or less, forcing "smart meters" on customers. Smart meter's have the ability to violate people's privacy. With the installation of smart meters, FPL is now suddenly able to collect much more fine grained, detailed data regarding everyone's energy consumption, down to the hour and the minute. For example, they can tell when you turn on each individual appliance, whether you take a bath or a shower, and what specific appliances you are using. Given the advances in technology and the increased number of data points, this allows anyone who has access to the energy data, to learn more about what activities are going on inside your home. They can make inferences about whether anyone is home, how many people are there, when you are away at work or on vacation, etc. The smart meter is essentially like a telescope into your home. It's not just utilities who will have access to your data. It's potentially a!

series of third party corporations including (but not limited to) the utility's contractors and government agencies. Once again, individuals rights are being trampled on. It boils down to how much you care about privacy.

FPL now calls the meters that have been on EVERY building in FL since their introduction, "Non-Standard" meters, which is totally absurd. What could be more standard than being on every building? They then go on to explain the associated fees (\$95 enrollment and \$13 monthly surcharge) as fees to cover "Set up and administer the Non-Standard Meter Option (no need to "set up", the option and administration are already in place), install a non-standard meter, if necessary (already installed-NOT necessary) and modify the billing system needed to read the meters manually every month"(which they've done EVERY month for the past 27 years that I've lived here). If ANY cost or modification is needed, it would be incurred by them by replacing existing meters with "smart meters".

Please Governor, put a stop to these bogus "fees" and invasion of individual privacy.

## Shawna Senko

---

**From:** David Dowds  
**Sent:** Thursday, March 27, 2014 10:08 AM  
**To:** 'beontvmcl@hotmail.com'  
**Cc:** Cindy Muir; Rhonda Hicks; Ellen Plendl; Brenda Stallcup  
**Subject:** FPL smart meters

Dear Ms. Lane:

Your letter to the Governor's office was forwarded to the FPSC so that Commission technical staff could respond to certain issues you raised. Florida Power & Light Company (FPL) filed for Commission approval a tariff to offer its optional Non-Standard Meter Rider (NSMR); this tariff was designed for those customers who prefer a non-communicating meter. The rates under this tariff were designed to recover costs that would not be incurred absent this offering.

In reviewing FPL's proposed tariff, the PSC recommended certain cost adjustments that decreased the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. As noted above, these charges represent the incremental capital and operations and maintenance (O&M) costs attributable solely to the NSMR tariff, which are to be recovered only from subscribers to this tariff. The magnitude of the charges is due in large part to FPL's projection that a relatively small number of customers will subscribe to this tariff.

FPL subsequently filed a revised tariff incorporating the Commission-approved adjustments and it is scheduled to go into effect shortly. However, the propriety of the tariff has been protested and thus an evidentiary hearing will be held later this year. After the conclusion of the hearing, the Commission will render a final decision on the NSMR tariff.

Dave Dowds  
Market Analysis Section, Office of Industry Development & Market Analysis  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
(850)413-6542  
[ddowds@psc.state.fl.us](mailto:ddowds@psc.state.fl.us)

## Shawna Senko

---

**From:** Mark Futrell  
**Sent:** Wednesday, March 26, 2014 5:35 PM  
**To:** 'sailswithgrace@yahoo.com'  
**Cc:** 'Barreto, Devin'; Ellen Plendl; Brenda Stallcup; Nancy Harrison  
**Subject:** RE: Rep. Steube Constituent - Marcelle Crago

Ms. Crago,

Ms. Devin Barreto in Representative Steube's office asked that I respond directly to your email below on Florida Power & Light Company's (FPL) smart meter opt-out tariff. Below is some background information and links which may be of assistance.

Smart meter transmitters are certified for compliance with radio frequency (RF) emission standards by the Federal Communications Commission (FCC). The transmitter is tested by a third-party agency for compliance, then that information is filed with the FCC. Information gathered by the Florida Public Service Commission (FPSC) staff indicates that smart meters operate well within established authorized standards. Smart meter transmitters emit RF on the order of a baby monitor and much less than cell phones or microwave ovens.

In late 2013, FPL filed a request with the FPSC 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 customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. The 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 will be going into effect. The tariff has since been protested by two customer groups and an evidentiary hearing will be held in September, followed by a decision by the FPSC on the NSMR tariff.

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 at the Commission's website at:

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

If you have additional questions, please contact me.

Sincerely,  
Mark Futrell  
[mfutrell@psc.state.fl.us](mailto:mfutrell@psc.state.fl.us)

Information Request 1142719C

---

**From:** Steube, Greg <[Greg.Steube@myfloridahouse.gov](mailto:Greg.Steube@myfloridahouse.gov)>;  
**To:** 'sailswithgrace@yahoo.com' <[sailswithgrace@yahoo.com](mailto:sailswithgrace@yahoo.com)>;

**Subject:** RE: From 'Write Your Representative' Website

**Sent:** Tue, Mar 25, 2014 12:47:39 PM

Good morning,

Thank you for your email. May I have your permission to share your email with the Public Service Commission?

Thank you again,

Devin



**Florida House of Representatives**

**Devin Barreto**

**District Executive Secretary to Greg Steube Dist 73**

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

From: [sailswithgrace@yahoo.com](mailto:sailswithgrace@yahoo.com) [<mailto:sailswithgrace@yahoo.com>]

Sent: Monday, March 24, 2014 9:40 PM

To: Steube, Greg

Cc: [sailswithgrace@yahoo.com](mailto:sailswithgrace@yahoo.com)

Subject: From 'Write Your Representative' Website

Marcelle Crago

7623 37th St. Cir E

Sarasota, FL 34243-3408

03/24/14 9:39 PM

To the Honorable W. Gregory Steube;

Please research the legalities surrounding this issue. I just found out that if we do not want a smart meter, Florida Power and Light (FPL) will charge \$95 initially then \$13/month for the privilege of having a "non-standard meter." I have found out just tonight (3/24/14) and I have until 4/13/14 to decide. I am concerned about the safety of these smart meters on our health and do not want one. However, I feel that it is our right to decide without being financially punished. Can you please advocate for my family in choosing to not have a smart meter without paying these hefty fees?

Thank you for your time-

Marcelle Crago, RN

## Shawna Senko

---

**From:** David Dowds  
**Sent:** Thursday, March 27, 2014 10:30 AM  
**To:** 'snortn@aol.com'  
**Cc:** Ellen Plendl; Cindy Muir; Rhonda Hicks; Brenda Stallcup  
**Subject:** FPL smart meters

Dear Mr. Norton:

Your letter to the Governor's office was forwarded to the FPSC so that Commission technical staff could respond to certain issues you raised. Florida Power & Light Company (FPL) filed for Commission approval a tariff to offer its optional Non-Standard Meter Rider (NSMR); this tariff was designed for those customers who prefer a non-communicating meter. The rates under this tariff were designed to recover costs that would not be incurred absent this offering.

In reviewing FPL's proposed tariff, the PSC recommended certain cost adjustments that decreased the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. As noted above, these charges represent the incremental capital and operations and maintenance (O&M) costs attributable solely to the NSMR tariff, which are to be recovered only from subscribers to this tariff. The magnitude of the charges is due in large part to FPL's projection that a relatively small number of customers will subscribe to this tariff.

FPL subsequently filed a revised tariff incorporating the Commission-approved adjustments and it is scheduled to go into effect shortly. However, the propriety of the tariff has been protested and thus an evidentiary hearing will be held later this year. After the conclusion of the hearing, the Commission will render a final decision on the NSMR tariff.

This link to the docket file provides 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 at the Commission's website at:  
<http://www.floridapsc.com/utilities/electricgas/smartmeter/>

Dave Dowds  
Market Analysis Section, Office of Industry Development & Market Analysis  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
(850)413-6542  
[ddowds@psc.state.fl.us](mailto:ddowds@psc.state.fl.us)

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  
14 MAR 27 AM 8:47  
COMMISSION  
CLERK  
MA

---

**DATE:** March 27, 2014  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Walter Clemence, Public Utility Analyst II, Office of Industry Development and Market Analysis  
**RE:** Docket No. 130223-EI Petition for approval of optional non-standard meter rider, by Florida Power & Light Company

---

Please include the attached letter dated March 18, 2014 into the correspondence file for Docket No. 130223-EI.

NSMO Response  
Florida Power and Light Company  
P.O. Box 029100  
Miami, FL 33102-9977

March 18, 2014

Tyre S. Thomas  
19637 NE 131<sup>st</sup> Trail  
Lake Butler, FL 32054

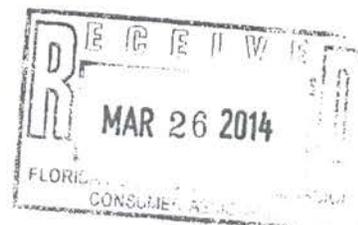
Subject: Smart Meters – Opting Out

Dear Florida Power and Light Company,

Please find enclosed the opt-out smart meter form that you provided me with. Please let it be known that I am enrolling “under duress and protest” and re-iterate that I do NOT CONSENT to this equipment you call a smart meter. The fees attached to opting-out of the smart meter are inexcusable, unfair, and bullish. No one should be charged a fee for protecting themselves from equipment that has not been thoroughly researched for long term harm. I am ashamed that the committees who oversee the Florida Power and Light Company, on behalf of protecting consumers, have failed to do their research, thus approving something they know little or nothing about. May God forgive them for their negligence.

I want it understood that I understand that I own my meter enclosure and that all the costs and burdens were transferred to me in 1988 at the request of FP&L (Order # 18893). I also understand that FP&L only has rights to:

- 1) determine the type of meter enclosure to be used,
- 2) determine the location of the meter enclosure on my property and,
- 3) place "simply a meter" in my enclosure. The smart meter is much more than a meter (measuring device). See FPSC meter definition here:  
<https://www.flrules.org/gateway/RuleNo.asp?title=ELECTRIC%20SERVICE%20BY%20ELECTRIC%20PUBLIC%20UTILITIES&ID=25-6.003>



Furthermore, I want it to be known that I think that the Florida Power and Light Company has become a bully with these smart meters without properly conducting long term use research. I think that the Florida Power and Light Company has done all that they can do to dismiss and/or ridicule the research of those that oppose smart meters who have done their research and think that smart meters are harmful. And, I think that the Florida Power and Light Company has overstepped the boundaries of decency. I hope that everyone involved, including all those agencies responsible for protecting consumers, who gave the go ahead to install these smart meters without proper research for long term harm, will be held accountable for what they have done.

Most Sincerely,



Tyre and Charlotte Thomas

CF:

✓ Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
1-800-342-3552

Energy & Utilities Subcommittee  
303 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-4872

Committee on communications, Energy, and Public Utilities  
404 S. Monroe Street  
Tallahassee, FL 32399-1100  
(850) 487-5722  
Senate VOIP 5722

Office of Governor Rick Scott  
State of Florida  
The Capitol  
400 S. Monroe St.  
Tallahassee, FL 32399-0001  
(850) 488-7146

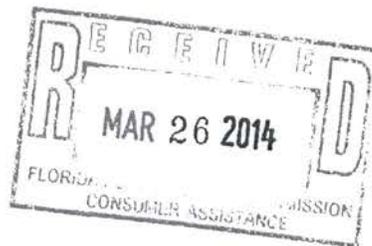


Representative Charles E. Van Zant  
405 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-5019

Representative Theodore Scott Yoho  
511 Cannon House Office Building  
Washington, DC 20515  
(202) 225-5744

Senator William Clarence Nelson  
716 Hart Senate Office Building  
Washington, DC 20510  
(202) 224-5274

Senator Marco Rubio  
317 Hart Senate Office Building  
Washington, DC 20510  
(202)224-3041



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 26, 2014 4:33 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; E-Form Other Complaint TRACKING NUMBER: 35648

### Customer correspondence

---

**From:** Diane Hood  
**Sent:** Wednesday, March 26, 2014 4:31 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

The attached customer correspondence have been entered as info requests to Docket 130223. DHood

## Crystal Card

---

**From:** Gretchen Harrington <mail@changemail.org>  
**Sent:** Wednesday, March 26, 2014 2:01 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Gretchen Harrington Venice , Florida

---

There are now 48 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, March 26, 2014 3:23 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35648

### CUSTOMER INFORMATION

Name: Janet Chesser  
Telephone: 904-879-2113  
Email: [my2chessers@hotmail.com](mailto:my2chessers@hotmail.com)  
Address: 53185 Brista Way Callahan FL 32011

### BUSINESS INFORMATION

Business Account Name: Janet Chesser  
Account Number: 67196-65280  
Address: 53185 Brista Way Callahan Florida 32011

### COMPLAINT INFORMATION

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

I have selected to keep my Non-Standard Meter for my house. I received a letter from FPL stating if I wanted to keep the non-standard meter I had to pay extra for it. I have not been paying extra for the service since I requested it a year ago, so I do not think I should have to pay for it now just because FPL decided to change there meters. I am asking you to please think about the hardship it will put people in just because FPL wants to force there produce on people. Thank you Mrs. Chesser

PSC was contacted previously

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 26, 2014 4:32 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223- Response requested

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, March 26, 2014 4:31 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223- Response requested

Copy on file, see 1142887C. DHood

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

**From:** [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
**Sent:** Wednesday, March 26, 2014 4:18 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35650

### CUSTOMER INFORMATION

**Name:** Patricia Arone  
**Telephone:** 941-792-2623  
**Email:** [Pattyar1@aol.com](mailto:Pattyar1@aol.com)  
**Address:** 2930 64th Street West Bradenton FL 34209

### BUSINESS INFORMATION

**Business Account Name:** Patricia A. Arone **Account Number:** 55372-97508  
**Address:** 2930 64th Street West Bradenton, Fl Florida 34209

### COMPLAINT INFORMATION

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

Dear Sir, I have been informed by FPL that I must pay a \$95.00 enrollment fee and a monthly \$13.00 fee if I wish to keep the old type of electric meter. I do wish to keep the old meter for health reasons. There are five meters located on the outside wall of my bedroom, directly where I lay my head at night. Three are the new meters and mine and one other is the old type of meter. I had a medical condition that required a portion of my skull to be removed and therefore my brain is only protected by a medical patch and my own skin. Even though FPL has said that a low RF level is emitted, I do not wish to have five meters emitting RF levels, no matter how low, right on the other side of my wall. I do not see why I must pay additional fees to protect my health from five meters, even low RF meters. Is there any way for me to avoid these fees and keep my old meter? Thank you for any assistance you can give me.

Sincerely, Patricia Arone

## Crystal Card

---

**From:** Terry Holdnak  
**Sent:** Wednesday, March 26, 2014 3:55 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 130223-EI  
**Attachments:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the attached correspondence in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
*(850) 413-6030 (Office)*  
*(850) 413-6031 (Fax)*

Please 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.

## Crystal Card

---

**From:** Amber Rapp <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:30 PM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Amber Rapp Mims, Florida

---

There are now 38 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>



## Crystal Card

---

**From:** Marie Sandberg <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:12 PM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Marie Sandberg Palm Bay, Florida

---

There are now 41 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>



## Crystal Card

---

**From:** Robert Ramos <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:50 PM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Robert Ramos Palm Bay, Florida

---

There are now 42 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>



## Crystal Card

---

**From:** Gina Valentino <mail@changemail.org>  
**Sent:** Wednesday, March 26, 2014 12:26 AM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Gina Valentino Satellite Beach, Florida

---

There are now 44 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 26, 2014 10:50 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223- Response requested

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, March 26, 2014 10:27 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223- Response requested

Copy on file, see 1142759C. DHood

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

**From:** [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
**Sent:** Wednesday, March 26, 2014 10:13 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35643

### CUSTOMER INFORMATION

**Name:** John Kirgan  
**Telephone:**  
**Email:**  
**Address:** 310 Watercrest Street Sebastian FL 32958

### BUSINESS INFORMATION

**Business Account Name:** John Kirgan  
**Account Number:**  
**Address:** 310 Watercrest Street Sebastian Florida 32958

### COMPLAINT INFORMATION

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

**Details:**  
Florida Power & Light (FP&L) is charging customers who chose NOT to have the controversial "smart-meter" installed a \$95.00 "enrollment fee" to "sign up" for the Non-Standard Meter Option which includes a \$13.00 "surcharge" PER MONTH to "help" the multi-billion dollar corporation "pay for extra costs involved".

Additionally, if a customer sells their residence and relocates to another residence in the FP&L service territory they have to SIGN UP AGAIN and pay another \$95.00 fee if a "smart-meter" is installed at the new location and the customer wants in removed.

If you do not have a copy of their brochure explaining this "thievery" I can send you one.

Is it legal for FP&L to charge customers this ludicrous "extra monies".

I survive on a fixed income in this economy and if this is legal can I pay off the \$95.00 "fee" in installments?

Thank you in advance for any info you can supply, John Kirgan, a concerned citizen

## Crystal Card

---

**From:** Cristina Slaton  
**Sent:** Wednesday, March 26, 2014 10:26 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence 130223-EI  
**Attachments:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

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

Thank you,

**Cristina Slaton**  
**Executive Assistant to Commissioner Balbis**  
**PH: (850) 413-6004**  
**FAX: (850) 413-6005**  
**[cslaton@psc.state.fl.us](mailto:cslaton@psc.state.fl.us)**

## Crystal Card

---

**From:** Tasha Lynn <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:20 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Tasha Lynn Palm Bay, Florida

---

There are now 36 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>



## Crystal Card

---

**From:** Amber Rapp <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:30 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Amber Rapp Mims, Florida

---

There are now 38 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>



## Crystal Card

---

**From:** Marie Sandberg <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:12 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Marie Sandberg Palm Bay, Florida

---

There are now 41 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>



## Crystal Card

---

**From:** Robert Ramos <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:50 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Robert Ramos Palm Bay, Florida

---

There are now 42 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>



## Crystal Card

---

**From:** Gina Valentino <mail@changemail.org>  
**Sent:** Wednesday, March 26, 2014 12:26 AM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Gina Valentino Satellite Beach, Florida

---

There are now 44 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 26, 2014 9:37 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, March 26, 2014 9:06 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

Copy on file, see 1142747C. See 1142745E for the warm transfer. DHood

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

**From:** [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
**Sent:** Tuesday, March 25, 2014 10:47 PM  
**Cc:** [fpl\\_fpsc\\_correspondence@fpl.com](mailto:fpl_fpsc_correspondence@fpl.com); Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35641

Email sent to [fpl\\_fpsc\\_correspondence@fpl.com](mailto:fpl_fpsc_correspondence@fpl.com) with CC to PSC

### CUSTOMER INFORMATION

**Name:** Dorothy Benteu  
**Telephone:** 7728785799  
**Email:** [Gypsycharm@att.net](mailto:Gypsycharm@att.net)  
**Address:** 722 se autumn terrace port saint lucie FL 34983

### BUSINESS INFORMATION

**Business Account Name:** Dorothy Venteu  
**Account Number:** 31720-27744  
**Address:** 722 se autumn terrace port saint lucie Florida 34983

### COMPLAINT INFORMATION

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

**Details:**

Hello, This is to inform FPL Senior consel Kenneth M. Rubin that I have chosen to keep my original meter (now is call the non standard meter)that has been the only meter on my home. I DO NOT WANT THE NEW STANDARD SMART METER installed at my PSL FL. home.... I suffer from headaches and aches and pain and I dont want the discomfort to increase. I will pay my electric bill with two checks, one for the amount of monthly bill and one for extra fee of \$95.00 one time fee plus \$13.00 per month beginning in June 2014.If there is a revision in this program I will expect the extra charge and fees refunded to me ASAP.

Dorothy Benteu

PSC was contacted previously

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 26, 2014 9:36 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35639; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

### Customer correspondence

---

**From:** Diane Hood  
**Sent:** Wednesday, March 26, 2014 9:08 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

The attached customer correspondence have been entered as info requests to Docket 130223. DHood

## Crystal Card

---

**From:** Gina Valentino <mail@changemail.org>  
**Sent:** Wednesday, March 26, 2014 12:26 AM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Gina Valentino Satellite Beach, Florida

---

There are now 44 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Crystal Card

---

**From:** Robert Ramos <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:50 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Robert Ramos Palm Bay, Florida

---

There are now 42 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Crystal Card

---

**From:** Marie Sandberg <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:12 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Marie Sandberg Palm Bay, Florida

---

There are now 41 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Crystal Card

---

**From:** Amber Rapp <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:30 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Amber Rapp Mims, Florida

---

There are now 38 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Crystal Card

---

**From:** Tasha Lynn <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:20 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Tasha Lynn Palm Bay, Florida

---

There are now 36 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, March 25, 2014 6:41 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35639

### CUSTOMER INFORMATION

Name: Joe Smith  
Telephone: 904-226-1255  
Email: [screamracin@aol.com](mailto:screamracin@aol.com)  
Address: 85747 Alene Rd Yulee FL 32097

### BUSINESS INFORMATION

Business Account Name: Joe Smith  
Account Number:  
Address: 85747 Alene Rd Yulee Florida 32097

### COMPLAINT INFORMATION

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

I have opted out on the smart meter install and I dont think it is right that I should have to pay a fee to do so and a penalty every month as a result of doing so. If Im not mistaken I believe that is called extortion. I just recently found out about this complaint site so I am formally lodging my complaint.

## Crystal Card

---

**From:** Ellen Plendl  
**Sent:** Wednesday, March 26, 2014 2:57 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 130223-EI  
**Attachments:** FW: Request For Legislative Action and Oversight of the Florida Public Service Commission;  
RE: Request For Legislative Action and Oversight of the Florida Public Service Commission;  
FW: FPL Smart Meters; FW: FPL Smart Meters; Re: FPL Smart Meters; FW: Smart Meter; FW:  
Smart Meter/PBC decision; FW: Concerns; RE: Concerns; FAX-2014-02-14 14\_28\_49.tif; Smart  
Meter Inquiry; Re: Smart Meter/PBC decision; FW: Smart Meter; FW: FPL unfair; RE: FPL unfair;  
FW: 9 Million Dollars in UNEARNED smart meter fees; FW: FPL smart meter rip off; RE: FPL  
smart meter rip off & 9 Million Dollars in UNEARNED smart meter fees; FW: FPL Complaint;  
Smart meter; Re: FPL smart meter rip off & 9 Million Dollars in UNEARNED smart meter fees

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

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Thursday, January 02, 2014 2:17 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Request For Legislative Action and Oversight of the Florida Public Service Commission  
**Attachments:** LetterToPoliticiansand PSCCommissioners12-31-13.doc; MMFinal Comments to FPSC on Docket 130223-EI .doc; TheCaseAgainstSmartMeters.doc

---

**From:** Joyce Cream [mailto:drjoycecream@gmail.com]  
**Sent:** Thursday, January 02, 2014 12:06 PM  
**To:** Governor Rick Scott; Roberson, Kenneth L.  
**Subject:** Fwd: Request For Legislative Action and Oversight of the Florida Public Service Commission

-Subject: Request For Legislative Action and Oversight of the Florida Public Service Commission  
To: [adam.hollingsworth@eog.myflorida.com](mailto:adam.hollingsworth@eog.myflorida.com)

I support Bill Bigelow's position and will work against elected officials who don't protect us.

Mr. Hollingsworth:

Last year, I contacted the Governor twice via e-mail and regular mail complaining about the slipshod manner in which the Florida Public Service Commission was handling the contentious issue of Smart Meter installation by utilities on residences and businesses in this state. Given the PSC has totally abandoned addressing this important issue in a balanced manner properly addressing the problems the public has with the meters and the positions of the utilities (especially Florida Power and Light), many people, who want the **option** of accepting or rejecting installation, have also contacted many members of the Senate and the House, including Speaker Weatherford, asking them investigate PSC actions in this matter and, if necessary, to enact legislation in support of "choice" for the people. Senator Galvano has been the only person so far willing to listen to us, but so far no legislation has even been proposed.

On January 7, the PSC will rule on **Docket 130223-EI**, which covers FPL's version of an Opt Out for utility customers and the PSC Staff's recommendations, which are both pathetic and unacceptable.

We are asking you, as Governor Scott's Chief of Staff, to look into this situation, especially the conduct of the PSC's in its handling of this matter over the past two years for the PSC has become a total embarrassment to the Governor and the Legislature. Whereas, most states have analyzed Smart Meter problems being incurred throughout the country (including significant incidence of health problems relating to exposure to radio frequency electromagnetic emissions from Smart Meters) and most states have demanded from the utilities cost benefit analyses be submitted by utilities to justify the proposed meter replacement, Florida's PSC has refused to do any such analyses in support of the utility customers.

Below is a message I sent last week, to several Committee Chairs in the House and Senate (and the **five PSC Commissioners** and Office of Public Counsel) covering the incompetence constantly shown by the PSC and its Staff in the Smart Meter issue. I am also attaching for your review the attachments to those e-mails sent.

**The people deserve a choice** (without financial penalty being assessed by the utilities against those not wanting a SM) in this matter for **no utility should have the power to place on anyone's residence or business a piece of equipment, which has been proven to be defective in many ways and an invasion of citizen privacy**. So far, 40,000 FPL customers have refused Smart Meter installation and many more would have if they knew the issues involving those meters. Newspapers in this state refuse to cover the problems and the utilities do not readily advise their customers of such problems, so hundreds of thousands of customers are left in the dark and therefore do not have the knowledge to fight installation.

Mr. Hollingsworth, in this critical election year in this state, I hope the Republicans (I am a 50+ year registered Republican) in Tallahassee come to their senses and take steps to rectify the many bad decisions the PSC has made (and probably will continue on January 7) against Floridians on the Smart Meter issue.

Here is a sample of the message sent out to various politicians:

### **Representative Diaz:**

I am sending you this e-mail given you are the Chairman of the Energy and Utilities Subcommittee and a member of Regulatory Affairs Committee. The e-mail has also been sent Representative LaRosa, the Vice Chair of the Energy and Utilities Subcommittee.

I am taking the time to alert/advise you/your committees that over the past two years the Florida Public Service Commission has totally abandoned its required fairness in balancing its decision making on utility affairs between utility customer and the utility companies operating in Florida to side totally with the special interest requests of the utility companies and ignore the many complaints of Floridians.

This break by the PSC and its staff from traditional handling of utility issues is flagrant and should be an embarrassment to the governor and the legislative body in this state. I am asking the political arm of this state to look into this matter and seek to make the necessary changes to protect the citizens of this state.

The main issue at hand is the PSC's siding 100% with utility (especially Florida Power and Light) demands to force the citizens to accept installation of a proven defective piece of equipment called a Smart Meter.

Attached is a letter from me generally outlining this situation, which has been ongoing for over two years and which is about to be finalized in the PSC meeting on January 7, 2014, unless intelligent people/politicians step forward and undo the wrongs being done against many Floridians who are refusing installation of a Smart Meter on their residences/businesses.

Additionally, I am attaching a letter written by Marilynne Martin of Venice, FL, which she sent to the commissioners and others on December 29. This letter dissects the tariff wishes of FPL for its Opt Out Program and the response by PSC staff. Her presentation clearly shows in depth the ineptness (or willful actions) of the staff and their over two year refusal to deal properly with this important matter.

For nearly one year, the anti Smart Meter group in this state has been trying, without success, to convince the Legislature to approve Smart Meter Opt Out legislation without financial penalty to the utility customer in order to contravene the PSC's efforts to eliminate any public input into this situation. These letters show that the PSC has done nothing to evaluate the problems (I am also attaching a paper outlining those many problems) which have cropped up all over the country/Florida in the four years the meters have become a very contentious issue. Neither

has the PSC ever demanded from the utilities a cost-benefit proof analysis, as many other states have done---and found in most cases to be non-existent. Connecticut, in fact, has not/will not allow Smart Meters to be installed in their state until the PSC is totally satisfied that all Smart Meter problem have been addressed and satisfactory answers/solutions have been provided. Connecticut's requirements have not yet been fulfilled and no cost-benefit proof has ever been provided.

As it stands now, the Floridians, who have familiarized themselves as to the many problems with Smart Meters and do not want them installed, are now facing: (1) probable utilization of private information, which can be generated from such equipment, in a manner they refuse to allow happen; (2) health issues from non-thermal affects of radio frequency, electro-magnetic emission exposure from Smart Meters; (3) stiff financial penalties for refusing installation of proven “defective” equipment on their property, which is in contravention to their constitutional property rights; and (4) personal financial responsibility covering anything adversely which goes wrong with a Smart Meter for FPL will not cover any such problem (many property insurance companies are eliminating coverage on property damage caused by Smart Meters).

Several counties and cites in Florida have approved Opt Out Resolutions supporting the right of their citizens to have a “choice” in the Smart Meter matter. It is time for Tallahassee to follow suit.

It is time for the legislature to rectify the damage being caused to the public and our rights by the PSC, which one-side actions on its part must be reined in and quickly. We will be watching closely as to your response to this travesty.

William G. Bigelow  
Port Charlotte, FL

December 31, 2013

**Re: Docket 130223-EI – Comments on Florida Power and Light’s Petition for approval of optional non-standard meter rider – Addressing Staff’s Recommendation**

Through their elected officials, the citizen residents of Florida long ago gave utilities operating in the state a near monopolistic presence in the areas the utilities were servicing. The people’s granting of such market place power was to eliminate cutthroat competition in an industry requiring massive capital investment to provide service. This relatively uncompetitive power base would be used by the utilities to provide to the populace a reliable source of energy at the reasonable prices needed to positively underpin and spur growth in Florida’s local and statewide economies. The Florida Public Service Commission was formed by the state legislature to provide close monitoring and regulation of the utilities in order to insure Floridian energy customers would receive power sources at a fair price to both the consumer and to the utilities and on an “as needed” basis (subject to temporary interruption from extraordinary occurrences such as storm related outages). PSC regulation/focus was to be balanced between the needs/demands of the consumer and the financial/capital procurement needs of the utilities.

However, in the past few years, the PSC has all but abandoned the required balanced approach to utility regulation when it came to addressing the very contentious nationwide issues of replacing long-standing, effective energy usage measuring analog meters with the Smart Meter. Such equipment is different functionally from the reliable analog meter for it represents much greater capability than a meter for a Smart Meter is actually an electronic communication system device, incorporating an energy usage meter as an afterthought. Such meters have been installed throughout this country for over four years and have been **shown to be an invasion of private property rights and subject to many problems arising from defects in the equipment.** Curiously, Smart Meters have been exempted by the federal government from “safe” usage certification by any of the several recognized consumer electrical equipment rating organizations.

Rather than being concerned about customer safety/privacy rights/health issues, the Florida PSC for over two years has allowed utilities in Florida to install Smart Meters (on what utilities marketed on a “mandatory” basis) on residences/business **without notice.** I am sure you are well aware **no federal or state law exists in this country, which “mandates” the installation of Smart Meters.** All federal laws addressing Smart Meters universally state U.S. utilities may “offer” Smart Meters to their customer. No such “offer” has been made in Florida.

The required balancing of the Florida PSC's decision-making in the Smart Meter issue between consumer and utility interests has been totally ignored, as the PSC has been operating solely on a one-sided basis supporting every special interest demand of the utilities, especially Florida Power and Light, Florida's largest electrical utility. The PSC has totally ignored the many complaints/warnings of Floridians concerning the use of Smart Meters. The PSC has not allowed any **legitimate** public hearings to be conducted, whereby the issue would be properly debated in open debate rather than **behind closed doors out of consumer sight**. Before the PSC made its decision to support the mandatory installation of Smart Meters, the PSC was unwilling (unlike the up-front actions taken by many other states) to study in depth for public consumption the many problems associated with Smart Meter that we constantly arising in Florida and the whole U.S.. Additionally, the PSC has never made public any cost benefit analysis for Smart Meters, which type of analysis was required up-front in several states. The public does not know if such a study from utilities was ever required by the PSC, but, if it was, it has never been made public. The PSC undoubtedly knows by now that such cost-benefit studies were conducted in several states and many such reports disclosed there was insufficient benefit to consumers from the use of a Smart Meter to require/justify a universal installation.

Additionally, **several Florida county governments in the past few years have passed resolutions asking the PSC to provide utility customers in Florida with the ability refuse installation of a Smart Meter at no cost to the rejecting customer.** Such petitions have been totally ignored by AG Bondi, the Legislature and the PSC.

Now, the PSC again has the chance to provide regulatory balance to the Smart Meter issue in this state by approving a "reasonable" Opt Out/Opt In capability for utility customers wanting to refuse installation of a Smart Meter on their residence/business. A few months ago, the PSC received from Florida Power and Light a request to approve its version of an Opt Out. FLP's version represents one of the most expensive Opt Out agreements offered by a utility in the entire country and its presentation is full of holes, which have not been addressed whatsoever by PSC Staff. I am enclosing with the letter a letter recently sent to the five PSC Commissioners, which readily shows the PSC Staff's incompetence/blatant disregard for their job in many areas cited by Ms. Martin---a retired CPA/utility auditor. The Commissioners of the PSC should strike down this proposed FPL program or anything close to it and replace it with a program, which is reasonable in nature for both the utility customers and for the utilities. Ms. Martin's letter outlines reasonable Opt Out alternatives, which PSC/FPL refuse to consider.

Based on Ms. Martin's excellent analysis, I am requesting a common sense, fair to both parties Opt Out Agreement be approved by the PSC as follows:

- (1) There will be no up-front fee charged by FPL
- (2) Those customers Opting Out will be required to: (a) read their meter monthly during a

week agreed to by the customer and the utility; and (b) customer will take a photograph of the meter at the time of the reading to provide utility verification that the reading was accurate.

- (3) The information/evidence backup submitted in a. and b. above will be e-mailed to FPL to an address required by them or will be mailed to FPL to an agreed upon address. Such information will be submitted in the form and manner required by the utility;
- (4) Once a year, FPL will have the right to enter the Opting Out customer's property to independently read/check out the functionality of the non-Smart Meter electrical meter to verify the usage information the customer has been providing monthly in 1 and 2, above. **Given the problems being sustained from Smart Meter use, (see Ms. Martin's letter for some of these), the final tariff must required FPL to inspect all meters yearly for functionality.**

If FPL finds any major discrepancy between the customer monthly input and its annual meter reading findings and it is proven the customer has committed fraud, severe penalties may be assessed against the customer by the utility and if the customer then still remains a customer a Smart Meter will be installed at that time. There will be no "inspection" charged to the Opt Out customer, who has followed the reporting procedures hereunder outlined; and

- (5) Upon the FPL customer signing an FPL provided form to Opt Out of Smart Meter installation (or prior to having the customer require FPL to replace an already installed Smart Meter with an analog meter satisfactory to the customer), FPL would be required to send to each of their customers a letter outlining the PSC agreed Opt Out program and the steps the customer must take to refuse/replace installation of a Smart Meter. The letter cannot be a propaganda piece outlining the benefits of Smart Meters as FPL sees them for, FPL has already advised its customers via the press/its website/ prior correspondence of such benefits, as they perceive them.

Under the above program, there would be no up-front fees/penalties charged by FPL unless the customer commits fraud in reporting electrical usage or FPL has to replace a non-fictional analog meter with a new analog meter,

The above Opt Out Agreement for FPL customers is a fair and common sense approach to address a very contentious issue from the standpoints of addressing the concerns of utility customers on such meters and addressing the financial objectives of FPL in its efforts to control costs/make a profit.

This Opt Out compromise will show Floridians the PSC is returning to its obligation to take into consideration the needs of both the customers and the utilities when addressing/acting on its regulatory responsibilities.

We ask in the issue at hand the PSC finally take into consideration the problems many Floridians are having with the mandatory installation of Smart Meters for there are several reasonable alternatives available without the mandate of unreasonable fees and costs to those utility customers who want to Opt Out of Smart Meter installation.

**If the PSC refuses on January 7, 2013.to properly address utility customers' concerns under the proposed Opt Out program under consideration, it will be mandatory the Legislature step in an enact legislation which will override the PSC's decision in this matter by producing the above "reasonable" alternative, which will cause FPL absolutely no financial burden.**

Cordially,

By: \_\_\_\_\_  
**William G. Bigelow**

Encls.

Marilynne Martin  
 420 Cerromar Ct Unit #162  
 Venice, FL 34293  
 941-244-0783

Florida Public Service Commission  
 2540 Shumard Oak Boulevard  
 Tallahassee, FL 32399

December 29, 2013

**Re: Docket 130223-EI – Final Comments on FP&L’s Petition for approval of optional non-standard meter rider – Addressing Staff’s Recommendation**

Dear Commissioners,

I am writing to comment on Docket 130223-EI and request these comments be considered before your 1/7/14 meeting as well as be placed **once** on the public record for this docket in a timely fashion.

I have reviewed the tariff petition filed by FP&L, the data requests sent by Staff to FP&L and FP&L’s responses and the Staff’s Recommendation Report. **I will present below why the Commission should not approve the FP&L petition or the Staff’s recommended revisions.** As I have previously stated in my letters submitted to the Commission on the Smart Meter Workshop on September 20, 2012 as well as this docket in letters dated September 23, 2013 and November 22, 2013 (appearing in the consumer correspondence on the docket file), **I object to any fees to retain my current analog meter. Justification of costs have not been made by FP&L or properly analyzed by Staff and significant issues are still unresolved.** The Commission should **set this tariff on hold and set up full evidentiary public hearings to address the issues presented by consumers as to cost, health and privacy and fully investigate the costs being presented by FP&L.**

Staff’s recommendation:

Staff claims they did a proper review of FP&L’s filing and has recommended a slight change to the request:

One Time Enrollment Fee:

	FP&L	Staff	Comment Below
Customer care	\$11.30	\$8.06	(1)
Field Visit	\$77.06	\$77.06	(2)
Meter testing	\$5.00	\$5.00	(3)
Meter reading Workflow	\$11.98	\$4.79	(4)
Total	\$105.34	\$94.91	(5)

Monthly Recurring Costs:

	FP&L	Staff	Comment Below
Un-recovered up front costs	\$7.14	\$4.65	(6)
Manual Meter read	\$6.81	\$6.81	(7)
Meter Read OSHA &	\$0.05	\$0.05	(7)

Vehicle			
Billing & project Support	\$0.40	\$0.40	(8)
Collections & Disconnect	\$0.45	\$0.45	(9)
Physically Investigate			
Outages	\$0.10	\$0.10	(10)
Project Mgmt Costs	\$0.95	\$0.95	(11)
Total	<u>\$15.90</u>	<u>\$13.41</u>	(12)

- 1) Staff has reduced the number of customer care representatives after year 2. They justify this recommendation with the following statement:

“Staff believes the four customer care employees would be fully utilized only during the initial program set up period. After the initial enrollment period, the level of effort to support the opt –out program is expected to decrease. Staff suggests FP&L will need four customer care employees the first two years and the next three years only one employee.”

Although FP&L clearly states that the initial enrollment period (for which the bulk of the activity covered under this charge) is no more than 3 months (January 2014 to March 2014) as customers will either accept a smart meter or be charged a fee, staff has determined the enrollment period to be 2 years and based their adjustment on this 2 yr period with **NO justification**. If Staff believes that staffing after the initial enrollment can be accomplished with one customer care employee than why is the adjustment not made to allow 4 employees for 3 months and one thereafter? Where did staff get 2 years? Why didn't staff request FP&L to submit the estimated opt out transactions by month for the 3-year period for which FP&L was seeking costs? Wouldn't such data be needed to properly analyze this workload and justify the assumptions?

In addition, FP&L stated that customers would have the option to use a web-based service as opposed to using customer service. Customers who use the web service should get a reduced upfront fee that excludes the \$6.21/call cost. **If they didn't cause the cost they shouldn't pay for it.** Have two fee schedules, one for self-service and one for customer assistance in enrollments.

- 2) **FP&L has stated in their filing and answers to Staff data requests that there are 24,000 customers on their “postpone list” and an additional 12,000 that have either barricaded their meter or refused access to their property to install a smart meter (I think it is safe to assume these people do not want the meters). So there are a total of 36,000 customers who have their old analog meter. FP&L also states in response to Question 10 of the first set of Data Requests “Customers under the NSMR tariff will keep their current meters”. Why hasn't the Staff challenged this portion of the upfront fee for the initial enrollment period?** FP&L is stating that during the initial period this cost will not be incurred. If they are allowing customers to keep their current meter, then **a field visit to install a non-communicating meter is unnecessary** and this portion of the costs should only take effect AFTER the initial enrollment period and only when FP&L is required to remove a smart meter and replace it with a non-standard meter. **No one should be charged this fee in the initial enrollment period since FP&L did not alert its customers in their smart meter deployment communications that there was a postpone list. Many customers believe there was no choice.** It is only fair that customers, who want to refuse a smart meter during January-March 2014, the initial

enrollment period, should do so without charge. April 2014 and thereafter, if a customer wants to change their choice of meters, the charge would be appropriate, as FP&L would actually incur costs to swap out the meter. Such charge should be made for ALL swap outs whether it is a change from analog to smart meter or smart meter to analog. That is truly keeping with FP&L's assertion that all costs should be born by the "cost-causer". **By Staff not properly addressing this component of the upfront fee they are in a sense condoning fraud.** FP&L will not need to visit my premise but they will be charging me for it. In the future FP&L may be swapping out analogs for smart meters and not charging the 'cost causer'. **They state in their responses that they do not intend to charge a customer for a field visit to install a smart meter who calls for new service but has an analog meter on their home.** However, if a new customer calls and has an analog on their home and doesn't want a smart meter, they will pay this charge even though FP&L does not have to come out a put an analog on the home. How does this make sense? **How does this follow a charge the "cost causer" principle?** I need a drink or Staff needs to stop drinking.

- 3) **FP&L claims they will need to test the non-standard meters once every three years. I am not sure if this testing was performed in the past, as I have never seen anyone at my meter performing a test. How will the customer be assured his meter is being tested?** The best way is for the Commission to allow the cost but only charge the \$15 when that service is performed. **This could be included in the tariff and will ensure that if FP&L does not test your meter you will not be paying for something that did not occur.**
- 4) FP&L claims that it will need to incur additional costs to change the workflow for meter readers. FP&L started their "postpone" list, by its own admission, sometime prior to August 2010. **They are calculating 2 transactions – an "establish" and a "remove". During the initial enrollment of this non-standard meter there is nothing to "remove" and we have already been "established". This fee should not apply to the initial enrollees.** It may have some validity after the initial enrollment.
- 5) **Although both the Staff and FP&L state they believe in charging the "cost causer" for incremental costs they fail to review the proper NET incremental costs.** Not one question was raised by Staff to explore what the variable costs to the standard service are and what costs would be avoided and not incurred for the 12-40 thousand customers that may elect to opt out. **One such obvious item is the cost of the smart meter itself. If I am told I am keeping my old meter than FP&L does not have the cost of new smart meter. It is improper accounting to consider only the cost incurred to set up a non-standard meter system and not consider the variable costs that will not be incurred because the customers did not take a smart meter.**
- 6) **Staff has reduced the non-recovered up front costs by requiring a 5-year amortization versus a 3 yr. But staff has never explored the validity of those costs.** In Docket # 130160 FP&L revealed that approx. **6K smart meters have failed to communicate after installation.** If the meter is unable to wirelessly transmit the reading to the Company then someone is going to have to go out to read that meter or estimated charges need to be made in order to bill for the service. I am a CPA with significant experience with developing billing systems and front ends. **No billing system is built for one scenario, there is always various work arounds built in, as you never know what is going to happen. FP&L is attempting to recoup some of its costs through this tariff that it would have incurred anyway.** When there is a glitch in the smart meter for whatever reason will FP&L be utilizing (piggybacking) on any of these systems or meter readers they are building and

charging the NSMR for? How are they billing the 6,000 customers exposed under Docket # 130160 today? How are/were they planning to bill and service the customers that they admitted they have not yet deployed smart meters to in the Miami Dade area (see response to First set of data Requests, Question 2)?

The bulk of the upfront costs that is being amortized are for system changes, approx. \$2 million. In addition, FP&L is claiming they need more handhelds without explaining where all the old ones went. Regarding the system changes I cannot do a proper analysis because the **contract is secret and was held from public view as "confidential"**. But \$2 million could be compared to 10-15 full-time programmers for a year. They must have hired the same firm that the Secretary of Health hired for the Obamacare website. **There is just not that much code to write to justify that cost. You do not need a whole separate billing system, just a front end to get the readings in.** You need just one empty field in your system/program to use to flag the customers and most big companies have such fields available. FP&L should already have developed most of what's needed to accommodate smart meters that fail to work, emergency situations and transitional circumstances such as Miami Dade. **This cost is just an attempt to retrieve additional revenues and to keep the cost of opting out as high as possible to ensure that the 40K who do not want the smart meter is dwindled down to the 12K who are fortunate, like I, to be of sufficient financial means to afford it.**

- 7) The cost of someone coming to your home to read a meter is a legitimate incremental cost. **What the Staff failed to explore is whether it was a necessary cost. What are the alternates? It is not necessary to have a monthly meter read.** I went 11 years not having a monthly read of my gas meter (located in the basement) in NY because of my work schedule. The company estimated the bill, asked for customer readings and once or twice a year I had to set up an appointment for an actual read by the gas company. It worked fine. **There are two alternatives to avoid this charge but the Staff never explored them. Alternative # 1 is to have the customer submit manual self reads to FP&L with a once a year meter read visit to ensure no foul play or submit digital photos of the meter to verify the readings. Alternative # 2 would be to put the customer on estimated readings based on history with a once a year manual meter visit. I would contend that the once a year visit should not be charged.** FP&L is placing their equipment on customer's property. It is their duty to ensure that such equipment (whether it be a smart meter or a NSMR) is in good working order and should be as a matter of routine physically inspected annually. **The verification of the customers reading can be taken at this time at no costs or minimum cost. Since the inspection should be for all meters (smart or NSMR) there would be no "cost causer".**
- 8) This cost appears out of line. FP&L intends to have an initial enrollment period of Jan-March 2014. **After that date the project is over and complete, yet they have continuing staff requirements for years.**
- 9) **This is where both FP&L and Staff talk out of both sides of their mouth. If you believe the "cost causer" should take the charge, not the whole customer base, then why would you support charging collection costs to all those choosing a NSMR?** Why not propose a special collection fee for NSMR that go into collection? I understand that FP&L will incur costs to go out and disconnect a meter for non-payment since they will not be able to disconnect from the office like the smart meter. **But why do compliant good paying customers need to bear the costs of nonpaying customers? FP&L should propose a charge for collection customers to cover their costs, not charge everyone.**

- 10) **One of the biggest fraud items with this “Smart Meter” stuff is the notion that sensors are needed on our homes to tell whether electricity is flowing or not.** In my 30 years as a homeowner and electric utility customer I have never experienced ONE instance where my house did not have electricity but my neighbor did. **The fact is that when electricity fails, it fails at the transformer level or substation level etc. – not at the individual home.** If we have an electric failure I plan to stand by my meter and wait for the FP&L serviceman to come and check if my power was restored! This is stupid, as it will not happen. **FP&L knows that when it gets the transformer fixed or whatever, the service will be restored to those homes.** If they want they could revert to a charge like the telephone companies – “we will send a repairman out to check but if the problem is not our system and is in your inside wire you will be charged”. This method is closer to FP&L and Staff’s “cost causer” philosophy. If someone makes you come out because a circuit breaker in their home failed and they didn’t check it – then charge them for their stupidity.
- 11) **Staff thinks it is fine to hire a \$136K/yr. fulltime person to oversee what?** I have run many projects for large companies in my career and **this charge is a joke!** Once the initial enrollment period of Jan-Mar 2014 is over, what is this person going to do for 40 hours per week? You expect customers to pay \$.95/month for someone to do what? Has FP&L provided any support as to the types of issues this person will handle? Has FP&L been asked to provide any projections to support the number of opt-outs they are anticipating after March 2014? I would like this job. It’s like winning the jackpot and becoming the Maytag repairman.
- 12) **In general, FP&L and Staff have purposely kept the cost of the opt out high (to eliminate some resisters who may be low income) by using the unsupported assumption that there will be 12,000 customers out of 40,000 that take the non-standard meter.** The commission needs to understand that **40,000 do not want the smart meter and should instruct FP&L to submit the calculation using 40,000.** If you consider the points above and the actual people who want to opt out, would that significantly reduce these costs? Yes it would. **But the goal is to keep it high in order to discourage those to not disobey the State’s wishes.**

**In addition, it is highway robbery to allow FP&L to put a smart meter on a home that has contracted for a NSMR and then continue to charge them up to 30 days for something they are not getting!** FP&L should be required to have non-standard meters on all their repair trucks that service areas with customers selecting this service. **If there is an occurrence where they have to put a temporary smart meter on the home, FP&L should be required by tariff to prorate the monthly charge for the days where the non-standard meter was not on the home.**

### **Cost Causers and Non-Standard Service**

Both FP&L and Staff use these terms in their documents throughout this filing. To an accountant, like me, those phrases have meanings. **But when you examine the past practice of the Commission you find it is just a game.** Let me give you some examples. This list is not meant to be all-inclusive.

- a. **Budget Billing** – FP&L has a non-standard service for billing called Budget Billing. In order to offer this service, **meant to help those who cannot properly manage finances and plan for bill fluctuations, FP&L needed to write programs and set up**

**a process.** Does FP&L charge a fee for this non-standard billing service? I could not find one on their website. **So it can be assumed that all ratepayers paid for the costs of this nonstandard service. Can the Commission explain why it was determined that the “cost causers” should not pay for this service and such costs should be spread to all ratepayers?**

- b. **Spanish literature/Customer service – FP&L offers a special Spanish speaking customer service department as well as translates all of its materials into Spanish – including their Proposed Opt Out materials under this docket. FP&L does not charge for this non-standard material. Can the Commission explain why customers who are causing the cost (inability to speak English) are not charged a fee?** Is the \$5,000 included in the opt out costs really necessary – did FP&L even survey the 40K who refused to see if they need Spanish literature?
- c. **Docket # 130160 is allowing FP&L to repair 400 customer meter enclosures that may be in need of replacement at no cost to the customer even though the rules state that the meter enclosures are the responsibility of the customer. Can you justify why all ratepayers are paying for the new meter enclosures of a few and why there was no fee levied to the cost causer in compliance with Commission rules?**
- d. **FP&L also offers special non-standard services to the blind and deaf at no additional fees.** (Law may require this service. But the “State” often disregards the principle of “cost causer” when it wants to, doesn’t it?) **Customers have written both FP&L and the Commission stating they were becoming ill from the EMF’s from the smart meter and some told you that they had pacemakers and other equipment and were advised by their doctors not to have a smart meter. Why is it the Commission does not have the same compassion for the electro-sensitive that it has for the blind and deaf?** Are the electro-sensitive not covered under ADA and where was that matter addressed in Mr. Clemence’s Smart Meter Workshop Report? **Did Staff consider or investigate a medical exemption?** I have seen no evidence of it nor does the FCC prohibit such.
- e. Coming before the Commission is a recently filed Docket # 130286 -- **Petition for approval of new commercial/industrial service rider by Florida Power & Light Company. FP&L is asking permission that they can provide up to 50 special, secret (confidentiality agreements are required) pricing deals with large industrial customers. Will you throw cost causation principles out the window and approve it? What will happen to these customers’ smaller competitors when you allow the big guys to use extortion to extract special deals? Will they be unable to compete with these “big guys” because Gov. Scott has given their competitors special tax breaks and the FPSC has given them special energy prices** (or otherwise stated that the politicians and the regulators created an unlevelled playing field for their friends)? Weren’t your original tariffs for commercial and industrial customers driven off of cost principles and wouldn’t it be violating such principles to approve this petition for a special tariff by FP&L? I will watch it closely.
- f. **In this current opt out filing; FP&L has clearly stated that if an individual buys a home that has an analog meter, after the original enrollment period, and they want a smart meter, there will be no charge.** Even though FP&L will need to run a service tech out to that home, put on a new expensive smart meter and customer service reps will have to put that information into a system. There will be costs incurred, but the

customer will not be charged a fee for that service visit. **Per FP&L and Staff such costs should be charged to all ratepayers – under what principle?**

- g. **FP&L's current smart meter includes a second transmitter called a Zigbee. It adds considerable cost to the meter. Its only purpose is to interface with smart appliances and Home Energy Management Systems (HEMS).** Why did Staff recommend, and the Commission approve, the costs for the inclusion of this transmitter in all smart meters? **All seem to agree that such HEMS will not be required. Why are all customers paying for something they will not be using? Why weren't these types of meters (smart meters with zigbee chips) only deployed to those who take such services and appropriately charged to them as "cost causers"?**

**What I have found in my research is that when you obey the "State" and do what they want there is no penalty regardless of cost causation. But when you don't obey the State, there will be penalties and all applicable financial rules apply. Oh Brave New World, 1984 has arrived at last.**

### **Other Corrections /Clarifications to Staff Recommendations Report**

1. **Although Staff did ask the question in data request 1, question 10 to define 'non-communicating meter', FP&L failed to answer the question. They did not define what type of meter would be provided. This is a critical point that needs to be resolved.** The Commission should look to California and Nevada who are ahead of Florida in this smart grid. **The digital non-communicating meters continued to result in health difficulties for their customers. The non-Standard meter needs to be an analog meter and the tariff needs to specifically indicate what meter the customer is contracting for.**

See Nevada <http://www.lasvegassun.com/news/2013/jan/09/nv-energy-customers-can-opt-old-style-meters/> and

California <http://lamesa.patch.com/groups/susan-brinchmans-blog/p/bp--puc-orders-pge-to-offer-analog-meters-as-smart-me4240b673a5>

2. **Staff has not addressed the issue of multi-family dwellings.** There is an issue of where such meters are located (**banks of meters on one wall, affecting some residents more than others**) as well as private property ownership. **FP&L is stating that decision rests entirely with their customer, not the property owner.** The equipment is being placed on walls that may be **jointly owned or owned by someone different than the customer.** **FP&L and the Staff need to address private property rights. FP&L has stated, "only the customer of record for a premise will have the option to elect the non-standard meter service for that premise" (petition, par 19). This violates private property rights.** The owner(s) have the legal right to refuse the Network Management Equipment on their property. **The Commission needs to address this issue before approving this tariff. The issue of the establishment of the Neighborhood Area Network was brought up at the Smart Meter Workshop and completely ignored by Staff and left unaddressed.**
3. Data request 1, Question 3. **FP&L claims they do not know what other utilities are doing and provides an incomplete record.** For the record, this little citizen, cold e-mailed a Vermont group and within hours found out that Vermont, which has a

legislative opt out, **has a 4% opt out rate** – see attached. I was surprised at first but the guy told me that they got the bill passed early and the activists stopped educating the public. **Surveys say that most people don't know they even have a smart meter on their homes. FP&L is not planning to alert all customers to this new tariff. The Staff is also not requiring them to alert all customers, why?** Were all customers alerted to Budget Billing when it was introduced? **The Commission should require FP&L to communicate this new non-standard service to all customers. Many customers believe they do not have a choice and are unaware there is a "postpone" list since FP&L did not include that information in their deployment postcards they sent out to "current residents"**. Also owners of buildings who rent them out and may be the customer (include electric in the rent) are also unaware as "current resident" mail is not forwarded to owners of record who do not reside at the residence. **Staff did not include an explanation as to why it is appropriate not to alert all customers of this new option.**

4. FP&L states in response to second data request, question # 7 that **"When the test year data was prepared in 2011, the company had less than 50 customers objecting to smart meters. Based upon the information available to FP&L at that time, the company did not plan for or project any costs associated with a non-standard meter." I believe this is not the complete truth, or stated differently it is a lie. If FP&L had no intention of offering a non-standard meter they would not have established a postpone list prior to August 2010.** FP&L is an industry big wig and participates in many of the industry forums and groups. One such group is the Association for Demand Response and Smart Grid (see this where Ms. Barbara Leary from FP&L is an active participant on panels <http://www.demandresponsetownmeeting.com/agenda/>)

This same group issued a National Action Plan Communications Plan Umbrella in July 2011. My professional experience tells me this was created not overnight but over at least a 6-12 month period. **The plan shows what the big guys decided to do to avoid the nightmare California saw when they tried to force the meters on the public.** See page 24 where they write

" For customers who remain unconvinced, the utilities would do well to provide alternatives such as relocation of the meter or "organic" meters without radio transmitters. As these are likely to be a few customers with big voices, from a communications' perspective, it is better to recognize the fear is real and let them opt-out."

<http://www.demandresponsesmartgrid.org/Resources/Documents/NAP%20Docs/NAPC%20Action%20Guide%20Part%201%2011.07.07.pdf>

**FP&L knew they would be offering an opt-out but chose to not include such plans in the rate case. The goal was to keep the 'resisters" quiet so the deployment could be done without many customers knowing.** They did not want protests that would alert customers. **The postpone option was also kept quiet to keep the number of 'resisters" to a minimum.**

5. **Staff's recommendation letter in Case Background states that a workshop was conducted to address customers concerns. This is also a LIE. Staff conducted an industry dog and pony show to pretend to address customer concerns. Staff conducted a workshop on September 20, 2012 and waited and held off their report until February 19, 2013 to allow FP&L to get nearer to completing their deployment. Staff's report shows no research occurring after the workshop** – why 5 months to write minutes? I personally presented the multi-family dwelling issue. Did

that issue appear in Staff's report or was it ignored? **Ms. Deborah Rubin submitted 4 binders of health studies abstracts showing biological harm at levels way below the FCC guidelines. She requested that such data be given to the State Health Dept. for review. Today, such binders still sit on the floor of Staff's offices.** How can Staff, with no health expertise, make any determination on such studies without enlisting the experts of the Health Dept.? **Staff ignored all the data as if it was not presented to them in their February 19<sup>th</sup> Report.** It may be true that the smart meters comply with FCC guidelines. **But it is also true that per the Federal experts (EPA), the FCC guidelines are only testing and covering for thermal impacts (heating of tissue), they do NOT cover all effects (biological). Florida Statute 501.122, which charges the Florida Health Dept. with oversight of non-ionizing radiation, does not distinguish between thermal and non-thermal.** It makes the Florida Health Dept. legally responsible for the entire health and safety of Florida residents (thermal or biological). **Ms. Rubin's studies should have been addressed before the political science major, which worked for a lobbying firm who lobbies for industry, wrote the health section on the Smart Meter Report. And finally, privacy concerns were never addressed either. I dare you to find in the Report a definition or description of what Mr. Clemence means when he states, "hold customer data confidentially, except for regulated business purposes". Where are those "regulated business purposes" outlined?**

501.122 Control of nonionizing radiations; laser; penalties.—

(1) DEFINITIONS.—For the purposes of this section:

(a) "Laser" means light amplification by stimulated emission of radiation, encompassing wavelengths above and below those in visual range, if produced by laser devices.

(b) "Laser device" means any device designed or used to amplify electromagnetic radiation by stimulated emission.

(c) "Nonionizing radiation" means electromagnetic or sound waves which do not produce or result in ionization.

(d) "Ionizing radiation" means gamma and X rays, alpha and beta particles, high-speed electrons, neutrons, protons, and other nuclear particles.

(e) "Department" means the Department of Health.

(2) AUTHORITY TO ISSUE REGULATIONS.—Except for electrical transmission and distribution lines and substation facilities subject to regulation by the Department of Environmental Protection pursuant to chapter 403, the Department of Health shall adopt rules as necessary to protect the health and safety of persons exposed to laser devices and other nonionizing radiation, including the user or any others who might come in contact with such radiation. The Department of Health may:

(a) Develop a program for registration of laser devices and uses and of identifying and controlling sources and uses of other nonionizing radiations.

(b) Maintain liaison with, and receive information from, industry, industry associations, and other organizations or individuals relating to present or future radiation-producing products or devices.

(c) Study and evaluate the degree of hazard associated with the use of laser devices or other sources of radiation.

(d) Establish and prescribe performance standards for lasers and other radiation control, including requirements for radiation surveys and measurements and the methods and instruments used to perform surveys; the qualifications, duties, and training of users; the posting of warning signs and labels for facilities and devices; recordkeeping; and reports to the department, if it determines that such standards are necessary for the protection of the public health.

(e) Amend or revoke any performance standard established under the provisions of this section.

(3) PENALTIES FOR USING UNREGISTERED LASER DEVICE OR PRODUCT.—

(a) No person licensed to practice the healing arts, nor any other person, may use a Class III or a Class IV laser device or product as defined by federal regulations unless she or he has complied with the rules governing the registration of such devices with the department promulgated pursuant to subsection (2).

(b) Any person who violates the provisions of this subsection is guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.

6. **Both FP&L and Staff are recommending that the 12,000 customers who denied access to their properties be automatically enrolled in the NSMR. There are no plans to notify them of the opt-out option.** Does the Staff understand that FP&L did NOT alert people in their initial deployment communications that they had a Postpone List to begin with? **So those customers did not know that they needed to call a number to get on the list. All 40K customers (those on the opt out list and those refusing access to the property) should be properly notified of this new tariff, as well as the rest of the customer base. They have rights too, no?**

**It is clear that the Staff and the Commission is in collusion with industry based on my observation and research over the past 18 months. Why else would FP&L start deploying smart meters in Sept 2009 a full 6 months before PSC Order 10-0153-FOF-EI that provided cost approval was made in March 2010?** Did they have an inside fix? **Why else would the commission require an annual report on a deployment and give no parameters for what must be included in that report? Note FP&L does not have to report its dismal usage of the promoted website that provides less than useful information on energy usage.** Why else would the **Commission also ignore the lack of promised cost savings in the last rate case and settle that rate case without the people's representatives' approval (OPC)?** Why else would the **Commission cover up the failure of these smart meters as presented in Docket #130160?** Why else would the Commission (I am forecasting here) approve Docket #130286 and give special deals to large commercial customers while socking it the small businessman?

**The Staff, again, has failed to do a proper investigation as noted in this letter. The Commission should not approve the Staff Recommendation.** The Commission should close this Docket and open up another Docket to address the unresolved issues of smart meters in Florida **regardless of the providing utility.**

As the holiday season closes I am thankful to God for all I have achieved throughout my life. I am thankful for the financial resources to be able to opt-out of the ten meters behind my bed. **Yes, I will reimburse my neighbors for the costs. They are all snowbirds and their heads reside far away from these meters. It will cost me \$950 upfront for ten meters and \$130/month. It is a price I am able to pay for protection of my health and maintaining privacy from "regulated business purposes", whatever that means.** I am distressed about others without the financial means to opt out of their meters and possibly neighbor meters. I ask the Commissioners, Staff, FP&L and OPC – all with ample financial means yourselves – how do you sleep at night?

Regards,

Marilynne Martin

# THE CASE AGAINST AN INSTALLATION OF A SMART METER ON YOUR RESIDENCE/BUSINESS

Florida Power and Light Company, Charlotte County's electrical utility, announced in April 2012 that it would commence in May 2012 the installation of Smart Meters on the homes and businesses of every customer in Charlotte County. The public announcements by FPL included customer advisement that such installation is "**mandatory**" and **FPL customers will have no ability to refuse installation.**

**FPL's announcement of "mandatory" installation is not supported anywhere in Federal or State law (including the Florida Public Service Commission) in this country.** Smart Meters are covered in two federal laws, namely: (1) Energy Policy Act of 2005, which was the first law to address Smart Meters and its language states clearly that utilities are to "**offer**" **the smart meters to their customers and install them "upon the customer's request"**; and (2) Energy Independence and Security Act of 2007 ("EISA"), which expanded the 2005 legislation to emphasize modernization and security for the Nation's electricity transmission and distribution system, including development and deployment of real-time metering and "smart" devices. EISA outlines 10 objectives covering "smart" components, but nowhere in the law is "mandatory" deployment language written or inferred.

FPL's response has been that the anti Smart Meter faction is reading these laws incorrectly. Really? See following for the real reality. The Federal Energy Regulatory Commission ("FERC) was given the authority under EISA to adopt standards to assure functionality of the Smart Grid and its components. **FERC has never introduced a "mandatory" standard for Smart Meter installation on utility customer property.**

Under the above two laws, the Department of Energy is empowered to be the enacting agent of the laws and the source of any grants provided by the government to assist in the financing of the "Smart" system. **On February 1, 2011, the Department of Energy's press officer Thomas Welch responded to questions about whether the federal government has made the installation of wireless smart meters mandatory.** He wrote: "**No. The Federal government, including the DOE, does not have a role in regulating the installation of smart meters, nor does it have a policy about the mandatory adoption of smart meters.**"

So, if no federal or state laws mandate the installation of Smart Meters on utility customer property, where does FPL get its legal authority to mandate installation? FPL states the Florida Public Service Commissions "Tariff" has the effect of law. The FPSC tariff states "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 many millions of people country-wide, who recognize the many dangers of Smart Meter operation, acknowledge any state PSC "property entry" Tariff is valid, but we contend such Tariff language is **valid only** for installation of equipment, which are certified by at least one of the 14 testing laboratories designated by OSHA as a Nationally Recognized Testing Laboratory (e.g. Underwriters Laboratories), that is equipment: (1) "certified" as safe and secure for consumer usage; and (2) not having major problem incidence associated with such equipment. Smart Meters have been mysteriously exempted from the consumer protection requirement of electrical certification and, as outlined below, **there are so many problems related with Smart Meters** that informed consumers **must be given the ability to accept or refuse Smart Meter installation via their written permission before any such installation occurs;** and then only after the utility has disclosed to the customer the many possible/documented problems associated with the use of Smart Meters.

For well over two years, electric utility customers in nearly every state of the union have been battling “mandatory” installation of Smart Meters on their properties. In some states, citizens have been successful in convincing their legislators to pass customer “Op Out/Op In” legislation. So far, the legislation passed has primarily allowed a utility customer to refuse a Smart Meter, but the utility has been allowed to charge an up-front fee and a special monthly charge on the refusing customer’s monthly power billing. We feel such charges are illegal and many lawsuits are being filed against utilities across America, especially in California. However, on May 4, 2012, **the legislature of Vermont, which had a few days earlier passed Op Out legislation, amended the original bill to prohibit Vermont utilities from charging an up-front fee or any other future charge against customers choosing to refuse Smart Meters.** Obviously, this action by the Vermont legislature recognizes the illegality of such utility actions to punish dissenting customers financially.

Irrespective of the fact that mandatory installation is not required by government legislative law, why are utility customers additionally justified in refusing installation of Smart Meters on their property? Discussion on the many additional valid reasons follows:

### **ELEVEN REASONS WHY UTILITY CUSTOMERS SHOULD HAVE ABILITY TO REFUSE INSTALLATION OF A SMART METER**

1. **Individual privacy**- this is a constitutional based country, which values freedom of choice. Whatever legal information emanates from your private property, you have the constitutional right to determine who besides you has a right to such information. The Florida Constitution also protects your right to privacy (Article 1, Section 12). Acceptance of FPL’s fraudulent “smart meter” mandate will illegally impair such constitutional privacy rights;
2. There currently is no required underwriting laboratory certification of smart meters. With the continuing incidence of explosions and fires associated with smart meters nationwide, this certification should be mandatory and many municipalities across the country are now requiring certification. Over fifty municipalities in California have passed anti-smart meter laws and six of these jurisdictions have made smart meter installation a “**criminal offense**”. Connecticut is prohibiting installation of smart meters in their state until the many problems associated with such meters are resolved to their satisfaction, which could be never. Certification would help alleviate the physical/mechanical deficiencies of the meters, but certification will not erase the non-certification issues related to Smart Meters, which are many, valid and pertinent;
3. Significantly, higher utility bills are being experienced nationally although lower electrical bills have been universally promised by the installing utilities (including FPL). With smart meters fully in place in this community, you will then be set up to incur substantially higher utility bills via implementation of “time of use”/dynamic pricing. Bill increases have already occurred in many states where the majority of utility customers have experienced SM installation, which many incidences belie the lower utility cost promises of the installing utilities;

4. No federal or state law mandates installation. In fact, the federal government has issued publicly a written statement announcing smart meter installation is not mandatory (refer to page one above for details);
5. FPL says generated smart meter data is in safe hands for such data is encrypted. Evidence is readily available showing criminal data transmission hacking is taking place and such pirated data shows a criminal when nobody is at home. The fact is, highly secured computer-based systems all over this country are constantly hacked, so FPL's cyber security assurances ring hollow;
6. **Explosions/fires-** bad SM installations have been admitted by several utilities. Consumer electrical watchdog groups report SM/house wiring incompatibility problems ([www.emfsafetynetwork.org?page=10](http://www.emfsafetynetwork.org?page=10)=1280). **FPL has announced it will take no responsibility for damage to your property caused by a SM.** Further, reports disclose some property insurance companies have now announced they will not cover SM related damage at the insured's next policy renewal date;
7. Smart Meter health-related problems are now being reported all over the country, whereas utilities continue to state they are safe and pose no health issues. Refuting that contention, American Academy of Environmental Medicine's "peer" reviewed study in April 2012 concluded—"**significant harmful biological effects occur from non-thermal RF exposure**"--- and they recommend "**immediate caution regarding SM installation advised due to potentially harmful RF exposure**". There are many other medical and scientific studies from several international medical sources concluding there is danger from non-thermal RF emissions and these can be found on the internet (see below in **Exhibit I** of the attached cover letter for website access to some of those studies). **Seniors, children, pregnant women and those using medical devices (including pace makers) are most susceptible.** Further, the World Health Organization promoting international cancer research collaboration, has classified RF energy as "**possibly carcinogenic to humans.**" Further, the U.S. General Accounting Office reported July 24, 2012, the current RF exposure limits set by the government may not reflect the latest research on RF energy and that testing requirements used may not identify maximum RF energy exposure. Further, the American Academy of Pediatrics in a December 12, 2012 letter to House Representative Dennis Kucinich, stated new information now available and GAO reporting "demonstrates the need for further research on this issue (i.e. Effect of RF emissions on humans), and makes it clear that exposure standards should be reexamined." Finally, an EPA letter to the President of EMR Network stated "The FCC's current exposure guidelines.....are thermally based, and do not apply to chronic, non-thermal exposure situations. Federal health and safety agencies have not yet developed policies concerning possible risk from **LONG-TERM, NON-THERMAL EXPOSURES**" (my emphasis added)—such as involved with Smart Meters;

8. The Smart Meter issue is a property rights infringement issue where a monopolist company wrongly and strongly supported by a Florida PSC **forces defective equipment on a customer without the customer having a choice to accept such equipment**. The illegal infringement is twofold: (1) Equipment being installed on homes and businesses is really **electronic network communications equipment**, which just happens to have an energy usage meter reader component imbedded. The Smart Meter can do more than just read energy usage, given it can be programmed to communicate detailed or granular consumption information to end sources, which the home owner/business owner might not want communicated to anyone. Under such circumstances, free choice of the customer must be mandatory and under citizens' property rights provisions in the U.S. and Florida Constitutions where free choice is paramount. The existing tariff, which FPL cites as their authority to install such meters, cannot in any logical way be read to permit installation of equipment on customer's residences having operational characteristics/capabilities exceeding those of standard meter equipment, **which records only customer total energy consumption**; and (2) Smart Meters have been proven, via verifiable experience of utility customers all over this country, to incorporate/be associated with many, many problems, as outlined in this paper and a multitude of additional information distributed for public consumption. Therefore, such equipment can readily be and should be recognized by the utility customer as being defective and dangerous. There is no provision in any law of this country/State of Florida, which allows a utility to install defective/dangerous equipment on customers' residences/buildings, without the expressed written approval of those customers. Therefore, given one's constitutional property rights, the owner of property has the right to refuse a Smart Meter and not be charged a fee or increased billing as a result.
9. AAEM also states **federal government (FCC/FDA) tests to ascertain the health safety of SM's are inadequate and out-dated and do not provide the proper testing required for the government to make any definitive statements on the "safety" of smart meters**. FPL cites FCC pronouncements of SM health safety and the Florida Department of Health advises they are mandated by the FL legislature to follow only the FCC findings on electromagnetic field radiation. **Such human exposure is dangerously compounded in Condo/Apartment projects where 20-40 Smart Meters are hung on one wall, making the people in units located close to that wall very vulnerable to massive emissions.;** and
10. United Nations Agenda 21 principles (if you know nothing about Agenda 21, a Google investigation will produce over 130 million hits plus see below on page 5 for website addressing this issue) of **eliminating property rights in the U.S.** and **eliminating/substantial reducing all fossil fuel energy sources** are in play with smart meters, smart grid, smart appliances and smart thermostats, which are the government's conduits for substantially higher future energy prices and forced conservation. On 2-14-12, the Charlotte County Commission repudiated any Agenda 21 principles from being implemented in Charlotte County. **FPL took a \$200M grant from Obama's Department of Energy to install smart meters in FL.** All

government grants have future “strings” attached whereby the recipient agrees to abide by. Therefore, FPL became an agent of the Obama Administration when they accepted the grant. When smart meter/smart grid/smart appliances/smart thermostat technology are all firmly in place, the governmental Agenda 21 advocates will be positioned to **manage/control your electrical, water and natural gas usage remotely**. Since all electrical appliances sold in the country beginning in 2013 must incorporate imbedded communication chips and smart meters have the capability of capturing electrical usage data from all such appliances, government will then have the ability to advise you if your electrical usage is in excess of **governmental set limits** for each appliance. Your choice then will be either to purchase new “approved” appliances or to have the utility turn down the power going to any such appliance using more electricity than allowed. The same situation will exist on smart thermostats controlling air conditioning/heating units (NOTE: Agenda 21 was officially supported the U.S. via the signature of President H. W. Bush in 1992. President Clinton then via executive order set up the delivery system of Agenda 21 through various departments of government and got Congress to increase budgets of that department to fund implementation throughout the country. **Congress has never formally approved such actions except for increasing departmental funding via budget approval.**)

11. Multi Billions of Dollars have been spent on the Smart Meter rollout process in Florida and **no cost benefit study substantiating this massive cost and purported benefits to be derived have been provided for public review**. In the October 12, 2012 letter from the Office of Public Counsel, State of Florida to Walter Clemence of the FL Public Service Commission, the OPC states it believes that smart meters should be cost effective and the utilities should financially justify their investment in smart meters; however, the jury is still out on what tangible benefits, if any, will result from smart meters. The OPC then states “... it is waiting on the **PROMISED COST SAVINGS BENEFITS** (my emphasis) of smart meters to be realized and shared with the customers.” I and the 30+ Anti Smart Meter organizations, which have banded together to fight Smart Meters, do not believe that such a report will never be submitted for in many other states such analyses submitted have been rejected for insufficient customer cost/benefit proof.

For additional Smart Meter information go to **www.pgteaparty.org** then click on United Nations tab and then click on the underlying Smart Meter tab. For information on Agenda 21, follow the same process and click on the Agenda 21 tabs.

In May 2012, FPL staff and I debated smart meters in front of the Charlotte County Commission. After the debate, the Commissioners approved a resolution whereby the Commission requested FPL to allow all electrical utility customers to Op Out of a smart meter installation. The Commission additionally recommended the Florida Public Service Commission approve a directive, whereby Floridians could refuse installation of a Smart Meter on their private residence or business without financial penalty. FPL has totally ignored the Commission’s request and clandestinely it continues to install the meters without prior advisory to the customer.

Faced with customer and political pressure, FPL last summer relented (statewide) and began allowing customers with installed meters they did not pre-approve, to call FPL (1-800-871-5711) and demand SM replacement with a meter, which does not emit RF frequencies nor has an electromechanical field associated with it. FPL has since complied with such requests.

Additionally, if you do not have a Smart Meter yet installed and do not want one installed, call 941-639-1106 and ask to talk to a Smart Meter representative. You will be asked the reasons why you do not want a SM and FPL will attempt to talk you out of your decision. If you stand firm, FPL will then agree to put you on the back of their installation list, which should be sometime in 2013. The FL Public Service Commission had a SM hearing in late September and many like-minded groups throughout the state attended to demand PSC authorize an utility customer Opt Out for the entire state, like many other states have enacted for all utility customers. Unfortunately, the agenda was dominated by the utilities and their “experts” and, therefore, insufficient time was given the many anti-Smart Meter people to make public their complaints. The citizens of Florida intend to win this battle for the pertinent reasons for installation refusal are real and disclose that such installation are not for the reasons cited by the utilities, but for deceptive and villainous reasons, which are not in the best interests of the people of Florida or this country.

---

William G. Bigelow

22540 Bolanos Ct., Port Charlotte 33952

## Crystal Card

---

**From:** Walter Clemence  
**Sent:** Tuesday, January 07, 2014 4:13 PM  
**To:** 'drjoycecream@gmail.com'  
**Cc:** Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl  
**Subject:** RE: Request For Legislative Action and Oversight of the Florida Public Service Commission

Dear Ms. Cream,

Thank you for your correspondence to Adam Hollingsworth 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 staff held a public workshop on September 20, 2012 to gather information on smart meters and to address concerns raised by consumers. Topics addressed during the workshop included jurisdiction of government agencies, health, privacy, data security, and alternatives to smart meters. Presentations were made by subject matter experts and several consumers provided public comments. The following information gathered at the workshop was presented to the FPSC on February 19, 2013:

**Jurisdiction:** The FPSC's jurisdiction over smart meters is limited to cost recovery for the meters and ensuring meters are commercially acceptable measuring devices owned and maintained by the utility. During the workshop it was concluded that the smart meter is commercially acceptable as a measuring device. The FPSC also has rules regarding accuracy requirements of meters. However, the FPSC does not dictate the types of measuring devices that a utility is to deploy.

**Health:** The Federal Communications Commission (FCC) has sole jurisdiction to establish standards for radio frequency (RF) emissions emitted by smart meter transmitters. Smart meter transmitters utilized by the Florida investor-owned utilities (IOUs) must be in compliance with allowable RF emissions levels set by the FCC. Additional information on this issue is available on the FCC's website at [www.fcc.gov](http://www.fcc.gov).

**Privacy:** The IOUs hold customer data confidentially, except for release for regulated business purposes and to comply with court orders. Customer authorization is needed for an individual customer's electricity usage data to be shared with third parties.

**Data Security:** Data transmitted by smart meters is encrypted and does not contain any personal customer identification information. The meters only transmit total electricity usage and a meter identifier; no personal customer identification information is transmitted.

**Alternatives:** Should a utility choose to provide an alternative to smart meters for its customers, it will be the responsibility of the utility to develop and submit the request to the FPSC if approval is needed. Any costs associated with the provision to a customer of an alternative type of meter, is the responsibility of that customer. This is consistent with historic Commission practice to ensure that the cost-causer pays the costs associated with his or her request.

Further, FPL has filed for approval of a tariff applicable to customers who prefer a meter that does not have a communications module. The tariff is being reviewed by the FPSC. The FPSC will vote on the proposed tariff on January 7, 2013.

Additional information on smart meters can be found at the Commission's website at:  
<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

Walter Clemence  
Office of Industry Development and Market Analysis  
[Walter.Clemence@psc.state.fl.us](mailto:Walter.Clemence@psc.state.fl.us)

---

**From:** Joyce Cream [<mailto:drjoycecream@gmail.com>]  
**Sent:** Thursday, January 02, 2014 12:06 PM  
**To:** Governor Rick Scott; Roberson, Kenneth L.  
**Subject:** Fwd: Request For Legislative Action and Oversight of the Florida Public Service Commission

-Subject: Request For Legislative Action and Oversight of the Florida Public Service Commission  
To: [adam.hollingsworth@eog.myflorida.com](mailto:adam.hollingsworth@eog.myflorida.com)

I support Bill Bigelow's position and will work against elected officials who don't protect us.

Mr. Hollingsworth:

Last year, I contacted the Governor twice via e-mail and regular mail complaining about the slipshod manner in which the Florida Public Service Commission was handling the contentious issue of Smart Meter installation by utilities on residences and businesses in this state. Given the PSC has totally abandoned addressing this important issue in a balanced manner properly addressing the problems the public has with the meters and the positions of the utilities (especially Florida Power and Light), many people, who want the **option** of accepting or rejecting installation, have also contacted many members of the Senate and the House, including Speaker Weatherford, asking them investigate PSC actions in this matter and, if necessary, to enact legislation in support of "choice" for the people. Senator Galvano has been the only person so far willingly to listen to us, but so far no legislation has even been proposed.

On January 7, the PSC will rule on **Docket 130223-EI**, which covers FPL's version of an Opt Out for utility customers and the PSC Staff's recommendations, which are both pathetic and unacceptable.

We are asking you, as Governor Scott's Chief of Staff, to look into this situation, especially the conduct of the PSC's in its handling of this matter over the past two years for the PSC has become a total embarrassment to the Governor and the Legislature. Whereas, most states have analyzed Smart Meter problems being incurred throughout the country (including significant incidence of health problems relating to exposure to radio frequency electromagnetic emissions from Smart Meters) and most states have demanded from the utilities cost benefit

analyses be submitted by utilities to justify the proposed meter replacement, Florida's PSC has refused to do any such analyses in support of the utility customers.

Below is a message I sent last week, to several Committee Chairs in the House and Senate (and the **five PSC Commissioners** and Office of Public Counsel) covering the incompetence constantly shown by the PSC and its Staff in the Smart Meter issue. I am also attaching for your review the attachments to those e-mails sent.

**The people deserve a choice** (without financial penalty being assessed by the utilities against those not wanting a SM) in this matter for **no utility should have the power to place on anyone's residence or business a piece of equipment, which has been proven to be defective in many ways and an invasion of citizen privacy.** So far, 40,000 FPL customers have refused Smart Meter installation and many more would have if they knew the issues involving those meters. Newspapers in this state refuse to cover the problems and the utilities do not readily advise their customers of such problems, so hundreds of thousands of customers are left in the dark and therefore do not have the knowledge to fight installation.

Mr. Hollingsworth, in this critical election year in this state, I hope the Republicans (I am a 50+ year registered Republican) in Tallahassee come to their senses and take steps to rectify the many bad decisions the PSC has made (and probably will continue on January 7) against Floridians on the Smart Meter issue.

Here is a sample of the message sent out to various politicians:

### **Representative Diaz:**

I am sending you this e-mail given you are the Chairman of the Energy and Utilities Subcommittee and a member of Regulatory Affairs Committee. The e-mail has also been sent Representative LaRosa, the Vice Chair of the Energy and Utilities Subcommittee.

I am taking the time to alert/advise you/your committees that over the past two years the Florida Public Service Commission has totally abandoned its required fairness in balancing its decision making on utility affairs between utility customer and the utility companies operating in Florida to side totally with the special interest requests of the utility companies and ignore the many complaints of Floridians.

This break by the PSC and its staff from traditional handling of utility issues is flagrant and should be an embarrassment to the governor and the legislative body in this state. I am asking the political arm of this state to look into this matter and seek to make the necessary changes to protect the citizens of this state.

The main issue at hand is the PSC's siding 100% with utility (especially Florida Power and Light) demands to force the citizens to accept installation of a proven defective piece of equipment called a Smart Meter.

Attached is a letter from me generally outlining this situation, which has been ongoing for over two years and which is about to be finalized in the PSC meeting on January 7, 2014, unless intelligent people/politicians step forward and undo the wrongs being done against many Floridians who are refusing installation of a Smart Meter on their residences/businesses.

Additionally, I am attaching a letter written by Marilynne Martin of Venice, FL, which she sent to the commissioners and others on December 29. This letter dissects the tariff wishes of FPL for its Opt Out Program and the response by PSC staff. Her presentation clearly shows in depth the ineptness (or willful actions) of the staff and their over two year refusal to deal properly with this important matter.

For nearly one year, the anti Smart Meter group in this state has been trying, without success, to convince the Legislature to approve Smart Meter Opt Out legislation without financial penalty to the utility customer in order to

contravene the PSC's efforts to eliminate any public input into this situation. These letters show that the PSC has done nothing to evaluate the problems (I am also attaching a paper outlining those many problems) which have cropped up all over the country/Florida in the four years the meters have become a very contentious issue. Neither has the PSC ever demanded from the utilities a cost-benefit proof analysis, as many other states have done---and found in most cases to be non-existent. Connecticut, in fact, has not/will not allow Smart Meters to be installed in their state until the PSC is totally satisfied that all Smart Meter problem have been addressed and satisfactory answers/solutions have been provided. Connecticut's requirements have not yet been fulfilled and no cost-benefit proof has ever been provided.

As it stands now, the Floridians, who have familiarized themselves as to the many problems with Smart Meters and do not want them installed, are now facing: (1) probable utilization of private information, which can be generated from such equipment, in a manner they refuse to allow happen; (2) health issues from non-thermal affects of radio frequency, electro-magnetic emission exposure from Smart Meters; (3) stiff financial penalties for refusing installation of proven "defective" equipment on their property, which is in contravention to their constitutional property rights; and (4) personal financial responsibility covering anything adversely which goes wrong with a Smart Meter for FPL will not cover any such problem (many property insurance companies are eliminating coverage on property damage caused by Smart Meters).

Several counties and cites in Florida have approved Opt Out Resolutions supporting the right of their citizens to have a "choice" in the Smart Meter matter. It is time for Tallahassee to follow suit.

It is time for the legislature to rectify the damage being caused to the public and our rights by the PSC, which one-side actions on its part must be reined in and quickly. We will be watching closely as to your response to this travesty.

William G. Bigelow  
Port Charlotte, FL

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Wednesday, January 08, 2014 10:44 AM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: FPL Smart Meters

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

From: Cheryl Snow [mailto:[snow.owl@att.net](mailto:snow.owl@att.net)]  
Sent: Wednesday, January 08, 2014 10:28 AM  
To: Governor Rick Scott  
Subject: FPL Smart Meters

From: Cheryl Snow <[snow.owl@att.net](mailto:snow.owl@att.net)>

County: St. Lucie

Zip Code: 34952

Phone Number:

Message Body: I was wondering if you could help me or direct me to someone who might be of help.

I have worked at FPL's St. Lucie Nuclear plant for over 20 years and ended up with cancer. I believe that it was from the EMF fields at the plant. Now I understand that the state passed a law or something that allows FPL to charge me to refuse their installation of their smart meter which I believe will continue to bombard me with EMF.

I don't think that's right, FPL has a list of people who have refused these meters who were never notified that this was going on, I know I did not receive any such notification.

How is it that a company can charge money not to install a smart meter that is detrimental to my health and not be required to let me know this kind of legal wrangling is going on.

## Crystal Card

---

**From:** Diana Marr  
**Sent:** Tuesday, January 28, 2014 10:31 AM  
**To:** 'snow.owl@att.net'  
**Cc:** David Dowds; Mark Futrell; Cindy Muir; Brenda Stallcup; Rhonda Hicks; Ellen Plendl; Randy Roland; 'lynne.adams@fpl.com'  
**Subject:** FW: FPL Smart Meters

Dear Ms. Snow,

Thank you for your recent correspondence regarding Florida Power and Light (FPL) smart meters. Governor Rick Scott forwarded your email to the Public Service Commission (PSC) for a response. In your correspondence, you questioned the opt-out fee and stated you were never notified of the impending smart meter installation.

In 2011, FPL received commission approval to convert existing electric meters to the smart meter. The smart meter, a part of the national smart grid, is designed to communicate with the utility resulting in shorter power outages and assisting customers manage their energy consumption. Since that time, FPL has installed approximately 4.5 million smart meters at no additional cost to the customer.

As stated in your correspondence, some customers refused installation of the smart meter or were unable to be contacted regarding the meter change. Since business processes have been changed and streamlined to accommodate the use of smart meters, FPL will incur additional expense to accommodate those customers who wish to retain their old meter. On August 21, 2013, FPL filed a petition for approval of an optional Non-Standard Meter Rider (NSMR) tariff to accommodate the customers who do not want a smart meter.

On January 7, 2014, the Commission voted to deny the tariff as filed, but stated that a tariff with a one-time enrollment fee of \$95 and a monthly charge of \$13 would be acceptable. FPL has subsequently filed a revised tariff containing these terms.

Upon receipt of your inquiry, our office contacted FPL regarding your lack of notification of the smart meter installation. FPL advised that your account has been on hold, thus postponing the installation of a smart meter, since December 7, 2011. On January 23, 2014, FPL sent a letter to you containing information about the smart meter and the NSMR enrollment period.

Our office appreciates the opportunity to serve you in this matter. Please contact me if you have additional questions or concerns.

Sincerely,

Diana Marr  
Public Utility Analyst II  
Office of Industry Development and Market Analysis Florida Public Service Commission  
850-413-6058

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

From: Cheryl Snow [mailto:snow.owl@att.net]  
Sent: Wednesday, January 08, 2014 10:28 AM  
To: Governor Rick Scott

Subject: FPL Smart Meters

From: Cheryl Snow <[snow.owl@att.net](mailto:snow.owl@att.net)>

County: St. Lucie

Zip Code: 34952

Phone Number:

Message Body: I was wondering if you could help me or direct me to someone who might be of help.

I have worked at FPL's St. Lucie Nuclear plant for over 20 years and ended up with cancer. I believe that it was from the EMF fields at the plant. Now I understand that the state passed a law or something that allows FPL to charge me to refuse their installation of their smart meter which I believe will continue to bombard me with EMF.

I don't think that's right, FPL has a list of people who have refused these meters who were never notified that this was going on, I know I did not receive any such notification.

How is it that a company can charge money not to install a smart meter that is detrimental to my health and not be required to let me know this kind of legal wrangling is going on.

## Crystal Card

---

**From:** Cheryl Snow <snow.owl@att.net>  
**Sent:** Tuesday, January 28, 2014 11:33 AM  
**To:** Diana Marr  
**Cc:** David Dowds; Mark Futrell; Cindy Muir; Brenda Stallcup; Rhonda Hicks; Ellen Plendl; Randy Roland; lynne.adams@fpl.com; Rep. Patrick E. Murphy  
**Subject:** Re: FPL Smart Meters

Just wanted to get back in touch with you. I have been out of state getting treatment and only recently returned.

My issue is that you are planning to charge extra a meter (which I do not want) that puts my health at further jeopardy. I am spending so much money on drugs and supplements to try to maintain my health only to find that the power company is taking actions to counteract this by forcing me (financially) to take a meter that counteracts the health that I am trying to maintain. EMF waves are definitely not good for cancer patients, and cancer patients need every advantage they can get.

I feel that my "forcing me" to take your meter shows a complete disregard for my health and everyone else's. It might be a good idea to exempt anyone who can show that they have health issues that are affected by these fields and exempt them. I can't imagine that the population would be too large.

By the way, I never stated that some people refused installation of the meters or people were unable to be contacted regarding the meter change. You must be thinking of someone else causing further concern about your intentions, and for your customers.

However I don't feel that the meters are cost effective or beneficial in anyway except to Nextra (and the government) as they accepted federal monies to implement this monstrosity of a network of intrusive detection devices lovingly described as smart meters.

It remember when FPL ran that company with compassion and concern about what was best for their customers. It would appear that Nextra does not care about the health or welfare their customers.

In short, I would like you to prove me wrong and start a program to exempt people with serious health issues from paying anything extra for keeping their old meters, thus avoiding the EMF that comes with the smart meters, regardless of how short you think the bursts are. The issue is that EMF is being generated by your meters, and EMF is detrimental to the health of people with many serious health conditions.

I challenge you to do the right thing and await a timely reply. How about within the week, I have to leave for more treatments.

Thank you  
Cheryl Snow

**From:** Diana Marr <dmarr@PSC.STATE.FL.US>  
**To:** snow.owl@att.net  
**Cc:** David Dowds <DDowds@PSC.STATE.FL.US>; Mark Futrell <MFutrell@PSC.STATE.FL.US>; Cindy Muir <CMuir@PSC.STATE.FL.US>; Brenda Stallcup <bstallcu@psc.state.fl.us>; Rhonda Hicks <RHicks@PSC.STATE.FL.US>; Ellen Plendl <EPlendl@PSC.STATE.FL.US>; Randy Roland <RRoland@PSC.STATE.FL.US>; lynne.adams@fpl.com  
**Sent:** Tuesday, January 28, 2014 10:31 AM  
**Subject:** FW: FPL Smart Meters

Dear Ms. Snow,

Thank you for your recent correspondence regarding Florida Power and Light (FPL) smart meters. Governor Rick Scott forwarded your email to the Public Service Commission (PSC) for a response. In your correspondence, you questioned the opt-out fee and stated you were never notified of the impending smart meter installation.

In 2011, FPL received commission approval to convert existing electric meters to the smart meter. The smart meter, a part of the national smart grid, is designed to communicate with the utility resulting in shorter power outages and assisting customers manage their energy consumption. Since that time, FPL has installed approximately 4.5 million smart meters at no additional cost to the customer.

As stated in your correspondence, some customers refused installation of the smart meter or were unable to be contacted regarding the meter change. Since business processes have been changed and streamlined to accommodate the use of smart meters, FPL will incur additional expense to accommodate those customers who wish to retain their old meter. On August 21, 2013, FPL filed a petition for approval of an optional Non-Standard Meter Rider (NSMR) tariff to accommodate the customers who do not want a smart meter.

On January 7, 2014, the Commission voted to deny the tariff as filed, but stated that a tariff with a one-time enrollment fee of \$95 and a monthly charge of \$13 would be acceptable. FPL has subsequently filed a revised tariff containing these terms.

Upon receipt of your inquiry, our office contacted FPL regarding your lack of notification of the smart meter installation. FPL advised that your account has been on hold, thus postponing the installation of a smart meter, since December 7, 2011. On January 23, 2014, FPL sent a letter to you containing information about the smart meter and the NSMR enrollment period.

Our office appreciates the opportunity to serve you in this matter. Please contact me if you have additional questions or concerns.

Sincerely,

Diana Marr  
Public Utility Analyst II  
Office of Industry Development and Market Analysis  
Florida Public Service Commission  
850-413-6058

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

From: Cheryl Snow [mailto:[snow.owl@att.net](mailto:snow.owl@att.net)]

Sent: Wednesday, January 08, 2014 10:28 AM

To: Governor Rick Scott

Subject: FPL Smart Meters

From: Cheryl Snow <[snow.owl@att.net](mailto:snow.owl@att.net)>

County: St. Lucie

Zip Code: 34952

Phone Number:

Message Body: I was wondering if you could help me or direct me to someone who might be of help.

I have worked at FPL's St. Lucie Nuclear plant for over 20 years and ended up with cancer. I believe that it was from the EMF fields at the plant. Now I understand that the state passed a law or something that allows FPL to charge me to refuse their installation of their smart meter which I believe will continue to bombard me with EMF.

I don't think that's right, FPL has a list of people who have refused these meters who were never notified that this was going on, I know I did not receive any such notification.

How is it that a company can charge money not to install a smart meter that is detrimental to my health and not be required to let me know this kind of legal wrangling is going on.

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Thursday, January 16, 2014 1:52 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Smart Meter

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

**From:** Victoria Thiel [<mailto:thielv314@yahoo.com>]  
**Sent:** Thursday, January 16, 2014 1:38 PM  
**To:** Governor Rick Scott  
**Subject:** Smart Meter

**From:** Victoria Thiel <[thielv314@yahoo.com](mailto:thielv314@yahoo.com)>

County: Palm Beach

Zip Code: 33445

Phone Number: 5612652725

Message Body: Please do what you can to prevent FPL from implementing the proposed fees of \$95. plus \$13 per month to punish residents who opted out of the health damaging, invasive Smart Meter. A non elected bureaucracy, PSC, recently approved this fee which is unnecessary, punitive and outrageously expensive for a public already hurting with increased health, tax and food costs. I'm on a fixed income and have no means of obtaining additional resources.

## Crystal Card

---

**From:** Walter Clemence  
**Sent:** Tuesday, January 21, 2014 10:26 AM  
**To:** 'thielv314@yahoo.com'  
**Cc:** Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl  
**Subject:** FW: Smart Meter/PBC decision

Dear Ms. Thiel ,

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 staff held a public workshop on September 20, 2012 to gather information on smart meters and to address concerns raised by consumers. Topics addressed during the workshop included jurisdiction of government agencies, health, privacy, data security, and alternatives to smart meters. Presentations were made by subject matter experts and several consumers provided public comments. The following information gathered at the workshop was presented to the FPSC on February 19, 2013:

**Jurisdiction:** The FPSC's jurisdiction over smart meters is limited to cost recovery for the meters and ensuring meters are commercially acceptable measuring devices owned and maintained by the utility. During the workshop it was concluded that the smart meter is commercially acceptable as a measuring device. The FPSC also has rules regarding accuracy requirements of meters. However, the FPSC does not dictate the types of measuring devices that a utility is to deploy.

**Health:** The Federal Communications Commission (FCC) has sole jurisdiction to establish standards for radio frequency (RF) emissions emitted by smart meter transmitters. Smart meter transmitters utilized by the Florida investor-owned utilities (IOUs) must be in compliance with allowable RF emissions levels set by the FCC. Additional information on this issue is available on the FCC's website at [www.fcc.gov](http://www.fcc.gov).

**Privacy:** The IOUs hold customer data confidentially, except for release for regulated business purposes and to comply with court orders. Customer authorization is needed for an individual customer's electricity usage data to be shared with third parties.

**Data Security:** Data transmitted by smart meters is encrypted and does not contain any personal customer identification information. The meters only transmit total electricity usage and a meter identifier; no personal customer identification information is transmitted.

**Alternatives:** Should a utility choose to provide an alternative to smart meters for its customers, it will be the responsibility of the utility to develop and submit the request to the FPSC if approval is needed. Any costs associated with the provision to a customer of an alternative type of meter, is the responsibility of that customer. This is consistent with historic Commission practice to ensure that the cost-causer pays the costs associated with his or her request.

Florida Power & Light Company (FPL) filed for approval of a tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the PSC determined cost adjustments to decrease charges for customers opting out of smart meter installation and recommended that FPL revise and refile its tariff within 10 days. PSC staff estimates that the cost adjustments will reduce the customer enrollment fee from \$105 to \$95 and monthly surcharge fee from \$16 to \$13. If FPL refiles the NSMR as recommended, Commissioners granted administrative approval to implement the new tariff.

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 at the Commission's website at:  
<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

Walter Clemence  
Office of Industry Development and Market Analysis [Walter.Clemence@psc.state.fl.us](mailto:Walter.Clemence@psc.state.fl.us)

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

From: Victoria Thiel [<mailto:thielv314@yahoo.com>]  
Sent: Wednesday, January 15, 2014 7:02 PM  
To: Governor Rick Scott  
Subject: Smart Meter/PBC decision

From: Victoria Thiel <[thielv314@yahoo.com](mailto:thielv314@yahoo.com)>

County: Palm Beach

Zip Code: 33445

Phone Number: 5612652725

Message Body: I am writing to you regarding the recent decision of the PSC to grant FPL an "opt out" fee to keep my analog meter - \$95 in addition to a monthly fee of \$13. This is an outrage! We pleaded with our legislators to stop the smart meter and this is the result?

There are significant health issues caused by smart meters. Citizens of Florida should have the right to protect themselves and their families from such hazards. I am also aware that the Smart meter contains a transmitter. This is a violation of my Constitutional rights against invasion of privacy and eavesdropping statutes. This punitive fee would create a financial hardship on me as I am not in a position to absorb this increase.

How can the economically disadvantaged protect themselves? By not accepting a smart meter, will I lose my home? FPL threats to disconnect electricity and report it to the mortgage company should not be allowed. Must citizens be subject to these bully tactics? If so, I am petitioning you to have another company that does not require smart meters to offer service in my area.

I urge you to come to the aid of your constituents, if necessary by legislatively protecting us from being subjected to the whims of unelected bureaucrats through the implementation of this fee for declining the smart meter.

## Crystal Card

---

**From:** Consumer Contact  
**Sent:** Monday, February 17, 2014 8:10 AM  
**To:** Ellen Plendl  
**Subject:** FW: Concerns

**From:** Beatrice Balboa [mailto:beatricebalboa@gmail.com]  
**Sent:** Sunday, February 16, 2014 3:34 PM  
**To:** Consumer Contact  
**Cc:** Eduardo Balbis; Office Of Commissioner Graham; Office of Commissioner Brown; Office Of Commissioner Edgar; Ronald Brisé  
**Subject:** Re: Concerns

I was reading the latest news media article(s) regarding the latest Florida Power & Light Co. (FPL) smart meter installation 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 extremely exorbitant and spiraling out-of-control rate increase(s) in a overwhelming recessionary/depression economic climate adversely impacting taxpayer citizens.

In reviewing media articles, the following salient talking points are critical to address:

- a fuller accounting of the health hazards of chronic continual radio frequency radiation transmissions radiation,
- the complete accounting of the unconscionable proposed fees associated with smart meters by FPL in the State of Florida while states such as Vermont have laws making it electric companies' responsibility to cover opt-out costs,
- what specific action plans will be put in place to address some problems associated with smart meters such as faulty installations, failure to preserve customer usage information and trouble sending usage data back to the utility,
- a complete accounting regarding the rationale why FPL is asking ratepayers "to take significant financial and technological risks and adapt to categorical changes in rate design, all in exchange for savings that are largely indirect, highly contingent and a long way off",
- and if the claim by FPL's website states individual smart meters are idle 99 percent of the time, then why are these monthly fees so unreasonable?

In addition, there It is way past time to immediately commence a forensic audit throughout the entirety of Florida Power & Light Co. (FPL) administrative and upper management salar(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

====

Letter: Story on FPL's smart meters wasn't fair

Bill Lundell Feb. 13, 2014

As one of the 4,000 people in Brevard who chose to keep their electric analog meters, I take exception to business editor Wayne Price's recent article, "For small group of consumers, FPL's smart meters a dumb idea."

The article appears to treat Nonnie Chrystal, who opposes the smart meters, as an oddity. I have met and agreed with her on a few occasions regarding FPL's smart meters. She stands by her convictions, and I applaud her.

I credit Mr. Price for bringing this issue to public scrutiny, but why didn't he ask about the hundreds of meter readers who lost their jobs and were displaced by smart meters?

According to the article, FPL spent nearly \$1 billion on smart meters. What it failed to mention is the federal government gave FPL a \$500 million grant to install these inconclusive devices. Where is the \$95 fee going for those people who didn't want the smart meters? And where is the \$13-a-month fee going that is charged to residents who kept analog meters?

The smart meters have not been hurricane tested. What will happen when the big one hits? We could be without power much longer than before due to a lack of qualified employees. As for the grids, the smart meter is so accurate that when there is a power surge or outage, will they prevent a cyber attack resulting in chaos and vulnerability?

I've been an FPL customer for 35 years and always appreciated the customer-friendly employees. Now they are being replaced by these invasive, intrusive Orwellian contraptions. Lest anyone think I'm a wacko, I used to work as a meter reader for a local utility.

---

For small group of consumers, FPL's smart meters a dumb idea  
Wayne T. Price Feb. 9, 2014

Nonnie Chrystal of Indialantic has the air of a flower child about her. But she is no shrinking violet.

Last week, she addressed Brevard County commissioners and demanded they remove fluoride from the drinking water.

Just before her address to commissioners, I spoke with her about another subject that is stirring her passion these days.

That is Florida Power & Light, which has spent close to \$1 billion during the past five years making sure most of its customers have "smart meters" — digital devices that replace the analog boxes that measure energy usage.

FPL loves them. Many homeowners love them.

And the Public Service Commission also loves them and pretty much gave FPL the OK to charge those who don't want them a one-time fee of \$95 and then another \$13 each month to keep the analog meters.

Chrystal despises smart meters, holding them right up there with fluoridated water. She and a small number of others across the globe believe smart meters expose people and animals to electromagnetic fields and radio frequencies that can lead to illness or even death.

Chrystal cites, by heart, Florida statutes which she says proves the illegality of what FPL is doing with its smart meters. She and her husband have placed four padlocks on her analog meter and posted notices warning FPL meter readers against trespassing on their properties without proper advance notice.

“They will NOT be placing a smart meter on my home,” Chrystal said with a tone of conviction that kind of makes you want to take a step backward. (If anyone remembers those popular Chiffon margarine commercials from the 1970s — “It’s not nice to fool Mother Nature” — you understand the tone I’m talking about.)

“They’re trying to force me to pay to not be killed,” Chrystal said, adding she is on a campaign to remove smart meters throughout Florida. She doesn’t sound like she’s going to pony up enrollment or monthly fees to keep her analog meter.

“Those fees are for people who are not conscious,” she said. “You’re being penalized for not being a ‘sheeple’ — people that follow anything if it’s in the mainstream.”

## Crystal Card

---

**From:** Mark Futrell  
**Sent:** Monday, February 17, 2014 3:35 PM  
**To:** 'beatricebalboa@gmail.com'  
**Cc:** Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl  
**Subject:** RE: Concerns

Ms. Balboa,

Thank you for your comments on FPL's smart meter program and its charges for customers who seek to opt-out of smart meters.

Your comments will be included in the correspondence file for Docket No. 130223-EI. Here is the link to the docket file:  
<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=130223>

The Commission's order on FPL's smart meter opt-out tariff was protested by two groups of customers. A hearing is tentatively scheduled for May 29-30, 2014

Mark Futrell  
[mfutrell@psc.state.fl.us](mailto:mfutrell@psc.state.fl.us)

RE: Information Request 1139018C.

---

**From:** Consumer Contact  
**Sent:** Monday, February 17, 2014 8:10 AM  
**To:** Ellen Plendl  
**Subject:** FW: Concerns

**From:** Beatrice Balboa [<mailto:beatricebalboa@gmail.com>]  
**Sent:** Sunday, February 16, 2014 3:34 PM  
**To:** Consumer Contact  
**Cc:** Eduardo Balbis; Office Of Commissioner Graham; Office of Commissioner Brown; Office Of Commissioner Edgar; Ronald Brisé  
**Subject:** Re: Concerns

I was reading the latest news media article(s) regarding the latest Florida Power & Light Co. (FPL) smart meter installation 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 extremely exorbitant and spiraling out-of-control rate increase(s) in a overwhelming recessionary/depression economic climate adversely impacting taxpayer citizens.

In reviewing media articles, the following salient talking points are critical to address:

- a fuller accounting of the health hazards of chronic continual radio frequency radiation transmissions radiation,
- the complete accounting of the unconscionable proposed fees associated with smart meters by FPL in the State of Florida while states such as Vermont have laws making it electric companies' responsibility to cover opt-out costs,

- what specific action plans will be put in place to address some problems associated with smart meters such as faulty installations, failure to preserve customer usage information and trouble sending usage data back to the utility,
- a complete accounting regarding the rationale why FPL is asking ratepayers "to take significant financial and technological risks and adapt to categorical changes in rate design, all in exchange for savings that are largely indirect, highly contingent and a long way off",
- and if the claim by FPL's website states individual smart meters are idle 99 percent of the time, then why are these monthly fees so unreasonable?

In addition, there It is way past time to immediately commence a forensic audit throughout the entirety of Florida Power & Light Co. (FPL) administrative and upper management salar(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

====

Letter: Story on FPL's smart meters wasn't fair

Bill Lundell Feb. 13, 2014

As one of the 4,000 people in Brevard who chose to keep their electric analog meters, I take exception to business editor Wayne Price's recent article, "For small group of consumers, FPL's smart meters a dumb idea."

The article appears to treat Nonnie Chrystal, who opposes the smart meters, as an oddity. I have met and agreed with her on a few occasions regarding FPL's smart meters. She stands by her convictions, and I applaud her.

I credit Mr. Price for bringing this issue to public scrutiny, but why didn't he ask about the hundreds of meter readers who lost their jobs and were displaced by smart meters?

According to the article, FPL spent nearly \$1 billion on smart meters. What it failed to mention is the federal government gave FPL a \$500 million grant to install these inconclusive devices. Where is the \$95 fee going for those people who didn't want the smart meters? And where is the \$13-a-month fee going that is charged to residents who kept analog meters?

The smart meters have not been hurricane tested. What will happen when the big one hits? We could be without power much longer than before due to a lack of qualified employees. As for the grids, the smart meter is so accurate that when there is a power surge or outage, will they prevent a cyber attack resulting in chaos and vulnerability?

I've been an FPL customer for 35 years and always appreciated the customer-friendly employees. Now they are being replaced by these invasive, intrusive Orwellian contraptions. Lest anyone think I'm a wacko, I used to work as a meter reader for a local utility.

---

For small group of consumers, FPL's smart meters a dumb idea

Wayne T. Price Feb. 9, 2014

Nonnie Chrystal of Indialantic has the air of a flower child about her. But she is no shrinking violet.

Last week, she addressed Brevard County commissioners and demanded they remove fluoride from the drinking water.

Just before her address to commissioners, I spoke with her about another subject that is stirring her passion these days.

That is Florida Power & Light, which has spent close to \$1 billion during the past five years making sure most of its customers have “smart meters” — digital devices that replace the analog boxes that measure energy usage.

FPL loves them. Many homeowners love them.

And the Public Service Commission also loves them and pretty much gave FPL the OK to charge those who don't want them a one-time fee of \$95 and then another \$13 each month to keep the analog meters.

Chrystal despises smart meters, holding them right up there with fluoridated water. She and a small number of others across the globe believe smart meters expose people and animals to electromagnetic fields and radio frequencies that can lead to illness or even death.

Chrystal cites, by heart, Florida statutes which she says proves the illegality of what FPL is doing with its smart meters. She and her husband have placed four padlocks on her analog meter and posted notices warning FPL meter readers against trespassing on their properties without proper advance notice.

“They will NOT be placing a smart meter on my home,” Chrystal said with a tone of conviction that kind of makes you want to take a step backward. (If anyone remembers those popular Chiffon margarine commercials from the 1970s — “It's not nice to fool Mother Nature” — you understand the tone I'm talking about.)

“They're trying to force me to pay to not be killed,” Chrystal said, adding she is on a campaign to remove smart meters throughout Florida. She doesn't sound like she's going to pony up enrollment or monthly fees to keep her analog meter.

“Those fees are for people who are not conscious,” she said. “You're being penalized for not being a ‘sheep’ — people that follow anything if it's in the mainstream.”

BILL NELSON  
FLORIDA

**United States Senate**  
WASHINGTON, DC 20510-0905



Date: 02/14/2014 Number of pages (including cover sheet): 3

To: Florida Public Service Commission Fax: (850) 413-6124

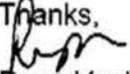
From: Rupa Venkatesh Fax: (407) 872-7165

**Comments**

RE: Mrs. Judith Sady- FPL complaint

Your review and response to the above constituent is greatly appreciated. If you have any questions or need additional information, please feel free to contact me at my direct line (407) 872-7994, by e-mail at [rupa\\_venkatesh@billnelson.senate.gov](mailto:rupa_venkatesh@billnelson.senate.gov) or at the numbers listed below.

Thanks,

  
Rupa Venkatesh  
Constituent Advocate

BILL NELSON  
FLORIDA

United States Senate  
Washington, DC 20510-0905



**Consent For Release Of Information**

The Privacy Act of 1974 requires that written consent be obtained from the constituent before information can be disclosed from a government agency's record. So that I can legally act on your behalf, please complete and sign the following statement and return it to me. *This form is available to the public free of charge.*

*Please note, if you are inquiring on behalf of someone, that person must sign the release.*

Today's Date 2/4/14 Social Security Number \_\_\_\_\_

Mr.  Mrs.  Ms.  Dr. Judith Sady  
First Middle Last

Mailing Address 7262 Wailea Avenue  
Boynton Beach, FL 33437

Home Phone 561-739-8462 Cell Phone 609-970-4614 Work Phone \_\_\_\_\_  
Date of Birth 8/4/1954 E-mail Address jsady1@comcast.net

I hereby authorize Senator Nelson or his representative to make inquiries into my personal records and or files, and to obtain information about me pertaining to my request for assistance.

Signature Judith Sady For The Attention Of Senator Bill Nelson

**Please return form to:**

<b>By Mail:</b>	<b>By Fax:</b>	<b>Questions:</b>
Office of Senator Bill Nelson 225 East Robinson Street, Suite 410 Orlando, Florida 32801	Fax: (407) 872-7165	Telephone: (407) 872-7161 Toll-Free in Florida Only: (888) 671-4091

**FOR OFFICE USE ONLY**

IT:  Yes  No IT # \_\_\_\_\_ (Clerk/worker Only) Cross Reference Name \_\_\_\_\_

Referral:  FTL  FTM  JAX  MIA  ORL  TAL  TPA  WPB  BN  GN  PM  BS

Web Tracking # \_\_\_\_\_

PLEASE COMPLETE PAGE 2 OF THIS FORM



## Crystal Card

---

**From:** Walter Clemence  
**Sent:** Monday, February 24, 2014 1:50 PM  
**To:** 'jsady1@comcast.net'  
**Cc:** Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl  
**Subject:** Smart Meter Inquiry

Dear Ms. Sady,

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

The FPSC staff held a public workshop on September 20, 2012 to gather information on smart meters and to address concerns raised by consumers. Topics addressed during the workshop included jurisdiction of government agencies, health, privacy, data security, and alternatives to smart meters. Presentations were made by subject matter experts and several consumers provided public comments. The following information gathered at the workshop was presented to the FPSC on February 19, 2013:

**Jurisdiction:** The FPSC's jurisdiction over smart meters is limited to cost recovery for the meters and ensuring meters are commercially acceptable measuring devices owned and maintained by the utility. During the workshop it was concluded that the smart meter is commercially acceptable as a measuring device. The FPSC also has rules regarding accuracy requirements of meters. However, the FPSC does not dictate the types of measuring devices that a utility is to deploy.

**Health:** The Federal Communications Commission (FCC) has sole jurisdiction to establish standards for radio frequency (RF) emissions emitted by smart meter transmitters. Smart meter transmitters utilized by the Florida investor-owned utilities (IOUs) must be in compliance with allowable RF emissions levels set by the FCC. Additional information on this issue is available on the FCC's website at [www.fcc.gov](http://www.fcc.gov).

**Privacy:** The IOUs hold customer data confidentially, except for release for regulated business purposes and to comply with court orders. Customer authorization is needed for an individual customer's electricity usage data to be shared with third parties.

**Data Security:** Data transmitted by smart meters is encrypted and does not contain any personal customer identification information. The meters only transmit total electricity usage and a meter identifier; no personal customer identification information is transmitted.

**Alternatives:** Should a utility choose to provide an alternative to smart meters for its customers, it will be the responsibility of the utility to develop and submit the request to the FPSC if approval is needed. Any costs associated with the provision to a customer of an alternative type of meter, is the responsibility of that customer. This is consistent with historic Commission practice to ensure that the cost-causer pays the costs associated with his or her request.

Florida Power & Light Company (FPL) filed for approval of a tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the PSC recommended cost adjustments to decrease charges for customers opting out of smart meter installation and that FPL revise and refile its tariff within 10 days. PSC staff estimates that the cost adjustments will reduce the customer enrollment fee from \$105 to \$95, and the

monthly surcharge fee from \$16 to \$13. FPL subsequently refiled its tariff as recommended, and it was approved administratively. The tariff has been protested and an evidentiary hearing is pending. .

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 at the Commission's website at:

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

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

Walter Clemence

[Walter.Clemence@psc.state.fl.us](mailto:Walter.Clemence@psc.state.fl.us)

## Crystal Card

---

**From:** Victoria Thiel <thielv314@yahoo.com>  
**Sent:** Friday, February 28, 2014 1:56 PM  
**To:** Walter Clemence  
**Cc:** Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl  
**Subject:** Re: Smart Meter/PBC decision

Thank you for your response. It does not, however, address my concerns and I will be getting back to the Governor about that.

I have already written to PSC and was ignored, or more precisely, received the same double talk. I was under the delusional impression that PSC was supposed to look out for the public so as not to be taken advantage of by a corporate behemoth that has no competition such as this energy provider.

I won't belabor the reasons for not wanting or accepting the unlawful installation of a meter without notice, which has undesired ramifications. The issue at this moment is the demand for punitive fees to those of us who refuse this installation. You/FPL imply the fee is for "cost recovery for the meters". What cost recovery for a meter that has been on my property for more than 7 years? Furthermore, if there were a concern for meter reading, this too can be resolved by estimated monthly charges and an annual reading or emailing a picture of the reading to FPL by the customer. There are no addition costs accruing to FPL for retaining old, **"non-AMI" meters** and applying such a fee is punitive and price gouging. FPL is not providing an alternative meter. FPL is trying to force an alternative meter on me or charge me extra for retaining my current meter.

***You apply the term "non-standard" for analog (and AMR) meters is inappropriate, since analog meters have been the standard for nearly a century. The smart meter (AMI) is the non standard meter.***

I understand there is a class action law suit pending over this matter, which I applaud but am sad that we have to resort to that to get justice.

I ask you again to review this and reverse your approval for the additional FPL charges.

Victoria

---

**From:** Walter Clemence <WCLEMENC@PSC.STATE.FL.US>  
**To:** thielv314@yahoo.com  
**Cc:** Mark Futrell <MFutrell@PSC.STATE.FL.US>; David Dowds <DDowds@PSC.STATE.FL.US>; Brenda Stallcup <bstallcu@psc.state.fl.us>; Cindy Muir <CMuir@PSC.STATE.FL.US>; Rhonda Hicks <RHicks@PSC.STATE.FL.US>; Randy Roland <RRoland@PSC.STATE.FL.US>; Ellen Plendl <EPlendl@PSC.STATE.FL.US>  
**Sent:** Tuesday, January 21, 2014 10:26 AM  
**Subject:** FW: Smart Meter/PBC decision

Dear Ms. Thiel ,

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 staff held a public workshop on September 20, 2012 to gather information on smart meters and to address concerns raised by consumers. Topics addressed during the workshop included jurisdiction of government agencies, health, privacy, data security, and alternatives to smart meters. Presentations were made by subject matter experts and several consumers provided public comments. The following information gathered at the workshop was presented to the FPSC on February 19, 2013:

**Jurisdiction:** The FPSC's jurisdiction over smart meters is limited to cost recovery for the meters and ensuring meters are commercially acceptable measuring devices owned and maintained by the utility. During the workshop it was concluded that the smart meter is commercially acceptable as a measuring device. The FPSC also has rules regarding accuracy requirements of meters. However, the FPSC does not dictate the types of measuring devices that a utility is to deploy.

**Health:** The Federal Communications Commission (FCC) has sole jurisdiction to establish standards for radio frequency (RF) emissions emitted by smart meter transmitters. Smart meter transmitters utilized by the Florida investor-owned utilities (IOUs) must be in compliance with allowable RF emissions levels set by the FCC. Additional information on this issue is available on the FCC's website at [www.fcc.gov](http://www.fcc.gov).

**Privacy:** The IOUs hold customer data confidentially, except for release for regulated business purposes and to comply with court orders. Customer authorization is needed for an individual customer's electricity usage data to be shared with third parties.

**Data Security:** Data transmitted by smart meters is encrypted and does not contain any personal customer identification information. The meters only transmit total electricity usage and a meter identifier; no personal customer identification information is transmitted.

**Alternatives:** Should a utility choose to provide an alternative to smart meters for its customers, it will be the responsibility of the utility to develop and submit the request to the FPSC if approval is needed. Any costs associated with the provision to a customer of an alternative type of meter, is the responsibility of that customer. This is consistent with historic Commission practice to ensure that the cost-causer pays the costs associated with his or her request.

Florida Power & Light Company (FPL) filed for approval of a tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the PSC determined cost adjustments to decrease charges for customers opting out of smart meter installation and recommended that FPL revise and refile its tariff within 10 days. PSC staff estimates that the cost adjustments will reduce the customer enrollment fee from \$105 to \$95 and monthly surcharge fee from \$16 to \$13. If FPL refiles the NSMR as recommended, Commissioners granted administrative approval to implement the new tariff.

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 at the Commission's website at:  
<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

Walter Clemence  
Office of Industry Development and Market Analysis  
[Walter.Clemence@psc.state.fl.us](mailto:Walter.Clemence@psc.state.fl.us)

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

From: Victoria Thiel [mailto:[thielv314@yahoo.com](mailto:thielv314@yahoo.com)]

Sent: Wednesday, January 15, 2014 7:02 PM

To: Governor Rick Scott

Subject: Smart Meter/PBC decision

From: Victoria Thiel <[thielv314@yahoo.com](mailto:thielv314@yahoo.com)>

County: Palm Beach

Zip Code: 33445

Phone Number: 5612652725

Message Body: I am writing to you regarding the recent decision of the PSC to grant FPL an "opt out" fee to keep my analog meter - \$95 in addition to a monthly fee of \$13. This is an outrage! We pleaded with our legislators to stop the smart meter and this is the result?

There are significant health issues caused by smart meters. Citizens of Florida should have the right to protect themselves and their families from such hazards. I am also aware that the Smart meter contains a transmitter. This is a violation of my Constitutional rights against invasion of privacy and eavesdropping statutes. This punitive fee would create a financial hardship on me as I am not in a position to absorb this increase.

How can the economically disadvantaged protect themselves? By not accepting a smart meter, will I lose my home? FPL threatens to disconnect electricity and report it to the mortgage company should not be allowed. Must citizens be subject to these bully tactics? If so, I am petitioning you to have another company that does not require smart meters to offer service in my area.

I urge you to come to the aid of your constituents, if necessary by legislatively protecting us from being subjected to the whims of unelected bureaucrats through the implementation of this fee for declining the smart meter.

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Friday, February 28, 2014 2:08 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: Smart Meter

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

From: Victoria [<mailto:thielv314@yahoo.com>]  
Sent: Friday, February 28, 2014 2:03 PM  
To: Governor Rick Scott  
Subject: Smart Meter

From: Victoria <[thielv314@yahoo.com](mailto:thielv314@yahoo.com)>

County: Palm Beach

Zip Code: 33445

Phone Number: 5612652725

Message Body: I wrote you about my concerns over the charges being applied by FPL for retaining an analog (non AMI) meter, and asked your intervention since PSC, in their "infinite wisdom" granted them punitive fees for additional expenses which are non-existent. I sent them the following response and would hope you would revisit this issue.

I won't belabor the reasons for not wanting or accepting the unlawful installation of a meter without notice, which has undesired ramifications. The issue at this moment is the demand for punitive fees to those of us who refuse this installation. You/FPL imply the fee is for "cost recovery for the meters". What cost recovery for a meter that has been on my property for more than 7 years? Furthermore, if there were a concern for meter reading, this too can be resolved by estimated monthly charges and an annual reading or emailing a picture of the reading to FPL by the customer. There are no additional costs accruing to FPL for retaining old, "non-AMI" meters and applying such a fee is punitive and price gouging. FPL is not providing an alternative meter. FPL is trying to force an alternative meter on me or charge me extra for retaining my current meter.

You apply the term "non-standard" for analog (and AMR) meters is inappropriate, since analog meters have been the standard for nearly a century. The smart meter (AMI) is the non-standard meter.

I understand there is a class action law suit pending over this matter, which I applaud but am sad that we have to resort to that to get justice.

I ask you again to review this and reverse your approval for the additional FPL charges.

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Friday, March 07, 2014 4:41 PM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: FPL unfair

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

From: Kim Nugent [<mailto:kimnugentp@yahoo.com>]  
Sent: Thursday, March 06, 2014 5:28 PM  
To: Governor Rick Scott  
Subject: FPL unfair

From: Kim Nugent <[kimnugentp@yahoo.com](mailto:kimnugentp@yahoo.com)>

County: Charlotte

Zip Code: 33981

Phone Number:

Message Body: I opted out of a smart meter from FPL and now a couple years later FPL wants to charge me a \$95 fee and \$13 a month to keep my old meter. When we were given the choice to opt out there were no threats of having to pay more if we kept our old meters. When the meters have been proven maybe in about 10 years or so, then I may switch over. Until then I believe keeping my health and the guys who read the meters working far outweighs FPLs profit margin. Thank you for your time.

## Crystal Card

---

**From:** Walter Clemence  
**Sent:** Wednesday, March 19, 2014 3:28 PM  
**To:** 'kimnugentp@yahoo.com'  
**Cc:** Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl  
**Subject:** RE: FPL unfair

Ms. Nugent,

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.

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 PSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. The 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 will be going into effect. The tariff has since been protested and an evidentiary hearing will be held 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 at the Commission's website at:  
<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

Walter Clemence  
[Walter.Clemence@psc.state.fl.us](mailto:Walter.Clemence@psc.state.fl.us)

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

From: Kim Nugent [<mailto:kimnugentp@yahoo.com>]  
Sent: Thursday, March 06, 2014 5:28 PM  
To: Governor Rick Scott  
Subject: FPL unfair

From: Kim Nugent <[kimnugentp@yahoo.com](mailto:kimnugentp@yahoo.com)>

County: Charlotte

Zip Code: 33981

Phone Number:

Message Body: I opted out of a smart meter from FPL and now a couple years later FPL wants to charge me a \$95 fee and \$13 a month to keep my old meter. When we were given the choice to opt out there were no threats of having to pay more if we kept our old meters. When the meters have been proven maybe in about 10 years or so, then I may switch over. Until then I believe keeping my health and the guys who read the meters working far outweighs FPLs profit margin. Thank you for your time.

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Tuesday, March 11, 2014 10:38 AM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: 9 Million Dollars in UNEARNED smart meter fees

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

From: [jtryan3382@cfl.rr.com](mailto:jtryan3382@cfl.rr.com) [mailto:[jtryan3382@cfl.rr.com](mailto:jtryan3382@cfl.rr.com)]  
Sent: Monday, March 10, 2014 11:36 AM  
To: Governor Rick Scott  
Subject: 9 Million Dollars in UNEARNED smart meter fees

Dear Governor Scott, I have sent the following email to each member of the Florida Public Service Commission. If you agree, please consider contacting the Commission from your office. Such contact will be of great benefit to 36,000 of your fellow Floridians. Thank you for your consideration.

John T Ryan  
3382 Glenshane Way  
Ormond Beach, FL 32174  
386-672-4660  
[jtryan3382@cfl.rr.com](mailto:jtryan3382@cfl.rr.com)

Please do not let FPL collect over \$9 million in fees for which they are not yet entitled. These fees are on the backs on 36,000 Floridians who respectfully choose not to get "smart meters".  
\$95 per customer initial charge: \$3,420,000.00  
\$13 per month per customer (1st yr) \$5,616,000.00  
This first year (\$9+ million) and \$5.6 million per year thereafter, are to be held separately, subject to refund, until the Commission approves these charges.

Please do not let FPL collect these funds in advance, subject to refund. FPL can establish their system requirements but please do not let them fatten their coffers in advance. This is a punitive approach to weaken or silence your fellow Floridians who respectfully reject "smart meters".

If and when FPL proves to you, our Commissioner, the economic viability, safety and security of the "smart meter", and you approve these fees, then let FPL collect them. Please, not in advance.

Thank you for your consideration.

John T Ryan  
3382 Glenshane Way  
Ormond Beach, FL 32174  
[jtryan3382@cfl.rr.com](mailto:jtryan3382@cfl.rr.com)

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Tuesday, March 11, 2014 10:39 AM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: FPL smart meter rip off

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

From: John T Ryan [<mailto:jtryan3382@cfl.rr.com>]  
Sent: Sunday, March 09, 2014 11:48 AM  
To: Governor Rick Scott  
Subject: FPL smart meter rip off

From: John T Ryan <[jtryan3382@cfl.rr.com](mailto:jtryan3382@cfl.rr.com)>

County: Volusia

Zip Code: 32174-2821

Phone Number: 386-672-4660

Message Body: FPL and the IRS

If they do not like you, they penalize you (any way they can) for not playing the game their way. The FPL "smart meter" program is the case in point.

36,000 customers (your fellow Floridians) have opted-out and told FPL "I do not want your "smart meter". They have done so, respectfully, for many personal reasons. The two main reasons are:

1. **Privacy:** completely tracking our electricity use, so they can tell us how to save money by us controlling our use patterns. FPL knows when you dry your hair, when you use your microwave, when you wash and dry your clothes, etc. It is a short step (and easily accomplished) for FPL to tell you we can't (or won't) produce enough electricity at 8:00PM, so you will have to do your clothes at 3:00AM, when demand is lower, or they could charge you more to wash your clothes at 8:00PM because of higher demand at that time.  
Also, consider whose meter (home) in your neighborhood is collecting your use information before transmitting to FPL.
2. **Safety:** FPL cannot even guarantee the security and safety of their of their electric grid. How can they assure your private information will be secure (think Target).  
The health and safety of each person in your home is potentially jeopardized. The safety in intermittent cell

phone use is being questioned. These "smart meters" continuously transmit radiation through your house. But FPL says low level, safe. Prove it before you install it! My particular concerns are for the endocrine system: thyroid and pancreas (insulin and diabetes), and the radiation transmissions possibly interfering with the heart (pacemakers) and brain (dementia and alzheimer's).

FPL is going to charge each of us 36,000 customers \$95.00 one time to not get a "smart meter": that is \$3,420,000. Then they will charge \$13.00 per month for the extra service: that is \$468,000.00 per month (\$5,616,000.00 per year). Most of the information presented here, I hope you have been exposed to before. It has been widely presented on a national basis in trying to inform people of the legitimate concerns regarding these so called "smart meters".

The fees presented by FPL are exorbitant, unnecessary, and punitive in nature. They are intended to eliminate the ability of the concerned people of Florida to oppose "big utility". Please help us to stop this FPL forced raid on your fellow Floridians.

Thank you for your time to consider my concerns. FPL is not a railroad and should not be allowed to railroad us into submission, in spite of our legitimate concerns.

Sincerely,

John T Ryan  
Mary J Ryan  
3382 Glenshane Way  
Ormond Beach, FL 32174

## Crystal Card

---

**From:** Walter Clemence  
**Sent:** Thursday, March 20, 2014 8:53 AM  
**To:** 'jtryan3382@cfl.rr.com'  
**Cc:** Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl  
**Subject:** RE: FPL smart meter rip off & 9 Million Dollars in UNEARNED smart meter fees

Mr. Ryan,

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.

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 PSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. The 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 will be going into effect. The tariff has since been protested and an evidentiary hearing will be held 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 at the Commission's website at: <http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

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

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

From: jtryan3382@cfl.rr.com [mailto:jtryan3382@cfl.rr.com]  
Sent: Monday, March 10, 2014 11:36 AM  
To: Governor Rick Scott  
Subject: 9 Million Dollars in UNEARNED smart meter fees

Dear Governor Scott, I have sent the following email to each member of the Florida Public Service Commission.

If you agree, please consider contacting the Commission from your office. Such contact will be of great benefit to 36,000 of your fellow Floridians.

Thank you for your consideration.

John T Ryan  
3382 Glenshane Way  
Ormond Beach, FL 32174  
386-672-4660  
jtryan3382@cfl.rr.com

Please do not let FPL collect over \$9 million in fees for which they are not yet entitled.

These fees are on the backs on 36,000 Floridians who respectfully choose not to get "smart meters".

\$95 per customer initial charge: \$3,420,000.00

\$13 per month per customer (1st yr) \$5,616,000.00

This first year (\$9+ million) and \$5.6 million per year thereafter, are to be held separately, subject to refund, until the Commission approves these charges.

Please do not let FPL collect these funds in advance, subject to refund. FPL can establish their system requirements but please do not let them fatten their coffers in advance. This is a punitive approach to weaken or silence your fellow Floridians who respectfully reject "smart meters".

If and when FPL proves to you, our Commissioner, the economic viability, safety and security of the "smart meter", and you approve these fees, then let FPL collect them. Please, not in advance.

Thank you for your consideration.

John T Ryan  
3382 Glenshane Way  
Ormond Beach, FL 32174  
jtryan3382@cfl.rr.com

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

From: John T Ryan [mailto:jtryan3382@cfl.rr.com]  
Sent: Sunday, March 09, 2014 11:48 AM  
To: Governor Rick Scott  
Subject: FPL smart meter rip off

From: John T Ryan <jtryan3382@cfl.rr.com>

County: Volusia

Zip Code: 32174-2821

Phone Number: 386-672-4660

Message Body: FPL and the IRS

If they do not like you, they penalize you (any way they can) for not playing the game their way. The FPL "smart meter" program is the case in point.

36,000 customers (your fellow Floridians) have opted-out and told FPL "I do not want your "smart meter". They have done so, respectfully, for many personal reasons. The two main reasons are:

1. Privacy: completely tracking our electricity use, so they can tell us how to save money by us controlling our use patterns. FPL knows when you dry your hair, when you use your microwave, when you wash and dry your clothes, etc. It is a short step (and easily accomplished) for FPL to tell you we can't (or won't) produce enough electricity at 8:00PM, so you will have to do your clothes at 3:00AM, when demand is lower, or they could charge you more to wash your clothes at 8:00PM because of higher demand at that time.  
Also, consider whose meter (home) in your neighborhood is collecting your use information before transmitting to FPL.
2. Safety: FPL cannot even guarantee the security and safety of their of their electric grid. How can they assure your private information will be secure (think Target).  
The health and safety of each person in your home is potentially jeopardized. The safety in intermittent cell phone use is being questioned. These "smart meters" continuously transmit radiation through your house. But FPL says low level, safe. Prove it before you install it!  
My particular concerns are for the endocrine system: thyroid and pancreas (insulin and diabetes), and the radiation transmissions possibly interfering with the heart (pacemakers) and brain (dementia and alzheimer's).

FPL is going to charge each of us 36,000 customers \$95.00 one time to not get a "smart meter": that is \$3,420,000. Then they will charge \$13.00 per month for the extra service: that is \$468,000.00 per month (\$5,616,000.00 per year). Most of the information presented here, I hope you have been exposed to before. It has been widely presented on a national basis in trying to inform people of the legitimate concerns regarding these so called "smart meters".

The fees presented by FPL are exorbitant, unnecessary, and punitive in nature. They are intended to eliminate the ability of the concerned people of Florida to oppose "big utility". Please help us to stop this FPL forced raid on your fellow Floridians.

Thank you for your time to consider my concerns. FPL is not a railroad and should not be allowed to railroad us into submission, in spite of our legitimate concerns.

Sincerely,

John T Ryan  
Mary J Ryan  
3382 Glenshane Way  
Ormond Beach, FL 32174

## Crystal Card

---

**From:** Governor Rick Scott <Rick.Scott@eog.myflorida.com>  
**Sent:** Tuesday, March 11, 2014 10:40 AM  
**To:** Ellen Plendl  
**Cc:** Sunburst  
**Subject:** FW: FPL Complaint

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

From: Nancy Maggiore [<mailto:nancy@realtyselctionline.com>]  
Sent: Monday, March 10, 2014 5:51 PM  
To: Governor Rick Scott  
Subject: FPL Complaint

From: Nancy Maggiore <[nancy@realtyselctionline.com](mailto:nancy@realtyselctionline.com)>

County: St. Johns

Zip Code: 32259

Phone Number: 904-349-8664

Message Body: Governor Rick Scott, Last year Florida Power and light entered my fenced weekend property in Welaka without my knowledge or permission and installed a Smart Meter. I complained and they finally removed and replaced it. Today I received an email that they are going to install a Smart Meter on my property unless I opt out and pay \$95 initially and \$13 monthly. Those charges will be added to my FP&L bill. I continue to object to the installation of a Smart Meter. Any assistance that you can give those of us who do not want this device would be appreciated. Nancy Maggiore

## Crystal Card

---

**From:** David Dowds  
**Sent:** Thursday, March 20, 2014 9:13 AM  
**To:** 'nancy@realtyselctionlin.com'  
**Cc:** Rhonda Hicks; Cindy Muir; Randy Roland; Ellen Plendl; Brenda Stallcup  
**Subject:** Smart meter

Ms. Maggiore:

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.

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 PSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. The 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 will be going into effect. The tariff has since been protested and an evidentiary hearing will be held later this year. After the conclusion of the hearing, the Commission will render a decision on the NSMR tariff.

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 at the Commission's website at:

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

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

Dave Dowds  
Market Analysis Section, Office of Industry Development & Market Analysis  
Florida Public Service Commission  
[ddowds@psc.state.fl.us](mailto:ddowds@psc.state.fl.us)

## Crystal Card

---

**From:** John T Ryan <jtryan3382@cfl.rr.com>  
**Sent:** Thursday, March 20, 2014 10:11 AM  
**To:** Walter Clemence  
**Cc:** Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl  
**Subject:** Re: FPL smart meter rip off & 9 Million Dollars in UNEARNED smart meter fees

Mr. Clemene, thank you for your correspondence. These charges are Punitive in nature. Particularly, since so many other, less costly and more efficient options are available. One alternative would be to place all non smart meter customers on budget billing, charge the same each month, reconcile accounts quarterly, semi-annually, or yearly. No tariff, no O&M costs, no big deal. This is just one alternative, one that would not punish your fellow Floridians who have opted out of the smart meter program. These charges as you state seem designed to "destroy the opposition" to smart meters. Thank you for your consideration. Please consider this and other alternative solutions. Respectfully submitted,  
John T Ryan

> On Mar 20, 2014, at 8:53 AM, "Walter Clemence" <[WCLEMENC@PSC.STATE.FL.US](mailto:WCLEMENC@PSC.STATE.FL.US)> wrote:

>

> Mr. Ryan,

>

> 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.

>

> 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 PSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. The 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 will be going into effect. The tariff has since been protested and an evidentiary hearing will be held 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 at the Commission's website at:

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

>

> Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

>

> Sincerely,

>

>

> Walter Clemence

> [Walter.Clemence@psc.state.fl.us](mailto:Walter.Clemence@psc.state.fl.us)

>

>

> -----Original Message-----

> From: [jtryan3382@cfl.rr.com](mailto:jtryan3382@cfl.rr.com) [mailto:[jtryan3382@cfl.rr.com](mailto:jtryan3382@cfl.rr.com)]

> Sent: Monday, March 10, 2014 11:36 AM

> To: Governor Rick Scott

> Subject: 9 Million Dollars in UNEARNED smart meter fees

>

> Dear Governor Scott, I have sent the following email to each member of the Florida Public Service Commission.

> If you agree,

## Crystal Card

---

**From:** Betty Leland  
**Sent:** Wednesday, March 26, 2014 9:28 AM  
**To:** Commissioner Correspondence  
**Subject:** Smart Meters  
**Attachments:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

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

Thanks.

## Crystal Card

---

**From:** Tasha Lynn <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:20 PM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Tasha Lynn Palm Bay, Florida

---

There are now 36 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



## Crystal Card

---

**From:** Amber Rapp <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 7:30 PM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Amber Rapp Mims, Florida

---

There are now 38 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



## Crystal Card

---

**From:** Marie Sandberg <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:12 PM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Marie Sandberg Palm Bay, Florida

---

There are now 41 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



## Crystal Card

---

**From:** Robert Ramos <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:50 PM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Robert Ramos Palm Bay, Florida

---

There are now 42 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



## Crystal Card

---

**From:** Sheree Hill <mail@changemail.org>  
**Sent:** Tuesday, March 25, 2014 11:56 PM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Sheree Hill Titusville, Florida

---

There are now 43 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



## Crystal Card

---

**From:** Gina Valentino <mail@changemail.org>  
**Sent:** Wednesday, March 26, 2014 12:26 AM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Gina Valentino Satellite Beach, Florida

---

There are now 44 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



## Crystal Card

---

**From:** Rhonda Hicks  
**Sent:** Tuesday, March 25, 2014 4:32 PM  
**To:** Consumer Correspondence  
**Subject:** FW: TO CLK Docket 130223- Response requested

Consumer correspondence

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

From: Consumer Contact  
Sent: Tuesday, March 25, 2014 3:11 PM  
To: Rhonda Hicks  
Subject: TO CLK Docket 130223- Response requested

Copy on file, see 1142700C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Tuesday, March 25, 2014 2:24 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35637

### CUSTOMER INFORMATION

Name: Alice Valliere  
Telephone: 321-432-7239  
Email: [direct.title@yahoo.com](mailto:direct.title@yahoo.com)  
Address: 100 Cherry Street Melbourne FL 32901

### BUSINESS INFORMATION

Business Account Name: Rene F Guilbeau  
Account Number: 6753058376  
Address: 100 Cherry Street Melbourne Florida 32901

### COMPLAINT INFORMATION

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

I just received a letter from FPL telling me that if I dont allow them to install their SMART METER - because they went with new technology that I will be charged a \$95.00 membership fee (whatever that would be for) and an extra \$13.00 a month on my bill. WTF I have had this meter on my house since 1972...that would be 42 years with the same meter and now they want to charge me because they made a business decision that might cost them more money - well, that is their business decision to change everything. In addition, I am opposed to any meter that will allow any corporation, government authority or anyone to access my computer system.

This is what I found during my research of what you unqualified individuals believe should be:

<http://www.consumerreports.org/cro/news/2011/08/former-cia-chief-questions-the-intelligence-of-thsmart-grid/index.htm>

"remotely controlled through technologies such as radio-frequency identification, sensor networks, tiny embedded servers, and energy harvesters — all connected to the next-generation internet using abundant, low-cost, and high-power computing, the latter now going to cloud computing, in many areas greater and greater supercomputing, and, ultimately, heading to quantum computing.

So dont think everyone out here in the World is STUPID. If you can read, radio-frequency - all connected to the .... internet. So, all you want is access to my life via my computer.

I have friends who had no idea they were even getting a smart meter and now their bill has increased and keeps increasing. So, what is it you all are doing to the citizens of Florida? In these economic times, you are increasing my outgo of money that is no longer available. Just like that crap Owebumber care - which is actually the UNAFFORDABLE CARE ACT. A \$3K to \$17K deductible before a claim is paid??????

All you are doing is controlling .... government control. And to think we pay you to screw us. I refuse to have a smart meter and if I dont pay the fees YOU APPROVED FOR WHATEVER REASON - except for FPLs bottom line as it relates to employees being discarded because of the smart meter, I will have no electricity. What kind of choice is that that the commission my tax dollars pays represents FPL NOT THE CITIZENS OF FLORIDA. FPL is rich rich rich and deserves no increase for anything.

I have read all the Petitions and all the Petitions filed by citizens against your decision and against FPLs smart phone but we have to pay until a decision is made instead of you - the commission - not allowing them to charge anything until the suits are decided.

I have to say that is not the way Rule of Law works....you have screwed the citizens of this state - maybe you should have FPL pay your salary and your benefits.

I want an explanation as to why this Commission paid for by the Citizens of Florida have sided with FPL and their STUPID smart meter.

PSC was contacted previously

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-**

---

**DATE:** March 13, 2014  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Walter Clemence, Public Utility Analyst II, Office of Industry Development and Market Analysis *WC*  
**RE:** Docket No. 130223-EI Petition for approval of optional non-standard meter rider, by Florida Power & Light Company *MF*

---

Please include the attached letters received March 24, 2014 into the correspondence file for Docket No. 130223-EI.

RECEIVED-FPSC  
14 MAR 25 PM 2:24  
COMMISSION  
CLERK

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF  
INDUSTRY DEVELOPMENT &  
MARKET ANALYSIS  
MARK FUTRELL  
DIRECTOR  
(850) 413-7160

## Public Service Commission

March 25, 2014

Mr. Danamae V. Barker  
15146 Palm Isle Dr.  
Fort Myers, FL 33919

Dear Mr. Barker:

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

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 PSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. The 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 will be going into effect. The tariff has since been protested and an evidentiary hearing will be held 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 at the Commission's website at:  
<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

A handwritten signature in black ink that reads "Walter Clemence".

Walter Clemence, Public Utility Analyst  
Market Analysis Section

cc: Steven Stolting  
Rhonda Hicks

---

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

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



INSPECTOR GENERAL  
STEVEN J. STOLTING  
(850) 413-6071  
FAX: (850) 413-6339

## Public Service Commission

March 24, 2014

Mr. Danamae V. Barker  
15146 Palm Isle Dr.  
Fort Myers, FL 33919

Dear Mr. Barker:

Thank you for communicating your concerns with the Commission's actions regarding implementation of smart meters by Florida Power and Light. By copy of this letter, I am requesting our staff with expertise in this area to respond directly to the issues you raise. If my office can provide additional information or assistance, please let us know.

Sincerely,

A handwritten signature in black ink that reads "Steven J. Stolting".

Steven J. Stolting  
Inspector General

SJS:ld

Enclosure

cc: Rhonda Hicks  
Mark Futrell ✓

RECEIVED

NOTICE OF NON-CONSENT (THREE PAGES)

MAR 24 2014

Public Service Commission  
Inspector General

**TO: FLORIDA POWER & LIGHT COMPANY, Its agents, officers, employees,  
contractors and interested parties**

Sent via Certified U.S. Postal Mail to:

Eric E. Silagy, President AND Marlene M. Santos, Vice President, Customer Service, et al.

Florida Power & Light Company  
700 Universe Boulevard  
Juno Beach, FL 33408

Maria Gomez, Director, Customer Service, et al.  
NSMO RESPONSE

Florida Power & Light Company  
PO Box 029100  
Miami, FL 33102-9977

**FLORIDA PUBLIC SERVICE COMMISSION, Its agents, officers,  
employees, contractors and interested parties**

Sent via Certified U.S. Postal Mail to:

Steven J. Stolting, Inspector General AND Art Graham, Chairman, et al.  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

(please append this Notice of Non -Consent Letter to correspondence file for CLK Docket 130223-EI)

**FROM: Danamae V. Barker**  
15146 Palm Isle Drive  
Fort Myers, FL 33919

March 19 , 2014

Attention: Mr. Silagy, Ms. Santos, Ms. Gomez, and all agents, officers, employees,  
contractors and interested parties, et al.

In response to FPL's email dated March 17, 2014 I am the registered account holder of FPL account number 8519649217 with service address at 15146 Palm Isle Drive, Fort Myers, FL 33919

To the best of my knowledge, at the present time I do not have a Smart Meter.

### Non-Consent

By way of my previous communication to FP&L, I have indicated that I oppose and/or do not consent to the installation and/or operation of a radio-frequency emitting transmitting smart meter, digital electronic meter, or analog meter with wireless, PLC (power line carrier) or other transmitter installed ("Smart Meter") at the Property. Please be advised that I continue to prohibit you from passing and/or entering onto the Property for the purpose of installing a Smart Meter. You may continue to attend the Property for the purpose of reading my present analog meter, repairing my present analog meter or replacing my present analog meter with another mechanical analog meter that does not have a wireless, PLC or other transmitter installed, as necessary.

### Your Ultimatum

By way of your correspondence to me ("The Choice is Yours: Choose Your Meter Option"), you have provided me with the ultimatum of:

- 1.1. Submitting to the installation of a Smart Meter; or
- 1.2. Keeping my present analog meter, referred to in your correspondence as a non-standard, non-communicating meter, by paying an enrollment fee and a monthly surcharge fee ("Your Ultimatum").

### Your Coercive Threat

*By way of your correspondence you have stated to me: Our records show that, at your request, we left a non-standard meter in place at the service address shown above. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees. If not, please request installation of the standard smart meter. Please choose your meter option no later than March 23, 2014.*

By way of the Non-Standard Meter Option Terms & Conditions referenced in your correspondence, you have further stated to me: *If you (referenced as customer) prevent FP&L from installing a Smart Meter or fail to respond to requests to select a meter option, you will be automatically enrolled in and billed for the Non-Standard Meter Option.*

### My Refusal to Pay an Opt-Out Fee

No "choice" that you have provided to me in the context of Your Ultimatum is acceptable to me. I assert the right to be free from exposure to Smart Meter radio-frequency emissions and/or transmissions to the property. ("My Right To Choose").

As a corollary of My Right To Choose I assert that you are not entitled to impose a Smart Meter on me without my consent nor are you entitled to exact any payment from me in exchange for your agreement to refrain from installing such a device.

I have already asserted my refusal to accede to the installation and/or operation of a Smart Meter on my property and I now refuse to agree to make payment in exchange for your agreement to refrain from installing such a device. ("My Refusal")

**My Refusal to Pay a Failed Installation Fee**

You are aware of my refusal to accede to the installation of a Smart Meter on my property. I do not agree to pay you any fee in relation to any failed attempt to install a Smart Meter on the property.

**Recovery**

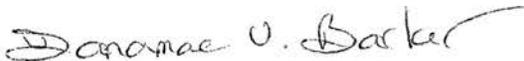
In the event that you:

- a) unilaterally impose any fee on me in association with my refusal to accede to the installation and/or operation of a Smart Meter on the property ("the Fee");
- b) bill me for the Fee;
- c) threaten to cut off my power for non-payment of the Fee;
- d) threaten to affect my credit rating for my non-payment of the Fee;
- e) threaten to initiate collections against me for non-payment of the fee;

I, may, notwithstanding My Refusal, make payment under duress of all or part of your billings corresponding to the Fee, in which case, that payment will hereby be made under protest and without prejudice to:

- a) my right to claim against you recovery of the fee; and
- b) the assertion of my position that you are not entitled to exact any payment from me in exchange for your agreement to refrain from installing a Smart Meter on my property.

Respectfully submitted,

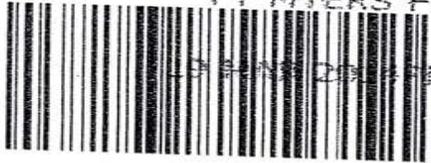


Danamae V. Barker

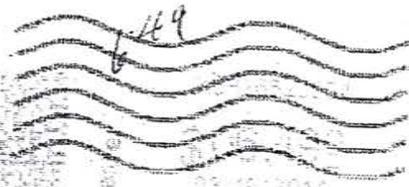
15146 Palm Isle Drive  
St Myers - Fl. 33919

**CERTIFIED MAIL**

FT MYERS FL 339



7005 1160 0004 1614 5434

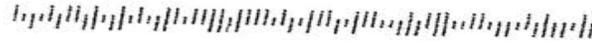


03 19 2014  
US POSTAGE

14 MAR 24 AM 7:23  
ACTUAL RECEIPT  
REQUESTED

Steven J. Stalling, Inspector General  
and  
Art Graham, Chairman  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Fl. 32399-0850

32399+0850



COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF  
INDUSTRY DEVELOPMENT &  
MARKET ANALYSIS  
MARK FUTRELL  
DIRECTOR  
(850) 413-7160

## Public Service Commission

March 25, 2014

Mr. Johannes Boortman  
447 Riverview Lane  
Punta Gorda, FL 33982

Dear Mr. Boortman:

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

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 PSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. The 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 will be going into effect. The tariff has since been protested and an evidentiary hearing will be held 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 at the Commission's website at:  
<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

A handwritten signature in black ink that reads "Walter U".

Walter Clemence, Public Utility Analyst  
Market Analysis Section

cc: Steven Stolting  
Rhonda Hicks

---

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

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



INSPECTOR GENERAL  
STEVEN J. STOLTING  
(850) 413-6071  
FAX: (850) 413-6339

## Public Service Commission

March 24, 2014

Mr. Johannes Boortman  
447 Riverview Lane  
Punta Gorda, FL 33982

Dear Mr. Boortman:

Thank you for communicating your concerns with the Commission's actions regarding implementation of smart meters by Florida Power and Light. By copy of this letter, I am requesting our staff with expertise in this area to respond directly to the issues you raise. If my office can provide additional information or assistance, please let us know.

Sincerely,

A handwritten signature in cursive script that reads "Steven J. Stolting".

Steven J. Stolting  
Inspector General

SJS:ld

Enclosure

cc: Rhonda Hicks  
Mark Futrell ✓

2664934342

Hans Boortman

447 Riverview Ln

I do not consent to fees on any nonstandard options  
Terms and conditions that may violate the attached  
non consent notice

Phone number: 941-505-1126 Email address: HBOORTMAN@Smail.com  
Best time to call:  Morning  Afternoon  Evening (We will only call if it's necessary to clarify your responses on this form.)

**Please choose one:**

Smart Meter (Standard Meter). I understand there is no extra charge for this service and agree to ensure safe access to the existing meter so installation can be completed.  
Is meter accessible for installation? (Not behind a locked fence, no dogs in yard.)  Yes  No  I don't know  
If not, we will call to schedule installation.

Non-Standard Meter. I understand I will be billed an enrollment fee of \$95 and a monthly surcharge of \$10 to help cover the cost of the non-standard service. I also understand that I will not have access to the benefits provided by smart meters.

Signature: HBOORTMAN

Print Name: JOHANNES BOORTMAN

\* non consent notice attached.

RECEIVED  
MAR 24 2014  
Public Service Commission  
Inspector General

**NOTICE OF NON-CONSENT (THREE PAGES)**

**TO: FLORIDA POWER & LIGHT COMPANY, Its agents, officers, employees, contractors and interested parties**

Sent via Certified U.S. Postal Mail to:

Eric E. Silagy, President AND Marlene M. Santos, Vice President, Customer Service, et al.

Florida Power & Light Company  
700 Universe Boulevard  
Juno Beach, FL 33408

AND

Maria Gomez, Director, Customer Service, et al.

NSMO RESPONSE

Florida Power & Light Company  
PO Box 029100  
Miami, FL 33102-9977

**ALSO TO: FLORIDA PUBLIC SERVICE COMMISSION, Its agents, officers, employees, contractors and interested parties**

Sent via Certified U.S. Postal Mail to:

Steven J. Stolting, Inspector General AND Art Graham, Chairman, et al.

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

(Please append this Notice of Non-Consent Letter to correspondence file for CLK Docket 130223-EI)

Johannes Boortman  
447 Riverview Lane  
Punta Gorda Fla 33982

March 18, 2014

Attention: Mr. Silagy, Ms. Santos, Ms. Gomez, and all agents, officers, employees, contractors and interested parties, et al.

I am the registered account holder of ONEFP&L accounts with numbers and service addresses as follows:

26649-34342 service address 447 Riverview Lane  
Punta Gorda FL 33982

At present, to the best of my knowledge, I do not have a Smart Meter at the Properties.

### Non-Consent

By way of my previous communication to FP&L, I have indicated that I oppose and/or do not consent to the installation and/or operation of a radio-frequency emitting/transmitting smart meter, digital electronic meter, or analog meter with wireless, PLC (power line carrier) or other transmitter installed ("Smart Meter") at the Properties. Please be advised that I continue to prohibit you from passing and/or entering onto the Properties for the purpose of installing a Smart Meter. You may continue to attend the Properties for the purpose of reading my present analog meter, repairing my present analog meter or replacing my present analog meter with another mechanical analog meter that does not have a wireless, PLC or other transmitter installed, as necessary.

### Your Ultimatum

By way of your correspondence to me ("The Choice is Yours: Choose Your Meter Option"), you have provided me with the ultimatum of:

1.1. Submitting to the installation of a Smart Meter; or

1.2. Keeping my present analog meter, referred to in your correspondence as a non-standard, non-communicating meter, by paying an enrollment fee and a monthly surcharge fee ("Your Ultimatum").

### Your Coercive Threat

By way of your correspondence you have stated to me: Our records show that, at your request, we left a non-standard meter in place at the service address shown above. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees. If not, please request installation of the standard smart meter. Please choose your meter option no later than March 23, 2014.

By way of the Non-Standard Meter Option Terms & Conditions referenced in your correspondence, you have further stated to me: If you (referenced as customer) prevent FP&L from installing a smart meter or fail to respond to requests to select a meter option, you will be automatically enrolled in and billed for the Non-Standard Meter Option.

### My Refusal to Pay an Opt-Out Fee

No "choice" that you have provided to me in the context of Your Ultimatum is acceptable

to me. I assert the right to be free from exposure to Smart Meter radio-frequency emissions and/or transmissions at the Properties ("My Right to Choose").

As a corollary of My Right to Choose, I assert that you are not entitled to impose a Smart Meter on me without my consent nor are you entitled to exact any payment from me in exchange for your agreement to refrain from installing such a device.

I have already asserted my refusal to accede to the installation and/or operation of a Smart Meter on the Properties and I now refuse to agree to make any payment in exchange for your agreement to refrain from installing such a device ("My Refusal").

#### **My Refusal to Pay a Failed Installation Fee**

You are aware of my refusal to accede to the installation of a Smart Meter on the Properties. I do not agree to pay you any fee in relation to any failed attempt by you to install a Smart Meter on the Properties.

#### **Recovery**

In the event that you:

- a) unilaterally impose any fee on me in association with my refusal to accede to the installation and/or operation of a Smart Meter on the Properties ("the Fee");
- b) bill me for the Fee;
- c) threaten to cut off my power for my non-payment of the Fee;
- d) threaten to affect my credit rating for my non-payment of the Fee; and/or
- e) threaten to initiate collections against me for my non-payment of the Fee;

I may, notwithstanding My Refusal, make payment under duress of all or part of your billings corresponding to the Fee, in which case, that payment will hereby be made under protest and without prejudice to:

- a) my right to claim against you for the recovery of the Fee; and
- b) the assertion of my position that you are not entitled to exact any payment from me in exchange for your agreement to refrain from installing a Smart Meter on the Properties.

Respectfully submitted,

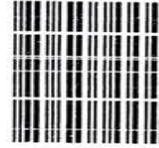
*Johannes Bookman*

H BOORTMAN  
447 Riverview lane  
Punta Gorda FL  
33982

CERTIFIED MAIL



7012 2210 0002 0253 3941



1000

32399

U.S. POSTAGE  
PAID  
FORT UGDEN, FL  
34267  
MAR 13, 14  
AMOUNT

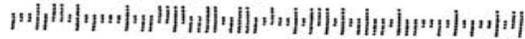
\$5.14  
00066590-01

DISTRIBUTION CENTER

14 MAR 24 AM 7:23

Mr. Steven J STOLTING  
Florida Public Service Commissioner  
2540 Shumard Oak Blvd  
Tallahassee Fla 32399-0850

32399085099



## Crystal Card

---

**From:** Rhonda Hicks  
**Sent:** Tuesday, March 25, 2014 2:01 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130223

Consumer correspondence.

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

From: Consumer Contact  
Sent: Tuesday, March 25, 2014 1:10 PM  
To: Rhonda Hicks  
Subject: To CLK Docket 130223

Copy on file, see 1142649C. See 1142648E for warm transfer. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Tuesday, March 25, 2014 12:29 PM  
Cc: [fpl\\_fpsc\\_correspondence@fpl.com](mailto:fpl_fpsc_correspondence@fpl.com); Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35634

Email sent to [fpl\\_fpsc\\_correspondence@fpl.com](mailto:fpl_fpsc_correspondence@fpl.com) with CC to PSC

### CUSTOMER INFORMATION

Name: Marian Mendez  
Telephone:  
Email:  
Address: 7427 13th Ave NW Bradenton FL 34209

### BUSINESS INFORMATION

Business Account Name: Louis A. Mendez  
Account Number: 73997-93129  
Address: 7427 13th Ave NW Bradenton Florida 34209

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
You really let down the Florida consumer by approving FPLs \$95 fee and \$13/month surcharge to retain the analog meter. This is extortion! FPL should take more action to put shields on the Smart Meters to protect consumers from the potentially harmful effects of these meters. Some communities in California have ceased installing the Smart Meter. I have read all of the reports that the meters are harmless, but no one can truly prove that. Floridians have a right to a free choice.

**Shawna Senko**

---

**From:** Rhonda Hicks  
**Sent:** Tuesday, March 25, 2014 9:22 AM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130223

Consumer correspondence

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

From: Consumer Contact  
Sent: Tuesday, March 25, 2014 9:08 AM  
To: Rhonda Hicks  
Subject: To CLK Docket 130223- Response requested

Copy on file, see 1142578C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Monday, March 24, 2014 6:13 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35631

CUSTOMER INFORMATION

Name: Carolyn Rose-Gurley  
Telephone: 321-914-4597  
Email: [melfl@juno.com](mailto:melfl@juno.com)  
Address: 2203 Atlantic Street, Unit 722 Melbourne Beach FL 32951

BUSINESS INFORMATION

Business Account Name: Carolyn Rose-Gurley Account Number:  
Address: 2203 Atlantic Street, Unit 722 Melbourne Beach Florida 32951

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company  
Details:  
24 March 2014

Dear FL Public Service Commission:

This complaint is not necessarily aimed at FPL, but also the FL PSC. We can understand FPL wanting to "cut costs" and increase profits for its shareholders - that is capitalism. But as we are subject to a monopoly for electricity in Brevard County, FPL has changed its tack on smart meters vs dumb meters. Dumb meters offered PRIVACY that is now invaded by the smart meters. When first brought out, the FPL customers had the option of smart meter or NOT (i.e. dumb meter if you will) - and at no cost for the NOT, that is the dumb meter.

So my complaint is leveled at the FL PSC. Why did FI Public Service Commission give in to big business, FPL, and cave in on FPLs smart meter that robs customers/users of their privacy and AT THE EXPENSE OF THE PUBLIC CONSUMER?? When were the hearings on this fiasco that costs Floridians, that desire their privacy, now more money???

That is why approve FPLs "option - i.e. proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter. Who controls the scanning frequency (frequencies) FPL uses, who assures FL public that FPL or someone inside, somewhere does not abuse the data, or loses it to a hacker? We did not want the smart meter as the potential misuse of smart meter data is too grave, and will allow invasion of privacy. Heretofore, it did not cost me to keep my privacy - i.e. we had the dumb meter at no cost from FPL. But now thanks to the FL PSC approval of FPLs option, I have to pay money to keep my privacy - and we are retired living on a fixed income. Who is really benefiting from this FPL Option - not the consumer for sure.

Irrated FL Residents of 30 years

Carolyn L Rose-Gurley  
Kenneth D Gurley

**Shawna Senko**

---

**From:** Rhonda Hicks  
**Sent:** Tuesday, March 25, 2014 8:49 AM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130223

Consumer correspondence.

---

**From:** Consumer Contact  
**Sent:** Tuesday, March 25, 2014 8:40 AM  
**To:** Rhonda Hicks  
**Subject:** To CLK Docket 130223- Response requested

Copy on file, see 1142569C. DHood

---

**From:** Robin Richardson [<mailto:robin5richardson@yahoo.com>]  
**Sent:** Tuesday, March 25, 2014 7:45 AM  
**To:** Consumer Contact  
**Subject:** Pay for smart meters

To Whom It May Concern,

This is the letter I just received? I have medical problems and can not tolerate this smart meter. This is not fair that they are going to punish me . Please call me and help me with situation.

Sincerely

Robin Richardson  
(941) 957-8737

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than [April 13th, 2014](#).

Making your choice is easy. Just follow three simple steps:

(1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.

(2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).

(3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by [April 13th, 2014](#).

For your convenience, we have also sent you information in the mail.

Sent from my iPad

**Shawna Senko**

---

**From:** Office of Commissioner Brown  
**Sent:** Tuesday, March 25, 2014 8:40 AM  
**To:** Commissioner Correspondence  
**Subject:** FW:

Please place the correspondence below in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

---

**From:** Adriana Schneider [<mailto:newbabynurses@yahoo.com>]  
**Sent:** Monday, March 24, 2014 5:46 PM  
**To:** Office of Commissioner Brown  
**Subject:**

Dear Ms. Brown,

Good afternoon. I am writing to you today because I am greatly upset about FPL additional fees to my electricity bill for opting out of a smart meter. I have two young daughters, ages 4 and 1. We had a smart meter installed by FPL last year and had it for a couple of months. I started to experience headaches and heart palpitations. After researching the smart meter effects we decided to have the smart meter removed from our home. My symptoms went away. I feel it is unjust that FPL is monopolizing and

restricting our freedom as customers. We should have a right as customers and not be penalized for making the choice to opt out of a dangerous electronic device. From a mother to a mother, please take this into consideration. FPL does not know how much radiation everyone is exposed to and the effects from radiation are cumulative. Why add more risk to our families. Please stop FPL from the additional fees. The old meters should be placed back on peoples' homes. This would add more jobs to the community also.

Please review the research links I have added. I would greatly appreciate a response. GO GATORS!

<http://www.globalresearch.ca/health-impacts-of-rf-radiation-us-media-blackout-on-smart-meter-dangers/5365598>

<http://emfsafetynetwork.org/smart-meters/>

<http://www.bioinitiative.org/>

Thank you for your time,

Adriana Schneider, RN,BSN, IBCLC

<http://www.newbabynurses.com/>

561-809-5169

## Crystal Card

---

**From:** Rhonda Hicks  
**Sent:** Monday, March 24, 2014 4:09 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130223-

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

From: Consumer Contact  
Sent: Monday, March 24, 2014 3:01 PM  
To: Rhonda Hicks  
Subject: To CLK Docket 130223- Response requested

Copy on file, see 1142526C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Monday, March 24, 2014 2:54 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35630

### CUSTOMER INFORMATION

Name: Richard Franke  
Telephone:  
Email:  
Address: 18162 Eau Gallie Circle Port Charlotte FL 33948-9512

### BUSINESS INFORMATION

Business Account Name: Richard Franke  
Account Number:  
Address: 18162 Eau Gallie Circle Port Charlotte Florida 33948-9512

### COMPLAINT INFORMATION

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

We recently received a letter informing us that we would need to pay an enrollment fee and and monthly charge to NOT have an intrusive smart meter installed. This has been presented to you as a means of increasing service to the consumer by detecting outages and faster restoration. They have also told you that they can detect whether it is their problem or if it is in the home. All of those things are nothing but smoke and mirrors. All I have to do is look at the present meter I have installed to see if the wheel is turning or not and at my neighbors house to determine if they have lights on or not. That will tell me whose problem it is. Additionally, traditionally a line has problems and all they need do is check their lines and/or have a transmitter at a branch location to deterring availability. They dont need a meter on every home.

The water company installed remote transmitters at the meters in our area. They continue to come by to read the meters as their system failed to the point of unreliability. I expect that this will follow the same path.

And now---the most important thing to me is the EMF that they say will only be transmitted 1% of the time that the meter is installed. That means to me that the meter will transmit every 100 minutes for 1 minute. That calculates out to 15 minutes PER DAY. Additionally, according to the Edison Research Institute (founded by the electrical industry) radiation generated by Smart Meters can exceed the radiation emitted by cell phones by more than 160 times. My wife and I seldom use a cell phone, probably 1-2 times per month. Yes, that is correct, 1-2 times per month and then only for a very short period of time (2-3 minutes)! Considering that a cell phone causes harmful effects I can't imagine what the effects would be by a product that emits up to 160 times that amount for 15 minutes each and every day! Have you even thought about the amount that it broadcasts or did you think that 99% of the time it isn't doing anything and that that is the MOST it would be down? What if it was inactive 98% of the time? That means it would be broadcasting 30 minutes per day! The numbers keep getting higher quite quickly don't they! I STRONGLY suggest that you people rethink your approval of this system and the long term effects it can have on people. It can become quite significant quite quickly.

One other thing that I would like to address is the effects that my neighbor's meter will have on us. Their meter is on their outside wall that is abutting our bedroom. How large a field does their meter affect? Nothing is said anywhere about the field that this would extend. We spend up to 8 hours each night with our heads towards their meter WITHOUT any protection. Why have you not required them to install shields over the meters to reduce the EMF that is broadcast from the glass dome that is on the outside of each and every home. What are the effects of people passing in front of this meter throughout the day when they are within a foot or two of the meter? Again, no information on that.

All in all it seems like you have failed miserably to protect the consumer regarding this subject. A revisit to the data or additional testing would certainly be worthwhile to address the points I have brought up-----unless you have data that has not been published regarding these points.

I look forward to hearing from you.

**Shawna Senko**

---

**From:** Rhonda Hicks  
**Sent:** Monday, March 24, 2014 4:41 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35617; Electric utilities regulation; E-Form Other Complaint TRACKING NUMBER: 35622; E-Form Other Complaint TRACKING NUMBER: 35625; E-Form Other Complaint TRACKING NUMBER: 35627; Re: Smart meter or alternative meter? You have a choice

Consumer Correspondence for the docket file.

---

**From:** Diane Hood  
**Sent:** Monday, March 24, 2014 4:40 PM  
**To:** Rhonda Hicks  
**Subject:** To CLK Docket 130223

The attached customer correspondence have been entered as info requests to Docket 130223. DHood

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, March 22, 2014 5:29 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35617

### CUSTOMER INFORMATION

Name: Eric Wachsman  
Telephone:  
Email: [janeric1@verizon.net](mailto:janeric1@verizon.net)  
Address: 3245 Kenmore Dr. Sarasota FL 34231

### BUSINESS INFORMATION

Business Account Name: Eric Wachsman  
Account Number: 22121-85371  
Address: 3245 Kenmore Dr. Sarasota Florida 34231

### COMPLAINT INFORMATION

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

In 2012, I opted out from the FPL Smart Meter Program for my home electrical service because I consider Smart Meters to be a risk to my familys privacy, health and safety.

Today, I received a letter from FPL giving me the choice of either allowing them to replace my standard analog meter with one of their Smart Meters, or pay an "enrollment fee" of \$95.00 plus an additional \$13.00 surcharge per month.

My complaints:

1. FPL has reclassified my standard analog meter, in use for decades, as "Non-Standard".
2. I should be allowed to keep my standard analog meter and opt out of the Smart Meter program without having to pay onerous additional charges as a penalty. FPLs real costs for having to read a meter is way less than what they are demanding. And they could easily save themselves even more by averaging the monthly bills based upon previous usage history and then read the meter every 6 months instead of monthly.
3. The two options that FPL allows amounts to a Hobsons choice and I consider this kind of choice to be a form of coercion.

I request that the FPSC order FPL to modify their fees and surcharges to allow ordinary Florida citizens to keep their analog meters without this kind of ridiculously unfair, undue cost penalty.

Sincerely,

Eric Wachsman  
[janeric1@verizon.net](mailto:janeric1@verizon.net)

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, March 23, 2014 4:25 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35622

### CUSTOMER INFORMATION

Name: Stosa Matesic  
Telephone: 386-445-8231  
Email: [matesicst@att.net](mailto:matesicst@att.net)  
Address: 37 bunker hill dr palm coast FL 32137

### BUSINESS INFORMATION

Business Account Name: Stosa Matesic  
Account Number: 39628-66517  
Address: 37 bunker hill dr palm coast Florida 32137

### COMPLAINT INFORMATION

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

I have received a letter, from FPL, in a undated envelope, saying a have a choice, of meter. Pay enrolment fee of \$95.00, and a monthly surcharge, of \$13.00, or install the smart meter. Electromagnetic contamination affects some people to become ill.

Do to the problem, I dont use microwave, or cell phones. Please let me know, is there something I can do? FPL is saying I have a choice, I dont have a choice. Change the meter, and get sick, or keep the one with outrages charges, that I cant afford. Thank you, Stosa Matesic.

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 24, 2014 2:33 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35627

### CUSTOMER INFORMATION

Name: Kent Wilson  
Telephone: 3212201979  
Email: [kcw@cfl.rr.com](mailto:kcw@cfl.rr.com)  
Address: 557 Whitehall Avenue SW Palm Bay FL 32908

### BUSINESS INFORMATION

Business Account Name: Kent Wilson  
Account Number: 87245-13588  
Address: 557 Whitehall Avenue SW Palm Bay Florida 32908

### COMPLAINT INFORMATION

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

Your commission has done nothing but help an already over paid utility service namely FPL to price gouge the consumer. You have given them the right to rape the consumer by allowing them to charge to keep our existing electric meters @\$13 a month additional plus a \$95 enrollment fee. That is bunch of BS! They claim the \$13 a month is for the service of a non standard meter, but they dont tell you how much they will be saving by going to the smart meter. They will save as they will lay off meter readers which means no health insurance, no fleet maintenance, no retirement benefits etc. This type of service is an invasion of my privacy. Also, digital and or RF data can easily be corrupted causing billing problem which I have no doubt that they will take there good old fashion time to resolve these issues. They claim their security is so secure and yet they dont have the budget to protect its consumers by comparison of the pentagon which spends roughly 64 million dollars a year on. That was the last time I checked. Yet you people which apparently are dumber than a box of rocks were sold a bill of goods, so that tells me someone from the commission is sleeping with someone at FPL getting a fat wallet.

## Shawna Senko

---

**From:** TOM NOELLE <tnoelle@tampabay.rr.com>  
**Sent:** Sunday, March 23, 2014 11:12 AM  
**To:** Consumer Contact  
**Subject:** Electric utilities regulation

(1) I received a notice from FPL that I must pay an enrollment fee of \$95 if I do not change to a new meter, and they will charge me \$13.00 per month penalty if I continue to use the existing meter. Has the Public Service Commission approved of these Charges?

(2) Also, FPL also says I must enroll in this program in order to not take part in their smart meter canard. Is this behavior condoned by the PSC?

Thank You,  
Tom Noelle  
1724 81st Street NW  
Bradenton, FL 34209  
(941) 794-0182

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 24, 2014 2:20 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35625

### CUSTOMER INFORMATION

Name: eric anderson  
Telephone:  
Email: [lostviking@sbcglobal.net](mailto:lostviking@sbcglobal.net)  
Address: 1058 highlands drive naples FL 34103

### BUSINESS INFORMATION

Business Account Name: eric anderson  
Account Number:  
Address: 1058 highlands drive naples Florida 34103

### COMPLAINT INFORMATION

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

Florida Power and Light Company (FPL) has informed me by email that unless I opt out, pay a \$95 fee and agree to a \$13 monthly service fee that my standard meter will be converted to what they refer to as a Smart Meter.

I have previously informed FPL that I will pursue litigation if they convert my current meter. I have asked for studies confirming the meters are safe that have not been provided. I have also informed them of numerous University medical studies citing the dangers of RFID and Smart Meters. I am also concerned about the privacy issues a Smart Meter involves.

I will pay the fee and opt out under duress, but I will be contacting an attorney this week to organize a Class-action lawsuit and ask the court to issue a temporary restraining order until this issue can be properly decided.

## Shawna Senko

---

**From:** Anne-Marie Shaffer <mom2giqm@gmail.com>  
**Sent:** Monday, March 24, 2014 3:29 PM  
**To:** FPL\_Correspondence@fpl.com  
**Cc:** Consumer Contact  
**Subject:** Re: Smart meter or alternative meter? You have a choice

To Whom It May Concern at FPL:

As I do not have a choice for electric service, these fees amount to extortion. Nothing less. While the PSC may have approved the use of your smart meters, they have not approved your extortion fees. It is not costing FPL anything more today to read my meter than it did before Smart Meters because FPL never discounted Smart Meter customers for not having to read the meters.

I refuse to submit to your extortion.

Sincerely,

Anne-Marie Shaffer



**Anne-Marie Shaffer**

Owner and Administrator

• M. 386-569-8400 • [mom2giqm@gmail.com](mailto:mom2giqm@gmail.com) •  
Freedomschoolers Academy • Palm Coast, Florida •  
<http://freedomschoolers.weebly.com/>



Designed with WiseStamp - [Get yours](#)

On Mon, Mar 24, 2014 at 1:38 PM, <[FPL\\_Correspondence@fpl.com](mailto:FPL_Correspondence@fpl.com)> wrote:

March 24, 2014

Re: Account #: [9206132475](#)

31 FREELAND LN  
PALM COAST, FL 32137

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than April 13th, 2014.

Making your choice is easy. Just follow three simple steps:

- (1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.
- (2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).
- (3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by April 13th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

**Shawna Senko**

---

**From:** Rhonda Hicks  
**Sent:** Monday, March 24, 2014 4:08 PM  
**To:** Consumer Correspondence  
**Cc:** Ruth McHargue  
**Subject:** FW: To CLK Docket 130223

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

From: Consumer Contact  
Sent: Monday, March 24, 2014 2:56 PM  
To: Rhonda Hicks  
Subject: To CLK Docket 130223

Copy on file, see 1142525C. See 1142524E for the warm transfer. DHood

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Monday, March 24, 2014 2:46 PM  
Cc: fpl\_fpssc\_correspondence@fpl.com; Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35629

Email sent to fpl\_fpssc\_correspondence@fpl.com with CC to PSC

CUSTOMER INFORMATION

Name: Michele Haro  
Telephone:  
Email: mharo@cfl.rr.com  
Address: 1084 Pace Dr., NW Palm Bay FL 32907

BUSINESS INFORMATION

Business Account Name: Michele Haro  
Account Number: 9402030036  
Address: 1084 Pace Dr., NW Palm Bay Florida 32907

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I recieved an email from FPL today regarding how much money they want to extort from me. As a senior living on \$545 a month, I am APPALLED that FPL is forcing people to take unhealthy SMART METERS. I had it removed almost 2 years ago (they came on my property without permission and installed the Smart Meter without my knowledge) and now if I want to keep it, I have to sacrifice \$95 PLUS pay an extra \$13 a month to keep what I already have? THIS IS PURE EXTORTION!! They dont charge for their other services such as the "On Call" program (which I have) and their "Budget Billing" program.

People are PISSED OFF, and reasonably so! This is enough for soem to consider MOVING OUT OF FLORIDA to protect their health and wallets!

From the online petition, others feel the same way I do:

---

Ms. E. Christine Carpenter, FL Mar 22, 14:29

This is extortion! According to FPL, I have two choices: 1. Accept the smart meter. 2. Pay their one-time \$95 "enrollment fee" and \$13 extra every month. When I suggested that there was a third choice, discontinuing the service, they said that they would install a smart meter on any inactive account. So if I discontinue the service to avoid both a smart meter AND their ridiculous fees, theyre going to install a smart meter anyway???. FPL has other programs that they do NOT charge to enroll in: their "On Call" program and their "Budget Billing" program. You cant tell me that there are no administrative costs associated with these programs, yet they charge no fee for them. The "enrollment fee" and extra monthly charge to keep our analog meters is an attempt by FPL to strongarm us into accepting smart meters, and a way to punish those of us who dont want a smart meter. Florida legislature, Governor Scott, are you listening???

---

Ms. Clare Caldwell, FL Mar 21, 16:35

is EXTORTING Floridians and our JOKE of a Florida Public Service Commission SERVES the industry, instead of the public WHO THEY ARE PAID TO PROTECT! What in the hell is WRONG with this state?

---

Mr. Nick Beltley, FL Mar 19, 14:31

I want to keep my digital meter without paying the \$95 one time fee and \$13 per month. RIP OFF! Smart meters have not undergone enough testing to warrant an install on my home! Seen nothing but NEGATIVE feedback on the smart meters. FPL...Give us a choice of what THE PAYING CUSTOMER wants without penalizing us.

---

Mrs. Sharon Noble, BC Mar 18, 17:22

If the smart meters are so efficient, safe and secure, why is the information being provided so dishonest or incomplete? No where have any benefits been realized, but health has been harmed, homes have burned, and security is threatened.

---

Mrs. J. Lehman, FL Mar 18, 10:29

I have been seriously injured and hospitalized from FPLs so-called Smart Meter being placed just inches from my kitchen window where I spend a lot of time. Now, I see my thirteen-year-old nephew developing a stutter and suddenly needing glasses to see. These are symptoms that I developed too. Why? Wireless energy causes biological injury. Additionally, after the Smart Meter roll out, we had odd house fires and FPL lines ignite into spontaneous flames in our small neighborhood thats close to FPLs power plant.

---

Ms. Harriet Hopkins, FL Mar 18, 10:24

It is outrageous that we have to pay even more money to the monopoly FPL just to protect ourselves from deadly microwave radiation, fires, and electronic monitoring/control of appliances from smart meters. Why do utility companies have this much control, when it is easy and right to give customers the choice?

---

Mrs. Lynette Henk, FL Mar 17, 13:14

I am saddened about the new policy that FPL has chosen to start in regards to those who are unable to have a smart meter for various reasons. We do not have a smart meter as it could interfere with an implanted @medtronic device and I have no desire to risk my husbands life. I received a letter from FPL today stating I can keep my existing old meter, however I must pay an installation fee of \$95 along with a monthly surcharge of \$13. I have no problem with the monthly surcharge even though I wish you did not charge it but I would love for you to explain to me how my keeping my old meter which did not require you to do a thing, caused me to need to pay a installation fee. I spoke with Valerie, Billing supervisor employee # GXGORM6 for this program who confirmed the fee is a installation fee and I was not misunderstanding. I would assume you could waive the fee if nothing is being done but clearly FPL is going out of the way to push you to get a smart meter. The families you are affecting are mostly disabled and this unnecessary installation fee is FPLs way to force them to have a smart meter which they will be glad to put it for free by the way. I gathered this info from the commerical in the email stating why we should all have a smart meter at no cost. I will be contacting every newspaper in the area and every local news agency including WINK News, NBC2 News, ABC7 Southwest Florida, Charlie Keegan NBC2 & Fox 4. I actually dont have a problem with a monthly fee, I do have a problem that you are penalizing me to keep my existing meter which causes you to do nothing, but yet you are charging disabled folks an installation fee when you are not installing anything.

YOU PEOPLE NEED TO FIX THIS!!!!

**Shawna Senko**

---

**From:** Office of Commissioner Brown  
**Sent:** Monday, March 24, 2014 3:54 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: SMART METERS - An Open Letter to Florida Power and Light CEO James L. Robo « Memory Hole

Please place the correspondence below in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

---

**From:** Helen Searle [mailto:[helensearle@rocketmail.com](mailto:helensearle@rocketmail.com)]  
**Sent:** Sunday, March 23, 2014 12:03 PM  
**To:** Office of Commissioner Brown  
**Subject:** SMART METERS - An Open Letter to Florida Power and Light CEO James L. Robo « Memory Hole

click on this link and arrow down to video.....then watch the video about **Take Back Your Power** ...It is insightful.

<http://memoryholeblog.com/2014/03/22/an-open-letter-to-florida-power-and-light-ceo-james-l-robo/>

## An Open Letter to Florida Power and Light CEO James L. Robo <sup>6</sup>

[Home](#) • Tags: [environmentalism](#), [public health](#)



*The letter below was sent to Florida Power and Light Chairman/CEO James L. Robo this week upon reviewing FPL's [policy](#) to "opt out" of Smart Meter technology for an "enrollment fee" and subsequent monthly payments. Such payments amount to mob-style extortion that utility customers are forced to pay, simply to remain free from potential harassment or harm.*

James L. Robo  
Chairman and Chief Executive Officer  
Next Era Energy / Florida Power and Light  
700 Universe Boulevard  
Juno Beach, Florida 33408

Dear Mr. James L. Robo,

I am writing with regard to the "Smart Meter" appliance that your company, Next Era Energy / Florida Power and Light (NEE/FPL; NYSE: NEE) placed on my home and households throughout my Boca Raton neighborhood in April 2011, and your present bid for my family to "opt out" of exposure to such technology. As you are likely aware, after doing extensive research on the device and its implications for privacy and human health, in addition to conducting periodic measurements with my [HF35-C RF Analyzer](#), I discovered how your Smart Meter apparatus was discharging microwave radiation on my family (which includes small children) in excess of 10,000 microwatts per square meter every thirty-to-ninety seconds. I requested that NEE/FPL remove the meter. NEE/FPL complied only after being repeatedly telephoned and furnished with my own observations delivered via certified mail and accompanied by copious scientific research that such "Smart Meter" technology poses a serious health hazard and privacy-related concerns ([here](#), [here](#), [here](#), and [here](#)).

Yet Mr. Robo, as you are aware, even with this knowledge you have consciously chosen to act in a grossly irresponsible fashion by maintaining that the meters in question are safe, and have proceeded to keep them on millions of NEE/FPL customers' homes throughout Florida without their awareness or express consent. This flagrant act demonstrated to such a manifold degree arguably constitutes fraud, negligence, and reckless endangerment on a truly astounding scale.

An important interview with [Take Back Your Power](#) documentary producer Josh Del Sol:

In your most recent paraphernalia to customers you disingenuously assert that there are "no credible studies" concluding that "Smart Meter" radiation is dangerous to human health. As you are well aware, the body of research on the negative health effects of microwave RF dates to the 1960s and consists of several thousand military and scholarly scientific studies. In fact, the only studies that lack credibility and defy basic scientific standards are those commissioned by NEE/FPL and its peer utilities throughout North America to avert public concern over such risks.

Mr. Robo, as a Harvard Man twice over one might conclude that you hold scientific inquiry and proof thereof in high regard. Your irresponsible conduct in this matter suggests that any such intellectual training is not only placed in abeyance but wholly betrayed. Moreover, your most recent proposition to allow families to "opt out" for a fee of what is essentially a gigantic scientific experiment is tantamount to mob-style extortion.

I will appreciate the opportunity of meeting and conversing with you in person so that you may explain to me whether you have a "Smart Meter" attached to your office, living room, or bedroom wall, as so many of your customers' families do. I am also interested to know how you are able to proceed with a clear conscience given that you are presiding over such a dangerous health-related trial that will almost certainly cause countless health problems and an overall deteriorating quality of life on unsuspecting millions.

An honest Fourth Estate vigorously airing the perils of the technology you have unilaterally mandated for every single Florida resident might result in a far more circumspect if not hostile citizenry. Such inattention by the press has allowed you to successfully bamboozle the Florida Public Utility Commission into approving the widescale deployment of this dangerous system and the uncertain effort to allow customers to "opt out."

If the "Smart Meter" technology you stipulate were really safe and beneficial, your customer base would be clamoring to pay the \$95.00 initiation and \$13.00 monthly fee to "opt in" to the "Smart Grid." Yet because the technology is unproven, hazardous, and perhaps even useless you must foist it on your customers without their knowledge and then proceed to confuse them even as you disingenuously offer them the option to say, "No."

Mr. Robo, I once again offer you my emphatic "No!" "No!" to the fraud, "No!" to the guile, "No!" to the invasion of privacy, and "No!" to the assault on my family's health that your outrageous and unfounded technology poses.

Sincerely,  
James F. Tracy

**Shawna Senko**

---

**From:** Office of Commissioner Balbis  
**Sent:** Monday, March 24, 2014 10:38 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: SMART METERS - An Open Letter to Florida Power and Light CEO James L. Robo « Memory Hole

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

Thanks,  
Cristina

---

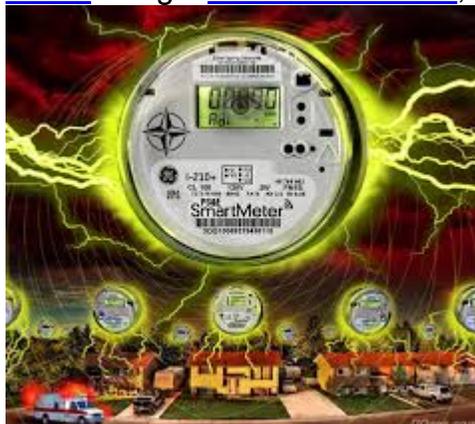
**From:** Helen Searle [mailto:helensearle@rocketmail.com]  
**Sent:** Sunday, March 23, 2014 11:57 AM  
**To:** Office of Commissioner Balbis  
**Subject:** SMART METERS - An Open Letter to Florida Power and Light CEO James L. Robo « Memory Hole

click on this link and arrow down to video.....then watch the video about ***Take Back Your Power*** ...It is insightful.

<http://memoryholeblog.com/2014/03/22/an-open-letter-to-florida-power-and-light-ceo-james-l-robo/>

## An Open Letter to Florida Power and Light CEO James L. Robo <sup>6</sup>

[Home](#) • Tags: [environmentalism](#), [public health](#)



The letter below was sent to Florida Power and Light Chairman/CEO James L. Robo this week upon reviewing FPL's [policy](#) to "opt out" of Smart Meter technology for an "enrollment fee" and subsequent monthly payments. Such payments amount to mob-style extortion that utility customers are forced to pay, simply to remain free from potential harassment or harm.

James L. Robo  
Chairman and Chief Executive Officer  
Next Era Energy / Florida Power and Light  
700 Universe Boulevard  
Juno Beach, Florida 33408

Dear Mr. James L. Robo,

I am writing with regard to the “Smart Meter” appliance that your company, Next Era Energy / Florida Power and Light (NEE/FPL; NYSE: NEE) placed on my home and households throughout my Boca Raton neighborhood in April 2011, and your present bid for my family to “opt out” of exposure to such technology. As you are likely aware, after doing extensive research on the device and its implications for privacy and human health, in addition to conducting periodic measurements with my [HF35-C RF Analyzer](#), I discovered how your Smart Meter apparatus was discharging microwave radiation on my family (which includes small children) in excess of 10,000 microwatts per square meter every thirty-to-ninety seconds. I requested that NEE/FPL remove the meter. NEE/FPL complied only after being repeatedly telephoned and furnished with my own observations delivered via certified mail and accompanied by copious scientific research that such “Smart Meter” technology poses a serious health hazard and privacy-related concerns ([here](#), [here](#), [here](#), and [here](#)).

Yet Mr. Robo, as you are aware, even with this knowledge you have consciously chosen to act in a grossly irresponsible fashion by maintaining that the meters in question are safe, and have proceeded to keep them on millions of NEE/FPL customers’ homes throughout Florida without their awareness or express consent. This flagrant act demonstrated to such a manifold degree arguably constitutes fraud, negligence, and reckless endangerment on a truly astounding scale.

An important interview with [Take Back Your Power](#) documentary producer Josh Del Sol:

In your most recent paraphernalia to customers you disingenuously assert that there are “no credible studies” concluding that “Smart Meter” radiation is dangerous to human health. As you are well aware, the body of research on the negative health effects of microwave RF dates to the 1960s and consists of several thousand military and scholarly scientific studies. In fact, the only studies that lack credibility and defy basic scientific standards are those commissioned by NEE/FPL and its peer utilities throughout North America to avert public concern over such risks.

Mr. Robo, as a Harvard Man twice over one might conclude that you hold scientific inquiry and proof thereof in high regard. Your irresponsible conduct in this matter suggests that any such intellectual training is not only placed in abeyance but wholly betrayed. Moreover, your most recent proposition to allow families to “opt out” for a fee of what is essentially a gigantic scientific experiment is tantamount to mob-style extortion.

I will appreciate the opportunity of meeting and conversing with you in person so that you may explain to me whether you have a “Smart Meter” attached to your office, living room, or bedroom wall, as so many of your customers’ families do. I am also interested to know how you are able to proceed with a clear conscience given that you are presiding over such a dangerous health-related trial that will almost certainly cause countless health problems and an overall deteriorating quality of life on unsuspecting millions.

An honest Fourth Estate vigorously airing the perils of the technology you have unilaterally mandated for every single Florida resident might result in a far more circumspect if not hostile citizenry. Such inattention by the press has allowed you to successfully bamboozle the Florida Public Utility Commission into approving the widescale deployment of this dangerous system and the uncertain effort to allow customers to “opt out.”

If the “Smart Meter” technology you stipulate were really safe and beneficial, your customer base would be clamoring to pay the \$95.00 initiation and \$13.00 monthly fee to “opt in” to the “Smart Grid.” Yet because the technology is unproven, hazardous, and perhaps even useless you must foist it on your customers without their knowledge and then proceed to confuse them even as you disingenuously offer them the option to say, “No.”

Mr. Robo, I once again offer you my emphatic “No!” “No!” to the fraud, “No!” to the guile, “No!” to the invasion of privacy, and “No!” to the assault on my family’s health that your outrageous and unfounded technology poses.

Sincerely,  
James F. Tracy

Shawna Senko

---

**From:** Betty Leland  
**Sent:** Monday, March 24, 2014 10:20 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: SMART METERS - An Open Letter to Florida Power and Light CEO James L. Robo « Memory Hole

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

Thanks.

---

**From:** Helen Searle [mailto:helensearle@rocketmail.com]  
**Sent:** Sunday, March 23, 2014 12:00 PM  
**To:** Office Of Commissioner Graham  
**Subject:** SMART METERS - An Open Letter to Florida Power and Light CEO James L. Robo « Memory Hole

click on this link and arrow down to video.....then watch the video about **Take Back Your Power** ...It is insightful.

<http://memoryholeblog.com/2014/03/22/an-open-letter-to-florida-power-and-light-ceo-james-l-robo/>

## An Open Letter to Florida Power and Light CEO James L. Robo <sup>6</sup>

[Home](#) • Tags: [environmentalism](#), [public health](#)



*The letter below was sent to Florida Power and Light Chairman/CEO James L. Robo this week upon reviewing FPL's [policy](#) to "opt out" of Smart Meter technology for an "enrollment fee" and subsequent monthly payments. Such payments amount to mob-style extortion that utility customers are forced to pay, simply to remain free from potential harassment or harm.*

James L. Robo  
Chairman and Chief Executive Officer  
Next Era Energy / Florida Power and Light

700 Universe Boulevard  
Juno Beach, Florida 33408

Dear Mr. James L. Robo,

I am writing with regard to the "Smart Meter" appliance that your company, Next Era Energy / Florida Power and Light (NEE/FPL; NYSE: NEE) placed on my home and households throughout my Boca Raton neighborhood in April 2011, and your present bid for my family to "opt out" of exposure to such technology. As you are likely aware, after doing extensive research on the device and its implications for privacy and human health, in addition to conducting periodic measurements with my [HF35-C RF Analyzer](#), I discovered how your Smart Meter apparatus was discharging microwave radiation on my family (which includes small children) in excess of 10,000 microwatts per square meter every thirty-to-ninety seconds. I requested that NEE/FPL remove the meter. NEE/FPL complied only after being repeatedly telephoned and furnished with my own observations delivered via certified mail and accompanied by copious scientific research that such "Smart Meter" technology poses a serious health hazard and privacy-related concerns ([here](#), [here](#), [here](#), and [here](#)).

Yet Mr. Robo, as you are aware, even with this knowledge you have consciously chosen to act in a grossly irresponsible fashion by maintaining that the meters in question are safe, and have proceeded to keep them on millions of NEE/FPL customers' homes throughout Florida without their awareness or express consent. This flagrant act demonstrated to such a manifold degree arguably constitutes fraud, negligence, and reckless endangerment on a truly astounding scale.

An important interview with [Take Back Your Power](#) documentary producer Josh Del Sol:

In your most recent paraphernalia to customers you disingenuously assert that there are "no credible studies" concluding that "Smart Meter" radiation is dangerous to human health. As you are well aware, the body of research on the negative health effects of microwave RF dates to the 1960s and consists of several thousand military and scholarly scientific studies. In fact, the only studies that lack credibility and defy basic scientific standards are those commissioned by NEE/FPL and its peer utilities throughout North America to avert public concern over such risks.

Mr. Robo, as a Harvard Man twice over one might conclude that you hold scientific inquiry and proof thereof in high regard. Your irresponsible conduct in this matter suggests that any such intellectual training is not only placed in abeyance but wholly betrayed. Moreover, your most recent proposition to allow families to "opt out" for a fee of what is essentially a gigantic scientific experiment is tantamount to mob-style extortion.

I will appreciate the opportunity of meeting and conversing with you in person so that you may explain to me whether you have a "Smart Meter" attached to your office, living room, or bedroom wall, as so many of your customers' families do. I am also interested to know how you are able to proceed with a clear conscience given that you are presiding over such a dangerous health-related trial that will almost certainly cause countless health problems and an overall deteriorating quality of life on unsuspecting millions.

An honest Fourth Estate vigorously airing the perils of the technology you have unilaterally mandated for every single Florida resident might result in a far more circumspect if not hostile citizenry. Such inattention by the press has allowed you to successfully bamboozle the Florida Public Utility Commission into approving the widescale deployment of this dangerous system and the uncertain effort to allow customers to "opt out."

If the "Smart Meter" technology you stipulate were really safe and beneficial, your customer base would be clamoring to pay the \$95.00 initiation and \$13.00 monthly fee to "opt in" to the "Smart Grid." Yet because the technology is unproven, hazardous, and perhaps even useless you must foist it on your customers without their knowledge and then proceed to confuse them even as you disingenuously offer them the option to say, "No."

Mr. Robo, I once again offer you my emphatic "No!" "No!" to the fraud, "No!" to the guile, "No!" to the invasion of privacy, and "No!" to the assault on my family's health that your outrageous and unfounded technology poses.

Sincerely,  
James F. Tracy

**Shawna Senko**

---

**From:** Betty Leland  
**Sent:** Monday, March 24, 2014 8:53 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: From 'Write Your Representative' Website

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

Thanks.

---

**From:** Jim Varian  
**Sent:** Sunday, March 23, 2014 9:49 PM  
**To:** David Heimbold  
**Cc:** Betty Leland  
**Subject:** Re: From 'Write Your Representative' Website

Dear Mr. Heimbold,

I can understand your reasons for wanting the PSC to postpone implementation of the smart meter opt-out charges. The Commission, however, is legally barred from doing so - state law (at Florida Statutes 366.06(3)) gives the utility the right to implement the charges pending a final order from the Commission.

Specifically, the law says the Commission can withhold consent for operation of a new rate schedule for no more than eight months after the utility files for it. In this case, the eight months will expire in April, and the utility can begin collecting the proposed new charges. Any amounts collected beyond what is authorized in the Commission's final order later this year must be refunded.

Regarding your question about scientific studies, the PSC staff and attorneys have concluded our organization has no expertise or jurisdiction to determine medical impacts. An agency with such expertise and jurisdiction (most likely federal) could ban or limit use of smart meters, but the Florida PSC has no authority or ability to study medical issues.

The Commission is very aware of the concerns some customers have expressed on this issue, and consequently has given extensive and careful consideration to determining the proper course of action. I recognize you may not have been persuaded to agree with the Commission's decisions to date, but I can at least assure you they were carefully weighed and are based on the law and requirements of due process.

Thank you.

Jim Varian  
Chief Advisor to Commissioner Art Graham  
Florida Public Service Commission  
[jvarian@psc.state.fl.us](mailto:jvarian@psc.state.fl.us)  
[850-413-6022](tel:850-413-6022)

On Mar 21, 2014, at 11:39 AM, "David Heimbold" <[dpheimbold@yahoo.com](mailto:dpheimbold@yahoo.com)> wrote:

March 21, 2014

Mr. Varian,

Thank you for your swift and thoughtful reply. Wouldn't it be 'smart' to postpone this implementation until AFTER your "vigorous review"? Case in point, if these Smart-meters are so great; give the consumers a choice instead of forcing it on us.

Back to the 1st point of our concern; What scientific study have you done concerning Supra-ventricular Tachycardia? Seems like there is a disconnect concerning what you claim. See below:

<http://www.norad4u.com/knowledge/smart-radiating-meters#TOC-The-Smart-Meters-transmit-only-for-a-fraction-of-a-second->

Since you are the Adviser to the Chairman, advise him just to leave us non-smarties alone. We've done our own research and we know what's going on.

Seriously, there are six ways to Sunday to get a Permanent Injunction against this program.

Hope to hear from you soon.

Cordially,

Dave Heimbold

**From:** Jim Varian <[jvarian@PSC.STATE.FL.US](mailto:jvarian@PSC.STATE.FL.US)>

**To:** [dpheimbold@yahoo.com](mailto:dpheimbold@yahoo.com)

**Cc:** "Brown, Benjamin" <[Benjamin.Brown@myfloridahouse.gov](mailto:Benjamin.Brown@myfloridahouse.gov)>; Cindy Muir <[CMuir@PSC.STATE.FL.US](mailto:CMuir@PSC.STATE.FL.US)>; Betty Leland <[BLELAND@psc.state.fl.us](mailto:BLELAND@psc.state.fl.us)>

**Sent:** Thursday, March 20, 2014 1:05 PM

**Subject:** RE: From 'Write Your Representative' Website

Dear Mr. and Mrs. Heimbold,

Thank you for your correspondence to Representative Renuart regarding smart meters. His office asked the Public Service Commission to respond because the smart meter opt-out charge is in our jurisdiction. We appreciate the opportunity to explain it.

The PSC originally approved FPL's deployment of smart meters because it found that reduced costs would more than offset the investment in the meters, communication network, new billing system, etc., and would result in net savings. Using smart meters ultimately costs considerably less due to lower monthly costs and other operating efficiencies.

As a result of that approved investment and deployment, the smart meter is now the standard meter, and FPL's rates include the assumption that those savings will be realized.

When FPL recently requested approval of the tariff to charge for using non-standard meters, it was based on having incurred the expense of the entire smart meter based system, but now not being able to realize the expected savings from all of the

customers. The Commission found that non-communicating meters cause greater cost, and that the additional cost should be paid by the customers who require them rather than spread to the rates paid by all customers.

Some customers have filed a legal protest of the Commission's decision, however, which triggers a new consideration of the matter. The Commission will hold an evidentiary hearing, probably in September, then will rigorously review the entire tariff filing, including the costs that are the basis of the charges. In the meantime, FPL has the authority to collect the non-standard meter charge, and there is no provision for requiring them to grant an extension or deferral.

Regarding your question about what meter you would have under the tariff, FPL intends to leave the existing mechanical meters in place as long as they function well. If your existing meter fails at any point, it would be replaced with a digital non-communicating meter that does not send or receive any radio signals.

I hope you will find this explanation at least provides a full accounting for the Commission's decisions to date. I will add your email to the docket file so your views can be considered as part of the record in this case as it goes forward. All documents for the case are available online at [www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223](http://www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223). Also, we have additional information on smart meters on the PSC website at [www.floridapsc.com/utilities/electricgas/smartmeter](http://www.floridapsc.com/utilities/electricgas/smartmeter).

Thank you.

Jim Varian  
Chief Advisor to Chairman Art Graham  
Florida Public Service Commission  
[jvarian@psc.state.fl.us](mailto:jvarian@psc.state.fl.us)  
850-413-6022

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

From: Brown, Benjamin [<mailto:Benjamin.Brown@myfloridahouse.gov>]  
Sent: Wednesday, March 19, 2014 2:02 PM  
To: Jim Varian  
Cc: Kotyk, John  
Subject: FW: From 'Write Your Representative' Website

Dear Mr. Varian,

Thank you very much for assisting me with this request. If there is anything that I can do to assist you, please contact me at your earliest convenience.

Sincerely,

Ben Brown  
District Aide to Rep. Ronald "Doc" Renuart District 17

814 A1A North, Suite 307  
Ponte Vedra Beach, FL 32082-3270  
T: 904-273-4466  
F: 904-273-4966  
Benjamin.Brown@myfloridahouse.gov

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

From: Hutson, Travis  
Sent: Wednesday, March 19, 2014 1:48 PM  
To: Brown, Benjamin  
Subject: FW: From 'Write Your Representative' Website

All yours :)

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

From: dpheimbold@yahoo.com [mailto:dpheimbold@yahoo.com]  
Sent: Wednesday, March 19, 2014 1:41 PM  
To: Hutson, Travis  
Cc: dpheimbold@yahoo.com  
Subject: From 'Write Your Representative' Website

David & Ellen Heibold  
112 Manresa Rd.  
St. Augustine, FL 32084-  
(904)810-5198

03/19/14 1:40 PM

To the Honorable Travis Hutson;

Rep. Travis:

We have spoken to FPL reps. three times, without satisfaction, concerning the letter to FPL Legal below.

We are appealing to your good offices to advocate for us. Our letter to FPL is self explanatory. They dropped this 'bomb' on us in an undated pre-sort letter. It gave us only three weeks to respond to their demand. We are Senior citizens of the great State of Florida. We are being pushed-around and we don't like it! We need your help.

We wrote to them at least a year ago saying, we do not want or need their, so-called, Smart meter, for the reasons below:

Thank you for your help.

FPL Legal Department

March 18, 2014

My wife has a heart condition called Supraventricular Tachycardia. The electric meter outside our house is approximately 4 feet from our bedroom and 8-10 feet from my wife's head when she is reclining in bed.

Part of the problem with Supraventricular Tachycardia (racing heart beat) is ELECTRICAL.

1. We are asking for an 'extension' of at least 120 days to study the research on the Electrical pulses from the Smart Meter, as it relates to Supraventricular Tachycardia. We received this undated and incomprehensible pre-sorted bulk mailing from you, on or about March 5, 2014, demanding that we respond to you before March 23, 2014 about a non-choice between a Smart Meter and a Non-Standard Meter. I beg to differ with you. The existing meter is the Standard meter since it has been on this property for the last 38 years. The new Smart Meter is the Non-standard. I spoke to:

- a) Gerry Station #5478
- b) Supervisor Mrs. Hansen and
- c) Robert Ortiz, Customer Advocate.

All were polite and recorded our conversations. However, they did not have the answer to the question: Do you have a study on the effects of radiation on the heart condition, Supraventricular Tachycardia? That is what I want to see.

2. The functional meter on our house has worked faithfully for 38 years and does not need to be replaced. Besides the health reason mentioned above, this is an invasion of privacy by the utility company, FPL. It is an infringement on the 4th Amendment of the Bill of Rights, 'to be 'secure' in our personal information'.

re: Use of our electricity, as is printed on our monthly bill, will now be circulated through the air waves which can be hacked, sold and used to see if 'we are at home', re: available for high tech thieves. Smart meters are also an infringement on our 3rd Amendment rights, about 'quartering soldiers in our house without consent'. These devices (Smart Meters) can be altered to be 'electronic' snoopers, like soldiers reporting back to their masters at the electronic switch board.

3. This form letter from FPL does not have the date on which it was mailed. We know that there are 36,000 individual households in Florida who don't want Smart meters and that this letter is an attempt to force us all to accept them.

4. We already wrote to you and told you that we don't want the Smart Meter. The logical position to take would be to charge the new Smart Meter Users for the added expense of a) manufacturing the Smart Meters and b) the enormous expense of the electronic wizardry that goes into monitoring this newest device for snooping on citizens.

5. So far, the claim made originally, that the new Smart Meters would save the consumers money (sounds like Obama's claim about the AFA!) has been proven false.

6. The claim that there would be fewer power outages is bogus. There have been few power outages in the 38 years here, except in hurricanes when trees fall on power lines. Does the Smart Meter keep trees off the power lines? No.

7. National Security and Individual Residential Security: Smart meters tie into a "smart grid" that dangerously compromises energy security by making the entire power grid vulnerable to military attack, solar flares and the ever increasing 'cyber attacks' and home invasion from hackers.

8. What is this so called "Non-Standard" Meter that you plan to charge us for if we refuse the smart meter? I got two different answers from the three employees I spoke to: a) the meter that has worked so well over the years is left on the house and b.) a new analog meter will be installed without the 'smarts'...Can the latter be updated by a chip when we are not at home?

This letter is to inform you (FPL) that we already made our choice when we said in a letter, to you, that we don't want your Smart meter. We already made the choice, and you know it. Your form letter is deceptive, deceiving and punitive.

In our case, it is elderly abuse. This is a con job. You should be charging those that chose the Smart Meter the \$96.00 down and \$13. per month for the new meters you installed. Our meter was been paid for years ago. You've got it backwards!

RSVP (I am mailing this March 18, 2014. Want a reply) Respectfully,

David P. Heimbald, Husband 904-553-7312

PS My husband is very concerned about my health. This account has been in the name of Albert for 38 years. My name is Ellen Albert and the account is at 112 Manresa Rd., St. Augustine, Florida 32084 904-810-5198 Signed,

Ellen L. Albert

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Friday, March 21, 2014 1:08 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Ruth McHargue  
**Subject:** To CLK Docket 130223  
**Attachments:** FAX-2014-03-21 11\_30\_21.tif

Please add the attached consumer correspondence to docket file 130223.

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

**From:** Diane Hood  
**Sent:** Friday, March 21, 2014 1:02 PM  
**To:** Randy Roland  
**Cc:** Ruth McHargue  
**Subject:** To CLK Docket 130223

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

**From:** PSC Fax Server [<mailto:Fax@psc.state.fl.us>]  
**Sent:** Friday, March 21, 2014 11:30 AM  
**To:** FaxAdmins  
**Subject:** FPSC 1007, 1 page(s)

\*New Fax Received!\*

You have received a 1 page fax from FPSC (1007).

It was sent to 1007. The fax is attached to this email, open the attachment to view your fax.

**VERN H. GODING**

648 Acacia Avenue

Melbourne Village, Florida 32904-2302

Tel: 321-725-1049

Email: vkgoding@sprynet.com

Fax: 321-726-9606

20 March 2014

Certified mail #: 7007 3020 0000 0289 6165

Customer Resolution Department  
Florida Power & Light Company  
P.O. Box 029311  
Miami, Florida 33102-9311

*as sent to  
FPL  
This Date  
[Signature]*

Re: Account #04769-39475, Meter Section

Dear Florida Power &amp; Light:

Please be advise that in accordance with previous phone and email conversations, instigated by your agents, with you in regard to my filing with the Publication Service Commission, your email of 17 March 2014 and your USPS letter or 13 March 2014, I have this date completed your online meter selection form selecting C5 meter in lieu of the Smart Meter.

WHEREAS: there was no link to Terms and Conditions shown until after filing your form.

THEREFORE: I do not accept the terms and conditions, nor do I accept your Fine and Fees schedule.

WHEREAS: Your "Enrollment Fee" aka "Fine" and the "Surcharge" is illegal and discriminatory against an individuals Class of Customer as determined under F.S. 366.81 (2013).

WHEREAS: The Supreme Court of the State of Florida has confirmed this illegality in at least 3 cases in recent years.

THEREFORE: If your discriminatory "Enrollment Fee" (Fine) and "Surcharge" appears on our June bills, I and several others intend to file Class Action suits against FPL and the PSC for discriminatory practices in direct violation of FS 366.81.

Respectfully,

  
Vern H. Goding

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Friday, March 21, 2014 3:51 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130223- Response requested

Please add the below consumer correspondence to docket 130223.

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]

Sent: Friday, March 21, 2014 3:42 PM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 35614

### CUSTOMER INFORMATION

Name: James Arpaia

Telephone: 904-797-5735

Email: [arpaiajs@yahoo.com](mailto:arpaiajs@yahoo.com)

Address: 3144 Kings Rd St Augustine FL 32086

### BUSINESS INFORMATION

Business Account Name: James Arpaia

Account Number: 9649963155

Address: 3144 Kings Rd St Augustine Florida 32086

### COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

I received a notice from FPL that in order to keep my EXISTING meter, I will have to pay a \$95.00 Enrollment fee, and be charged an extra \$13.00 per mo. for my electricity. My current bill includes the cost of my meter, and the cost of reading my meter. If the new "Smart Meters" save money as claimed, I should receive a rebate for having one installed, not the reverse! Why should a public utility be allowed to institute unfair charges to force customers to comply with their terms. If I were to need a new meter, I could understand there wanting to charge me, but NOT to keep my existing meter.

Please explain.

## Crystal Card

---

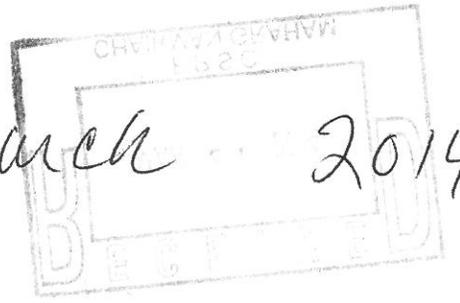
**From:** Betty Leland  
**Sent:** Friday, March 21, 2014 10:40 AM  
**To:** Commissioner Correspondence  
**Subject:** Smart Meter Letter Joan Germanis\  
**Attachments:** Joan Germanis FPL Smart Meter Letter.pdf

Good Morning:

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

Thanks.

March 2014



Florida Power & Light  
Miami Florida

In response to your letter of  
March 12, 2014, you state that I have a  
choice of meter — not so!

You are forcing me — a senior  
citizen with a small pension and social security  
an FPL customer for over 40 years to CHOOSE  
a SMART METER because I can not afford  
a \$95.00 ENROLLMENT FEE(?) plus a monthly  
\$13.00 SURCHARGE(?) I have no choice!

I hereby succumb (means give way to superior  
power) to your tactics by reluctantly  
signing for the STANDARD METER.

However, hopefully the Florida Public  
Service Commission may listen to the citizens  
who oppose OPERATION SMART METER through  
the appeals that are taking place.

Yours truly  
Joan Germanis

## Crystal Card

---

**From:** Terry Holdnak  
**Sent:** Friday, March 21, 2014 10:26 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 130223-EI  
**Attachments:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Smart Meters and related fees/costs

Please place the attached correspondence in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

Thanks,  
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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

## Crystal Card

---

**From:** talitha hudek <mail@changemail.org>  
**Sent:** Thursday, March 20, 2014 8:21 PM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
talitha hudek greenville, South Carolina

---

There are now 34 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>



## **Crystal Card**

---

**From:** Barbara Angelucci <b4mgh@live.com>  
**Sent:** Thursday, March 20, 2014 6:25 PM  
**To:** Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; Office of Commissioner Brown  
**Subject:** Smart Meters and related fees/costs

**As a resident of the State of Florida, I request that the Commission revisit its decision on allowing FP&L to install Smart Meters in residents homes without further study and charging citizens for opting out which is a form of coercion.**

**As a Commission the citizens of Florida look to you for fair and equitable treatment relating to regulating utilities in our State. The links below are just a few examples of States which have concerns about these meters. Connecticut has asked CL&P to go back to the drawing board to find better technology.**

**FPL advertising is bold in claiming that it can quickly and more efficiently identify outages with these meters. Isn't it true that outages are caused on the transmission lines and not in the Smart Meters? Both Smart and current meters stop when there is no transmission.**

**The hot topic today is JOBS. How many FPL employees will be switched to part-time employment or released?**

**As a concern for citizens, I suggest the Commission thoroughly examine the costs and**

possible health effects associated with these meters. Those that opt out should not be forced to pay an enrollment fee or an additional monthly fee for that choice.

Many citizens have meters outside of their bedrooms and cannot afford to pay additional costs to exercise their choice to not participate. You have taken that decision from them.

The Commission states that one of the three key areas that it regulates is the monitoring of safety, reliability and service for some of citizens most essential services. Has the Commission done its due diligence? By allowing FPL to put an economic burden on those citizens who opt out is an egregious act by the Commission.

[Group: Smart Meters 'Like A Wiretap' « CBS Connecticut](#)

[PA: Attorneys General say Smart Meter costs are unjustified](#)

Barbara A. Angelucci

Bradenton, Florida

941 351-1359

## Crystal Card

---

**From:** Cristina Slaton  
**Sent:** Friday, March 21, 2014 10:02 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence  
**Attachments:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Smart Meters and related fees/costs

Good morning,

Please place the attached emails in Docket Correspondence of Consumers and their representatives for docket no. 130223-EI .

Thank you,

**Cristina Slaton**  
**Executive Assistant to Commissioner Balbis**  
**PH: (850) 413-6004**  
**FAX: (850) 413-6005**  
**[cslaton@psc.state.fl.us](mailto:cslaton@psc.state.fl.us)**

## Crystal Card

---

**From:** talitha hudek <mail@changemail.org>  
**Sent:** Thursday, March 20, 2014 8:21 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timeitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timeitch.net.nz/emf_articles/ef_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
talitha hudek greenville, South Carolina

---

There are now 34 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>



## **Crystal Card**

---

**From:** Barbara Angelucci <b4mgh@live.com>  
**Sent:** Thursday, March 20, 2014 6:25 PM  
**To:** Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; Office of Commissioner Brown  
**Subject:** Smart Meters and related fees/costs

**As a resident of the State of Florida, I request that the Commission revisit its decision on allowing FP&L to install Smart Meters in residents homes without further study and charging citizens for opting out which is a form of coercion.**

**As a Commission the citizens of Florida look to you for fair and equitable treatment relating to regulating utilities in our State. The links below are just a few examples of States which have concerns about these meters. Connecticut has asked CL&P to go back to the drawing board to find better technology.**

**FPL advertising is bold in claiming that it can quickly and more efficiently identify outages with these meters. Isn't it true that outages are caused on the transmission lines and not in the Smart Meters? Both Smart and current meters stop when there is no transmission.**

**The hot topic today is JOBS. How many FPL employees will be switched to part-time employment or released?**

**As a concern for citizens, I suggest the Commission thoroughly examine the costs and**

possible health effects associated with these meters. Those that opt out should not be forced to pay an enrollment fee or an additional monthly fee for that choice.

Many citizens have meters outside of their bedrooms and cannot afford to pay additional costs to exercise their choice to not participate. You have taken that decision from them.

The Commission states that one of the three key areas that it regulates is the monitoring of safety, reliability and service for some of citizens most essential services. Has the Commission done its due diligence? By allowing FPL to put an economic burden on those citizens who opt out is an egregious act by the Commission.

[Group: Smart Meters 'Like A Wiretap' « CBS Connecticut](#)

[PA: Attorneys General say Smart Meter costs are unjustified](#)

Barbara A. Angelucci

Bradenton, Florida

941 351-1359

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Friday, March 21, 2014 1:57 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** To CLK Docket 130223

Please add the below consumer correspondence to docket 130223.

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

**From:** [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
**Sent:** Friday, March 21, 2014 1:42 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 35611

### CUSTOMER INFORMATION

**Name:** John Casey  
**Telephone:** 9046691666  
**Email:** [g8rangie@gmail.com](mailto:g8rangie@gmail.com)  
**Address:** 120 Pompano Rd St Augustine FL 32086

### BUSINESS INFORMATION

**Business Account Name:** John Casey  
**Account Number:** 7118693303  
**Address:** 120 Pompano Rd St Augustine Florida 32086

### COMPLAINT INFORMATION

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

Over 2 years ago, I notified FPL that I didn't want a smart meter installed on my home. I recently received a letter from FPL stating that I will be charged "an enrollment fee" of \$95 and a fee of \$13 a month to help cover FPL's costs of providing this non-standard service. I fault the PSC in that you have failed to protect Florida consumers from "non-competitive" public utilities. The Smart Meter will do absolutely nothing to improve the service I receive from FPL. The federal government gave FPL a \$500 million grant to install these devices, which in my opinion were not tested for safety independently before the mass installation by FPL.

## Crystal Card

---

**From:** Pamela Paultre on behalf of Office of Commissioner Brisé  
**Sent:** Friday, March 21, 2014 9:14 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Good morning,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 130223-EI .

Thank you,

Pamela Paultre  
Assistant to Commissioner Ronald Brisé  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
(850) 413-6036

**From:** talitha hudek [mailto:mail@changemail.org]  
**Sent:** Thursday, March 20, 2014 8:21 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a

screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
talitha hudek greenville, South Carolina

---

There are now 34 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>

## Crystal Card

---

**From:** Betty Leland  
**Sent:** Thursday, March 20, 2014 4:20 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: From 'Write Your Representative' Website

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

Thanks.

---

**From:** Jim Varian  
**Sent:** Thursday, March 20, 2014 4:05 PM  
**To:** 'dpheimbold@yahoo.com'  
**Cc:** 'Brown, Benjamin'; Cindy Muir; Betty Leland  
**Subject:** RE: From 'Write Your Representative' Website

Dear Mr. and Mrs. Heibold,

Thank you for your correspondence to Representative Renuart regarding smart meters. His office asked the Public Service Commission to respond because the smart meter opt-out charge is in our jurisdiction. We appreciate the opportunity to explain it.

The PSC originally approved FPL's deployment of smart meters because it found that reduced costs would more than offset the investment in the meters, communication network, new billing system, etc., and would result in net savings. Using smart meters ultimately costs considerably less due to lower monthly costs and other operating efficiencies.

As a result of that approved investment and deployment, the smart meter is now the standard meter, and FPL's rates include the assumption that those savings will be realized.

When FPL recently requested approval of the tariff to charge for using non-standard meters, it was based on having incurred the expense of the entire smart meter based system, but now not being able to realize the expected savings from all of the customers. The Commission found that non-communicating meters cause greater cost, and that the additional cost should be paid by the customers who require them rather than spread to the rates paid by all customers.

Some customers have filed a legal protest of the Commission's decision, however, which triggers a new consideration of the matter. The Commission will hold an evidentiary hearing, probably in September, then will rigorously review the entire tariff filing, including the costs that are the basis of the charges. In the meantime, FPL has the authority to collect the non-standard meter charge, and there is no provision for requiring them to grant an extension or deferral.

Regarding your question about what meter you would have under the tariff, FPL intends to leave the existing mechanical meters in place as long as they function well. If your existing meter fails at any point, it would be replaced with a digital non-communicating meter that does not send or receive any radio signals.

I hope you will find this explanation at least provides a full accounting for the Commission's decisions to date. I will add your email to the docket file so your views can be considered as part of the record in this case as it goes forward. All documents for the case are available online at [www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223](http://www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223). Also, we have additional information on smart meters on the PSC website at [www.floridapsc.com/utilities/electricgas/smartmeter](http://www.floridapsc.com/utilities/electricgas/smartmeter).

Thank you.

Jim Varian  
Chief Advisor to Chairman Art Graham  
Florida Public Service Commission  
[jvarian@psc.state.fl.us](mailto:jvarian@psc.state.fl.us)  
850-413-6022

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

From: Brown, Benjamin [<mailto:Benjamin.Brown@myfloridahouse.gov>]  
Sent: Wednesday, March 19, 2014 2:02 PM  
To: Jim Varian  
Cc: Kotyk, John  
Subject: FW: From 'Write Your Representative' Website

Dear Mr. Varian,

Thank you very much for assisting me with this request. If there is anything that I can do to assist you, please contact me at your earliest convenience.

Sincerely,

Ben Brown  
District Aide to Rep. Ronald "Doc" Renuart District 17

814 A1A North, Suite 307  
Ponte Vedra Beach, FL 32082-3270  
T: 904-273-4466  
F: 904-273-4966  
[Benjamin.Brown@myfloridahouse.gov](mailto:Benjamin.Brown@myfloridahouse.gov)

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

From: Hutson, Travis  
Sent: Wednesday, March 19, 2014 1:48 PM  
To: Brown, Benjamin  
Subject: FW: From 'Write Your Representative' Website

All yours :)

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

From: [dpheibold@yahoo.com](mailto:dpheibold@yahoo.com) [<mailto:dpheibold@yahoo.com>]  
Sent: Wednesday, March 19, 2014 1:41 PM  
To: Hutson, Travis  
Cc: [dpheibold@yahoo.com](mailto:dpheibold@yahoo.com)  
Subject: From 'Write Your Representative' Website

David & Ellen Heibold  
112 Manresa Rd.  
St. Augustine, FL 32084-

(904)810-5198

03/19/14 1:40 PM

To the Honorable Travis Hutson;

Rep. Travis:

We have spoken to FPL reps. three times, without satisfaction, concerning the letter to FPL Legal below. We are appealing to your good offices to advocate for us. Our letter to FPL is self explanatory. They dropped this 'bomb' on us in an undated pre-sort letter. It gave us only three weeks to respond to their demand. We are Senior citizens of the great State of Florida. We are being pushed-around and we don't like it! We need your help.

We wrote to them at least a year ago saying, we do not want or need their, so-called, Smart meter, for the reasons below:

Thank you for your help.

FPL Legal Department

March 18, 2014

My wife has a heart condition called Supraventricular Tachycardia. The electric meter outside our house is approximately 4 feet from our bedroom and 8-10 feet from my wife's head when she is reclining in bed.

Part of the problem with Supraventricular Tachycardia (racing heart beat) is ELECTRICAL.

1. We are asking for an 'extension' of at least 120 days to study the research on the Electrical pulses from the Smart Meter, as it relates to Supraventricular Tachycardia. We received this undated and incomprehensible pre-sorted bulk mailing from you, on or about March 5, 2014, demanding that we respond to you before March 23, 2014 about a non-choice between a Smart Meter and a Non-Standard Meter. I beg to differ with you. The existing meter is the Standard meter since it has been on this property for the last 38 years. The new Smart Meter is the Non-standard. I spoke to:

a) Gerry Station #5478

b) Supervisor Mrs. Hansen and

c) Robert Ortiz, Customer Advocate.

All were polite and recorded our conversations. However, they did not have the answer to the question: Do you have a study on the effects of radiation on the heart condition, Supraventricular Tachycardia? That is what I want to see.

2. The functional meter on our house has worked faithfully for 38 years and does not need to be replaced. Besides the health reason mentioned above, this is an invasion of privacy by the utility company, FPL. It is an infringement on the 4th Amendment of the Bill of Rights, 'to be 'secure' in our personal information'.

re: Use of our electricity, as is printed on our monthly bill, will now be circulated through the air waves which can be hacked, sold and used to see if 'we are at home',

re: available for high tech thieves. Smart meters are also an infringement on our 3rd Amendment rights, about 'quartering soldiers in our house without consent'. These devices (Smart Meters) can be altered to be 'electronic' snoopers, like soldiers reporting back to their masters at the electronic switch board.

3. This form letter from FPL does not have the date on which it was mailed. We know that there are 36,000 individual households in Florida who don't want Smart meters and that this letter is an attempt to force us all to accept them.

4. We already wrote to you and told you that we don't want the Smart Meter. The logical position to take would be to charge the new Smart Meter Users for the added expense of a) manufacturing the Smart Meters and b) the enormous expense of the electronic wizardry that goes into monitoring this newest device for snooping on citizens.

5. So far, the claim made originally, that the new Smart Meters would save the consumers money (sounds like Obama's claim about the AFA!) has been proven false.

6. The claim that there would be fewer power outages is bogus. There have been few power outages in the 38 years here, except in hurricanes when trees fall on power lines. Does the Smart Meter keep trees off the power lines? No.

7. National Security and Individual Residential Security: Smart meters tie into a "smart grid" that dangerously compromises energy security by making the entire power grid vulnerable to military attack, solar flares and the ever increasing 'cyber attacks' and home invasion from hackers.

8. What is this so called "Non-Standard" Meter that you plan to charge us for if we refuse the smart meter? I got two different answers from the three employees I spoke to: a) the meter that has worked so well over the years is left on the house and b.) a new analog meter will be installed without the 'smarts'...Can the latter be updated by a chip when we are not at home?

This letter is to inform you (FPL) that we already made our choice when we said in a letter, to you, that we don't want your Smart meter. We already made the choice, and you know it. Your form letter is deceptive, deceiving and punitive. In our case, it is elderly abuse. This is a con job. You should be charging those that chose the Smart Meter the \$96.00 down and \$13. per month for the new meters you installed. Our meter was been paid for years ago. You've got it backwards!

RSVP (I am mailing this March 18, 2014. Want a reply) Respectfully,

David P. Heimbold, Husband 904-553-7312

PS My husband is very concerned about my health. This account has been in the name of Albert for 38 years. My name is Ellen Albert and the account is at 112 Manresa Rd., St. Augustine, Florida 32084 904-810-5198 Signed,

Ellen L. Albert

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-**

---

**DATE:** *Mar. 20, 2014*  
**TO:** Office of Commission Clerk  
**FROM:** Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance  
**RE:** Customer Correspondence

---

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 130 22 3.

RECEIVED-FPSC  
14 MAR 20 PM 3:19  
COMMISSION  
CLERK

Paul West  
7036 Falcons Glen Blvd.  
Naples, FL 34113

March 16, 2014

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

To Whom It May Concern:

When FPL announced that customers were forced to receive the Smart Meters on their homes, we opted out indicating that we wanted to keep our analog meter. Our genuine concern is the dangerous radio waves on our health.

Last week we received a letter from FPL penalizing us \$250.00 per year to keep our analog meter. There was no prior knowledge or approval that FPL was forcing the meters on Florida residents. It is stated that these fees "help cover FPL's costs of providing this non-standard service." That means for decades FPL has been operating in the red to service millions of customers. In actuality this is a ploy to extort more from the customers to increase profits.

What is the Florida Public Service Commission's real reason for approving FPL's proposal to offer a non-standard meter penalty? I was under the impression that the Public Service Commission was put in place for Florida resident's best interest, not FPL.

Sincerely,

A handwritten signature in black ink that reads "Paul West". The signature is written in a cursive style with a long horizontal line extending to the right.

Paul West

FLORIDA PUBLIC SERVICE COMMISSION  
TALLAHASSEE, FLORIDA 32399-0850

## Crystal Card

---

**From:** Betty Leland  
**Sent:** Thursday, March 20, 2014 2:08 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: From 'Write Your Representative' Website

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

Thanks.

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

From: Brown, Benjamin [mailto:Benjamin.Brown@myfloridahouse.gov]  
Sent: Wednesday, March 19, 2014 2:02 PM  
To: Jim Varian  
Cc: Kotyk, John  
Subject: FW: From 'Write Your Representative' Website

Dear Mr. Varian,

Thank you very much for assisting me with this request. If there is anything that I can do to assist you, please contact me at your earliest convenience.

Sincerely,

Ben Brown  
District Aide to Rep. Ronald "Doc" Renuart District 17

814 A1A North, Suite 307  
Ponte Vedra Beach, FL 32082-3270  
T: 904-273-4466  
F: 904-273-4966  
Benjamin.Brown@myfloridahouse.gov

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

From: Hutson, Travis  
Sent: Wednesday, March 19, 2014 1:48 PM  
To: Brown, Benjamin  
Subject: FW: From 'Write Your Representative' Website

All yours :)

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

From: dpheimbold@yahoo.com [mailto:dpheimbold@yahoo.com]  
Sent: Wednesday, March 19, 2014 1:41 PM  
To: Hutson, Travis  
Cc: dpheimbold@yahoo.com  
Subject: From 'Write Your Representative' Website

David & Ellen Heimbold  
112 Manresa Rd.  
St. Augustine, FL 32084-  
(904)810-5198

03/19/14 1:40 PM

To the Honorable Travis Hutson;

Rep. Travis:

We have spoken to FPL reps. three times, without satisfaction, concerning the letter to FPL Legal below. We are appealing to your good offices to advocate for us. Our letter to FPL is self explanatory. They dropped this 'bomb' on us in an undated pre-sort letter. It gave us only three weeks to respond to their demand. We are Senior citizens of the great State of Florida. We are being pushed-around and we don't like it! We need your help.

We wrote to them at least a year ago saying, we do not want or need their, so-called, Smart meter, for the reasons below:

Thank you for your help.

FPL Legal Department

March 18, 2014

My wife has a heart condition called Supraventricular Tachycardia. The electric meter outside our house is approximately 4 feet from our bedroom and 8-10 feet from my wife's head when she is reclining in bed.

Part of the problem with Supraventricular Tachycardia (racing heart beat) is ELECTRICAL.

1. We are asking for an 'extension' of at least 120 days to study the research on the Electrical pulses from the Smart Meter, as it relates to Supraventricular Tachycardia. We received this undated and incomprehensible pre-sorted bulk mailing from you, on or about March 5, 2014, demanding that we respond to you before March 23, 2014 about a non-choice between a Smart Meter and a Non-Standard Meter. I beg to differ with you. The existing meter is the Standard meter since it has been on this property for the last 38 years. The new Smart Meter is the Non-standard. I spoke to:

a) Gerry Station #5478

b) Supervisor Mrs. Hansen and

c) Robert Ortiz, Customer Advocate.

All were polite and recorded our conversations. However, they did not have the answer to the question: Do you have a study on the effects of radiation on the heart condition, Supraventricular Tachycardia? That is what I want to see.

2. The functional meter on our house has worked faithfully for 38 years and does not need to be replaced. Besides the health reason mentioned above, this is an invasion of privacy by the utility company, FPL. It is an infringement on the 4th Amendment of the Bill of Rights, 'to be 'secure' in our personal information'.

re: Use of our electricity, as is printed on our monthly bill, will now be circulated through the air waves which can be hacked, sold and used to see if 'we are at home',

re: available for high tech thieves. Smart meters are also an infringement on our 3rd Amendment rights, about 'quartering soldiers in our house without consent'. These devices (Smart Meters) can be altered to be 'electronic' snoopers, like soldiers reporting back to their masters at the electronic switch board.

3. This form letter from FPL does not have the date on which it was mailed. We know that there are 36,000 individual households in Florida who don't want Smart meters and that this letter is an attempt to force us all to accept them.

4. We already wrote to you and told you that we don't want the Smart Meter. The logical position to take would be to charge the new Smart Meter Users for the added expense of a) manufacturing the Smart Meters and b) the enormous expense of the electronic wizardry that goes into monitoring this newest device for snooping on citizens.

5. So far, the claim made originally, that the new Smart Meters would save the consumers money (sounds like Obama's claim about the AFA!) has been proven false.

6. The claim that there would be fewer power outages is bogus. There have been few power outages in the 38 years here, except in hurricanes when trees fall on power lines. Does the Smart Meter keep trees off the power lines? No.

7. National Security and Individual Residential Security: Smart meters tie into a "smart grid" that dangerously compromises energy security by making the entire power grid vulnerable to military attack, solar flares and the ever increasing 'cyber attacks' and home invasion from hackers.

8. What is this so called "Non-Standard" Meter that you plan to charge us for if we refuse the smart meter? I got two different answers from the three employees I spoke to: a) the meter that has worked so well over the years is left on the house and b.) a new analog meter will be installed without the 'smarts'...Can the latter be updated by a chip when we are not at home?

This letter is to inform you (FPL) that we already made our choice when we said in a letter, to you, that we don't want your Smart meter. We already made the choice, and you know it. Your form letter is deceptive, deceiving and punitive.

In our case, it is elderly abuse. This is a con job. You should be charging those that chose the Smart Meter the \$96.00 down and \$13. per month for the new meters you installed. Our meter was been paid for years ago. You've got it backwards!

RSVP (I am mailing this March 18, 2014. Want a reply) Respectfully,

David P. Heimbold, Husband 904-553-7312

PS My husband is very concerned about my health. This account has been in the name of Albert for 38 years. My name is Ellen Albert and the account is at 112 Manresa Rd., St. Augustine, Florida 32084 904-810-5198 Signed,

Ellen L. Albert

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Thursday, March 20, 2014 1:10 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact  
Sent: Wednesday, January 08, 2014 8:18 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130223

Copy on file, see 1135201C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [mailto:[consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us)]  
Sent: Wednesday, January 08, 2014 8:08 AM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35167

### CUSTOMER INFORMATION

Name: Ben Schwartz  
Telephone: 321-639-4071  
Email: [schwartzbs1954@gmail.com](mailto:schwartzbs1954@gmail.com)  
Address: 4230 Lee Hall Place Cocoa FL 32927

### BUSINESS INFORMATION

Business Account Name: Ben Schwartz  
Account Number:  
Address: 4230 Lee Hall Place Cocoa Florida 32927

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
FPL proposal to charge non-smart meters a one time \$95 fee and \$13/mo additional that has been tentatively approved by the PSC.

These charges should be denied. The smart meter is for the convenience of FPL, not the customer. The additional charges would be similar to charging every driver a fee for not buying a new car.

Do those customers with smart meters get billed at lower \$/kw rate than non-smart meter customers? With the installation of smart meters, has FPLs \$/kw charge been reduced?

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Thursday, March 20, 2014 12:12 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** Howard & Mona Osterman 1142125C .pdf

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Thursday, March 20, 2014 11:45 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

Copy on file, see 1142125C. DHood

March 17, 2014

Office of Consumer Assistance and Outreach  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

To whom It May concern:

I enclose a copy of the form required by the Florida Power & Light Company of anyone who wishes to opt out of the installation of the (smart meter) standard meter. Because of my health issues as a two time cancer survivor and one who has read volumes of material on the dangers of RF in close proximity to one's residence, I am asking the Commission to consider granting a waiver so that the initial and monthly continuing fees are not applied to my bill.

Thanking you, I remain

Sincerely,



Mrs. Mona Osterman (Age 77)

4621 Bontia Drive

Palm Beach gardens, Florida 33418

enc



## Crystal Card

---

**From:** Pamela Paultre  
**Sent:** Thursday, March 20, 2014 10:35 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket no. 130223  
**Attachments:** Smart Meter Fees; FYI on Smart Meters; Congressional research study Smart Meter Data Privacy and Cyber Security from Legislative Attorneys time is running out for those waiting on an OPT OUT; Attachment enclosed Congressional research study Smart Meter Data Privacy and Cyber Security from Legislative Attorneys time is running out for those waiting on A

Good morning,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 130223.

Thank you,

Pamela Paultre  
Assistant to Commissioner Ronald Brisé  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
(850) 413-6036

## Crystal Card

---

**From:** James Arpaia <arpaiajs@yahoo.com>  
**Sent:** Wednesday, March 19, 2014 5:13 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Smart Meter Fees

March 19, 2014

To all members of the Florida Public Service Commission (FPSC),

I am a homeowner of St. Augustine in St. Johns County serviced by Florida Power and Light (FPL). About two years ago when information was being circulated about the negative use and effects of Government Provided Smart Meters, I notified FPL by registered letter that I did not want a so-called "Smart Meter" installed on my home. Although the Federal Government and the local utilities have tried to claim there are no ill effects or consequences to having a Smart Meter, several entities have disputed their use. I continue to remain convinced of my concerns.

I was not made aware of the FPSC hearing that was held on 9/20/12 or I would have attended. I have now been informed by the FPL that I must choose to have a Smart Meter installed or pay a \$95.00 enrollment fee and a \$13.00 monthly fee just to keep my existing meter! I am outraged that the FPSC has allowed FPL to charge me a "penalty" to keep my meter. My current electric rate includes the cost of my existing meter and the cost to read it. If the so-called Smart Meter would constitute a savings, then the reverse should be true. I should receive a \$95.00 credit and my bill should be reduced by \$13.00 per month...not the reverse!!!

If the FPSC were truly interested in protecting the consumer from "non-competitive" Public Utilities, they would not allow any additional fees until all testing and verification conducted by "Independent" testing facilities was accomplished. My main point is that the Smart Meter will absolutely do nothing to improve the use and delivery of power. It is only the first step in "Controlling" the use of energy by the Government as forecasted by Agenda 21.

If the power companies were truly interested in saving costs, they would immediately start a plan to put ALL power lines underground. However public utilities operate on a form of "Cost - Plus" basis. So the more they spend to maintain severely outmoded power lines strung from poles, the more their investors make. FPL's petition for a \$516.5 million increase, with an 11.5% ROE (Return on Equity), plus a .25% "Performance adder" is the proof. The justification for putting power lines underground is indisputable. The simple elimination of all the "bucket trucks", linesmen, telephone poles, tree-trimming crews, etc. would more than pay for the systematic job of putting all overhead lines underground. The obvious savings would be enormous, both in the money and the elimination of Power outages due to storm damages, plus the elimination of the linesmen, telephone poles, tree-trimming crews, all those ugly power lines and poles. The final result would mean a lot less money for the utility Company resulting in a lower ROE!

Why the FPSC is not asking for public comments on both issues and listening to the "real" number of customers who would have objected to the use of "Smart Meters" had they not been penalized by unjustified fees for the privilege of keeping their existing meters. This is the Big Question!

James S. Arpaia

**James S. Arpaia** [arpaiajs@yahoo.com](mailto:arpaiajs@yahoo.com)

## Crystal Card

---

**From:** Helen Searle <helensearle@rocketmail.com>  
**Sent:** Wednesday, March 19, 2014 12:27 PM  
**To:** Office of Commissioner Brisé  
**Subject:** FYI on Smart Meters

On March 4th I filed consumer fraud complaints with the Arizona Attorney General's (A.G.) office against both Navopache Electric Cooperative and APS for lying about their "smart" meter transmissions as proved in my two recent videos (here: <http://www.youtube.com/watch?v=2BjMGaQdmxY> and here: [http://www.youtube.com/watch?v=z\\_TLCd3Litg](http://www.youtube.com/watch?v=z_TLCd3Litg)).

Today I got letters from the A.G.'s office saying my complaint "appears to fall within the jurisdiction and authority" of the Arizona Corporation Commission (ACC). In my opinion, it "appears" the A.G.'s office is avoiding their statutory responsibility under A.R.S. 44-1522 to protect consumers from fraud.

Here is A.R.S. 44-1522. Note that there is no exception made for utilities.

**44-1522. Unlawful practices; intended interpretation of provisions**

A. The act, use or employment by any person of any deception, deceptive or unfair act or practice, fraud, false pretense, false promise, misrepresentation, or concealment, suppression or omission of any material fact with intent that others rely on such concealment, suppression or omission, in connection with the sale or advertisement of any merchandise whether or not any person has in fact been misled, deceived or damaged thereby, is declared to be an unlawful practice.

On the same day as I filed complaints with the A.G.'s office I also filed an informal complaint against Navopache and APS with the ACC. True to form, the ACC ignored me. So today I have filed a formal complaint of fraud against APS with the ACC.

Below is my formal complaint.

**Warren Woodward  
55 Ross Circle  
Sedona, Arizona 86336  
928 204 6434**

March 18, 2014

Arizona Corporation Commission  
Utilities Division, Steven Olea, Director  
1200 West Washington Street  
Phoenix, Arizona 85007

Re: Formal Complaint Against APS

Mr. Olea,

Since my informal complaint of March 4<sup>th</sup> was ignored, consider this a formal complaint.

For several years, APS has been distributing a “Myth vs Fact” sheet about “smart” meters to their ratepayers. APS also has a “Myth vs Fact” page at their “Meter Information Center” website, apsmeters.com.

Unfortunately, almost every “Myth vs Fact” claim made by APS is either misleading or an outright lie.

In my opinion, these APS deceptions are in clear violation of consumer fraud statute A.R.S. 44-1522. Note that there is no exception made for utilities in the statute.

**44-1522. Unlawful practices; intended interpretation of provisions**

A. The act, use or employment by any person of any deception, deceptive or unfair act or practice, fraud, false pretense, false promise, misrepresentation, or concealment, suppression or omission of any material fact with intent that others rely on such concealment, suppression or omission, in connection with the sale or advertisement of any merchandise whether or not any person has in fact been misled, deceived or damaged thereby, is declared to be an unlawful practice.

Despite being made aware of most these lies over the years, and despite both A.R.S. 40-203 and A.R.S. 40-422, the Arizona Corporation Commission (ACC) has done nothing.

**40-203. Power of commission to determine and prescribe rates, rules and practices of public service corporations**

When the commission finds that the rates, fares, tolls, rentals, charges or classifications, or any of them, demanded or collected by any public service corporation for any service, product or commodity, or in connection therewith, or that the rules, regulations, practices or contracts, are unjust, discriminatory or preferential, illegal or insufficient, the commission shall determine and prescribe them by order, as provided in this title.

40-422. Action by commission to enjoin violations or threatened violations; venue; time for answer; joinder of parties

A. When the commission is of the opinion that a public service corporation is failing or about to fail to do anything required of it by law or an order or requirement of the commission, or is doing or about to do or permitting or about to permit anything to be done contrary to law or any order or requirement of the commission, it shall commence a proceeding in the name of the state to have such violations or threatened violations prevented, either by mandamus or injunction. The commission shall bring the action in the superior court in the county in which the claim arose, or in which the corporation complained of has its principal place of business or an agent for any purpose, or in which the commission has its office.

How can ratepayers make an informed choice when their utility is allowed to mislead, lie and defraud them with impunity?

As we review the lies and deceptions, note that APS also calls “smart” meters “automated meters”. Both terms, however, are industry “public relations” terminology and are misleading. While having metering capabilities, the devices are actually utility networking equipment, antennas and transceivers (they receive and transmit other people’s data as well as that of the location where they are installed). By calling the devices “meters”, utilities have been able to skirt the fact that they are taking the antenna/transceiver siting rights of property owners without compensating those property owners. Shouldn't that be considered theft?

Utilities have easements for meters, simple place-specific measuring devices, not for transceivers or antennas that are installed without permission or compensation and for the purpose of moving data from other locations to implement the utility's business plan. It's as though a company branch office, albeit “automated”, has been set up on each customer's property.

From APS:

**MYTH: Automated meters pose a safety risk to APS customers**

**FACT:** Automated meters are safe. They use wireless technology to communicate information about electricity usage to APS. The meters transmit this information through radio frequency signals. Wireless smart meters result in much smaller levels of radio frequency than many existing common household electronic devices such as cell phones and microwave ovens. According to a study by the Electric Power Research Institute, a cell phone held against one's ear exposes someone to more than 1,000 times the radio frequency as an APS automated meter from a distance of 10 feet.

**The Actual Truth:** APS's claim that “Automated meters are safe” is unsubstantiated. “Smart” meters have not been proved safe. The Arizona Corporation Commission docket has numerous testimonials from Arizonans injured by “smart” meters. Doctors have also posted to the docket advising against “smart” meters.

In testimony to the Maine Public Utilities Commission, Dr. De-Kun Li, MD, PhD, MPH, senior research scientist at the Division of Research, Kaiser Permanente Northern California, stated:

“I am not aware of any studies that have shown that exposure to smart meters is safe for the human population. Anyone who wants to install smart meters to every household needs to demonstrate that such massive installation is safe ....”

The Electric Power Research Institute (EPRI) is an industry advocacy group. Their “study” mentioned by APS is not a peer-reviewed scientific study. It is seriously flawed.

Daniel Hirsch of U. C. Santa Cruz found that EPRI had neglected to consider the duty cycle of cell phones. Also according to Hirsch, “EPRI ... compared a *whole body average* exposure to SmartMeter radiation to *peak exposure to the ear* for the cell phone. One needs to compare apples and apples, or whole body exposures to whole body exposures.” [Italics in original]

Taking those factors in account, Hirsch found that, from a distance of 10 feet, “smart” meters actually expose people to over 5 times the microwave radiation of a cell phone. In short, APS is misleading the public by repeating EPRI's industry propaganda that, “... a cell phone held against one's ear exposes someone to more than 1,000 times the radio frequency as an APS automated meter from a distance of 10 feet.”

Read Hirsch's 11 page document

here:<http://www.ccst.us/projects/smart2/documents/letter8hirsch.pdf>.

Additionally, the “common household devices” to which APS compares their “smart” meters are used voluntarily. “Smart” meters are forced on people. No one tells you the only way you can not have a microwave oven or a cell phone is to “opt out”.

Also, unlike other “common household devices” “smart” meters are often in close proximity to people for long periods of time (such as on a bedroom wall). “Smart” meters are in use 24/7/365, not infrequently like the other “common household devices”. So APS's comparison is misleading in many ways.

By clicking “Learn more” at the APS site (or on the flip side of APS's “Myth vs Fact” sheet), APS claims their “smart” meters transmit at a strength of .0009 milliwatts per centimeter squared measured at 10 feet away. I disproved that by measuring APS “smart” meters using a Gigahertz Solutions HF35C microwave analyzer. I found APS “smart” meters transmitting at 432% more than what APS claimed. Search Youtube for **APS Caught Lying** to see the video proof (or click here:[http://www.youtube.com/watch?v=z\\_TLCd3Litg](http://www.youtube.com/watch?v=z_TLCd3Litg)).

APS claims their “smart” meters “... send signals at brief intervals throughout the day, averaging just a few minutes exposure over a 24-hour period.” That is misleading. Because “smart” meters transmit in bursts measured in milliseconds, “just a few minutes” can mean hundreds of thousands of transmissions per day. For example, PG&E “smart” meters transmit as many as 190,000 times per day,

and those of Sacramento Municipal Utility District transmit as many as 240,396 times per day. APS has avoided giving a specific number of transmissions.

Also, on the “Myth vs Fact” webpage is a video by Peter Valberg. According to APS:

“Dr. Peter Valberg, Ph.D. of Gradient Corp discusses the health effects of Smart Meters and Radio frequencies. Gradient is an environmental and risk science consulting firm.”

Gradient could be more accurately described as a product defense firm employing scientists-for-hire. Valberg is quite literally a “tobacco scientist” having worked for Phillip Morris in their “light cigarettes” lawsuit. He also worked for R.J. Reynolds.

From APS:

**MYTH: APS will use automated meters to monitor customers.**

**FACT:** Automated meters do not have this capability. Like the old mechanical meters, automated meters measure how much energy customers use, not how they use energy. The automated meter does not store or transmit any personal identification information. The automated meters give APS no indication of who our customers are, what they are doing, nor can they determine what appliances customers are using.

**The Actual Truth:** If the meters did not “transmit any personal identification information” or gave “no indication of who our customers are” then how would APS know who to bill?

More importantly, it is an established fact that “smart” meters are surveillance devices. Read the Congressional Research Service's 45 page report, *CRS Report for Congress, Prepared for Members and Committees of Congress, Smart Meter Data: Privacy and Cybersecurity* (here:<http://www.scribd.com/doc/84773482/Smart-Meter-Data-Privacy-and-Cybersecurity-2-3-2012>).

From the CRS report: “By examining smart meter data, it is possible to identify which appliances a consumer is using and at what times of the day, because each type of appliance generates a unique electric load “signature.””

From APS:

**MYTH: Customer usage data collected by APS will be sold or accessible to third parties**

**FACT:** APS places the highest priority on the security of customer account information. We continue to work with automated meter vendors, electric utilities and governmental agencies to refine security standards and practices to ensure that security remains at the highest level. APS also has outside security firms audit and review our automated meter

system to validate our security practices. APS does not sell customer automated meter data. The usage data collected is intended for customers to make choices that enable them to pay the least amount possible for their electric service. APS considers all customer information to be confidential.

**The Actual Truth:** Note how cleverly misleading this portion of the “Myth vs Fact” sheet is. APS has proclaimed data sharing with third parties to be a “myth”. But nowhere in the “FACT” part is this explained or substantiated. Instead there are many high sounding words and phrases carefully crafted to create a favorable impression. However, on APS bills there is an asterisk next to Metering, Meter Reading, and Billing (as well as other categories). The asterisk corresponds to: "These services are currently provided by APS but may be provided by a competitive supplier." A “competitive supplier” *is* a third party.

More cleverly misleading language: “APS considers all customer information to be confidential.” APS may *consider* it confidential but is it really? Also, confidential does not mean private. Once your information leaves you it is no longer private.

APS's promises of “security standards” and “security practices” are what's myth. According to the previously mentioned Congressional Research Service report, “Even privacy safeguards, such as “anonymizing” data so that it does not reflect identity, are not foolproof. By comparing anonymous data with information available in the public domain, it is sometimes possible to identify an individual—or, in the context of smart meter data, a particular household.”

Moreover, the Congressional Research Service warns, “... consumer data moving through a smart grid becomes stored in many locations both within the grid and within the physical world. Thus, because it is widely dispersed, it becomes more vulnerable to interception by unauthorized parties and to accidental breach. The movement of data also increases the potential for it to be stolen by unauthorized third parties while it is in transit, particularly when it travels over a wireless network ....”

APS has admitted in front of the ACC that they do not have the source codes for their “smart” meters. So APS cannot say with certainty what data is being gathered or who has access.

From APS:

**MYTH: Automated meters will drive up my bill.**

**FACT:** APS customer rates have not gone up due to the installation of automated meters. In fact, APS expects that over time the meter reading charge on the customer monthly statement will be reduced as the company's costs to read the meters are reduced. As always, it is 100 percent up to our customers to choose the service plan they use, no matter which meter is installed on their home or business. APS customer associates are always available to help our customers select the service plan that is best for their lifestyle.

**The Actual Truth:** Over-billing is a common problem of “smart” meters.

California's KION/FOX35 TV did a three month side-by-side comparison of a “smart” meter and a calibrated mechanical analog meter. After three months the “smart” meter showed an extra 37 kilowatt hours. (“PG&E Smart Meter Side By Side Test Final Results” – <http://kion.membercenter.worldnow.com/story/14016659/pge-smart-meter-side-by-side-test-final-results>)

The test result is consistent with anecdotal over-billing reports I receive from Arizonans.

Over-billing, even slight over-billing, adds up. With 1.1 million customers, APS has likely received many, many millions of unearned dollars due to inaccurate “smart” meters.

APS claims, “... customer rates have not gone up due to the installation of automated meters.” True (so far), but if APS is getting extra – and “free” – multimillions of dollars per year due to faulty meters then they are already getting a hefty cash injection without having to apply for a rate increase at the ACC.

Finally, while choosing a service plan is '100% up to the customer', can paying APS's proposed fee of \$75 up front and \$30 per month to keep a dependable, safe analog meter and avoid the harm of a “smart” meter really be considered a choice? Or is it extortion?

Sincerely,

Warren Woodward

## Crystal Card

---

**From:** tropicalbutter@comcast.net  
**Sent:** Friday, March 14, 2014 10:34 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Congressional research study Smart Meter Data Privacy and Cyber Security from Legislative Attorneys time is running out for those waiting on an OPT OUT

Please take a moment to look at these , We do not want this forced on us and time is running out for many waiting for you to stand up . We look up to you and f After reading this study someone eventually will know what type TV I have or when I am home or if I am up sick at night for Say 3 months. It could affect someones insurance payments or when I am not home getting robbed crooks now don't all wear a bad man mask any more or when I need to replace an appliance and we both know from the Internet the information will eventually be up for grabs. God knows what these crooks can come up . Without your help I don't know what to expect but a local televised TV news shows or what every they can think of . We feel its our 4th amendment right and we are being sold out. Please take a moment to look at the Congressional research study Smart Meter Data Privacy and Cyb er Security from Legislative I believe is real and to the point with to many many things to risk.....Linda Miles 2218 Lakeshore cir , Port Charlotte fl 33952

## Crystal Card

---

**From:** tropicalbutter@comcast.net  
**Sent:** Friday, March 14, 2014 11:11 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Attachment enclosed Congressional research study Smart Meter Data Privacy and Cyber Security from Legislative Attorneys time is running out for those waiting on A

<https://www.fas.org/sqp/crs/misc/R42338.pdf>

---

**From:** [tropicalbutter@comcast.net](mailto:tropicalbutter@comcast.net)  
**To:** "Commissioner Brisé" <[Commissioner.Brise@psc.state.fl.us](mailto:Commissioner.Brise@psc.state.fl.us)>  
**Sent:** Friday, March 14, 2014 10:34:04 PM  
**Subject:** Congressional research study Smart Meter Data Privacy and Cyber Security from Legislative Attorneys time is running out for those waiting on an OPT OUT

Please take a moment to look at these , We do not want this forced on us and time is running out for many waiting for you to stand up . We look up to you and After reading this study someone eventually will know what type TV I have or when I am home or if I am up sick at night for Say 3 months. It could affect someones insurance payments or when I am not home getting robbed crooks now don't all wear a bad man mask any more or when I need to replace an appliance and we both know from the Internet the information will eventually be up for grabs. God knows what these crooks can come up . Without your help I don't know what to expect but a local televised TV news shows or what every they can think of . We feel its our 4th amendment right and we are being sold out. Please take a moment to look at the Congressional research study Smart Meter Data Privacy and Cyb er Security from Legislative I believe is real and to the point with to many many things to risk.....Linda Miles 2218 Lakeshore cir , Port Charlotte fl 33952

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Thursday, March 20, 2014 10:06 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223- Response requested  
**Attachments:** E-Form Improper Billing TRACKING NUMBER: 35587

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Wednesday, March 19, 2014 8:16 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223- Response requested

This customer filed a complaint (e-form 35587) against FPL, then using the same language filed a warm transfer (e-form 35588) with FPL. See 1141922E for the warm transfer notes, see 1141923C for notes for docket file. DHood

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, March 18, 2014 10:33 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 35587

### CUSTOMER INFORMATION

Name: Karla Boemig  
Telephone: 9417829987  
Email: [wildflower@yahoo.com](mailto:wildflower@yahoo.com)  
Address: 3366 Ramblewood Court Sarasota FL 34237

### BUSINESS INFORMATION

Business Account Name: Karla Boemig  
Account Number:  
Address: 3366 Ramblewood Court Sarasota Florida 34237

### COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

FPL demands that a decision must be made about smart meter installation in a very short time and with the qualifier that there is a large application fee and lifelong, costly monthly fee if you chose to stay with the current type service. I do have the kind of money and am afraid of the results of their installation of new equipment that has caused fires, burned out major appliances, and made people ill. I have personal testimony of these dangers. Please inform me of the process of how to respond to this public utility and offer any monetary assistance or knowledge you have to ensure I get a fair hearing about what I feel is a type of extortion by FPL.

## Crystal Card

---

**From:** Terry Holdnak  
**Sent:** Thursday, March 20, 2014 8:55 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 130223-EI  
**Attachments:** Docket 130223; Smart Meter Fees; FYI on Smart Meters

Please place the attached correspondence and information in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

## Crystal Card

---

**From:** M3Prez@aol.com  
**Sent:** Wednesday, March 19, 2014 7:20 PM  
**To:** Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; Office of Commissioner Brown  
**Subject:** Docket 130223

*Commissioners,*

*I'm contacting you in regard to the FPL extortion that starting to take effect on everyone's life. These new meters have not been safety checked, and there have been numerous reports of illness after the meters have been installed. Forcing us to pay \$95.00 setup fee, then continuing to pay \$13.00 a month is more like racketeering than a public service. And when the sickness becomes documented, are they prepared to pay the citizens for the damages? Assuming the damages can be undone by simply removing the meters? These things need more time and study before going mainstream. I urge you to use your authority to stop this criminal behavior against the citizens of this state.*

Thanks,

Randy L. Moore  
M3 Enterprises, Inc  
34 Pine Cedar Drive  
Palm Coast, FL 32164  
H-(386)263-7325  
C-(904)471-4166

**Confidentiality Notice:** The information contained in this Message may be privileged and confidential and is intended only for the use of the individual (s) or entity named above who have been specifically authorized to receive it. If the reader is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately.

## Crystal Card

---

**From:** James Arpaia <arpaiajs@yahoo.com>  
**Sent:** Wednesday, March 19, 2014 5:17 PM  
**To:** Office of Commissioner Brown  
**Subject:** Smart Meter Fees

March 19, 2014

To all members of the Florida Public Service Commission (FPSC),

I am a homeowner of St. Augustine in St. Johns County serviced by Florida Power and Light (FPL). About two years ago when information was being circulated about the negative use and effects of Government Provided Smart Meters, I notified FPL by registered letter that I did not want a so-called "Smart Meter" installed on my home. Although the Federal Government and the local utilities have tried to claim there are no ill effects or consequences to having a Smart Meter, several entities have disputed their use. I continue to remain convinced of my concerns.

I was not made aware of the FPSC hearing that was held on 9/20/12 or I would have attended. I have now been informed by the FPL that I must choose to have a Smart Meter installed or pay a \$95.00 enrollment fee and a \$13.00 monthly fee just to keep my existing meter! I am outraged that the FPSC has allowed FPL to charge me a "penalty" to keep my meter. My current electric rate includes the cost of my existing meter and the cost to read it. If the so-called Smart Meter would constitute a savings, then the reverse should be true. I should receive a \$95.00 credit and my bill should be reduced by \$13.00 per month...not the reverse!!!

If the FPSC were truly interested in protecting the consumer from "non-competitive" Public Utilities, they would not allow any additional fees until all testing and verification conducted by "Independent" testing facilities was accomplished. My main point is that the Smart Meter will absolutely do nothing to improve the use and delivery of power. It is only the first step in "Controlling" the use of energy by the Government as forecasted by Agenda 21.

If the power companies were truly interested in saving costs, they would immediately start a plan to put ALL power lines underground. However public utilities operate on a form of "Cost - Plus" basis. So the more they spend to maintain severely outmoded power lines strung from poles, the more their investors make. FPL's petition for a \$516.5 million increase, with an 11.5% ROE (Return on Equity), plus a .25% "Performance adder" is the proof. The justification for putting power lines underground is indisputable. The simple elimination of all the "bucket trucks", linesmen, telephone poles, tree-trimming crews, etc. would more than pay for the systematic job of putting all overhead lines underground. The obvious savings would be enormous, both in the money and the elimination of Power outages due to storm damages, plus the elimination of the linesmen, telephone poles, tree-trimming crews, all those ugly power lines and poles. The final result would mean a lot less money for the utility Company resulting in a lower ROE!

Why the FPSC is not asking for public comments on both issues and listening to the "real" number of customers who would have objected to the use of "Smart Meters" had they not been penalized by unjustified fees for the privilege of keeping their existing meters. This is the Big Question!

James S. Arpaia

**James S. Arpaia** [arpaiajs@yahoo.com](mailto:arpaiajs@yahoo.com)

## Crystal Card

---

**From:** Helen Searle <helensearle@rocketmail.com>  
**Sent:** Wednesday, March 19, 2014 12:28 PM  
**To:** Office of Commissioner Brown  
**Subject:** FYI on Smart Meters

On March 4th I filed consumer fraud complaints with the Arizona Attorney General's (A.G.) office against both Navopache Electric Cooperative and APS for lying about their "smart" meter transmissions as proved in my two recent videos (here: <http://www.youtube.com/watch?v=2BjMGaQdmxY> and here: [http://www.youtube.com/watch?v=z\\_TLCd3Litg](http://www.youtube.com/watch?v=z_TLCd3Litg)).

Today I got letters from the A.G.'s office saying my complaint "appears to fall within the jurisdiction and authority" of the Arizona Corporation Commission (ACC). In my opinion, it "appears" the A.G.'s office is avoiding their statutory responsibility under A.R.S. 44-1522 to protect consumers from fraud.

Here is A.R.S. 44-1522. Note that there is no exception made for utilities.

**44-1522. Unlawful practices; intended interpretation of provisions**

A. The act, use or employment by any person of any deception, deceptive or unfair act or practice, fraud, false pretense, false promise, misrepresentation, or concealment, suppression or omission of any material fact with intent that others rely on such concealment, suppression or omission, in connection with the sale or advertisement of any merchandise whether or not any person has in fact been misled, deceived or damaged thereby, is declared to be an unlawful practice.

On the same day as I filed complaints with the A.G.'s office I also filed an informal complaint against Navopache and APS with the ACC. True to form, the ACC ignored me. So today I have filed a formal complaint of fraud against APS with the ACC.

Below is my formal complaint.

**Warren Woodward  
55 Ross Circle  
Sedona, Arizona 86336  
928 204 6434**

March 18, 2014

Arizona Corporation Commission  
Utilities Division, Steven Olea, Director  
1200 West Washington Street  
Phoenix, Arizona 85007

Re: Formal Complaint Against APS

Mr. Olea,

Since my informal complaint of March 4<sup>th</sup> was ignored, consider this a formal complaint.

For several years, APS has been distributing a “Myth vs Fact” sheet about “smart” meters to their ratepayers. APS also has a “Myth vs Fact” page at their “Meter Information Center” website, apsmeters.com.

Unfortunately, almost every “Myth vs Fact” claim made by APS is either misleading or an outright lie.

In my opinion, these APS deceptions are in clear violation of consumer fraud statute A.R.S. 44-1522. Note that there is no exception made for utilities in the statute.

**44-1522. Unlawful practices; intended interpretation of provisions**

A. The act, use or employment by any person of any deception, deceptive or unfair act or practice, fraud, false pretense, false promise, misrepresentation, or concealment, suppression or omission of any material fact with intent that others rely on such concealment, suppression or omission, in connection with the sale or advertisement of any merchandise whether or not any person has in fact been misled, deceived or damaged thereby, is declared to be an unlawful practice.

Despite being made aware of most these lies over the years, and despite both A.R.S. 40-203 and A.R.S. 40-422, the Arizona Corporation Commission (ACC) has done nothing.

**40-203. Power of commission to determine and prescribe rates, rules and practices of public service corporations**

When the commission finds that the rates, fares, tolls, rentals, charges or classifications, or any of them, demanded or collected by any public service corporation for any service, product or commodity, or in connection therewith, or that the rules, regulations, practices or contracts, are unjust, discriminatory or preferential, illegal or insufficient, the commission shall determine and prescribe them by order, as provided in this title.

40-422. Action by commission to enjoin violations or threatened violations; venue; time for answer; joinder of parties

A. When the commission is of the opinion that a public service corporation is failing or about to fail to do anything required of it by law or an order or requirement of the commission, or is doing or about to do or permitting or about to permit anything to be done contrary to law or any order or requirement of the commission, it shall commence a proceeding in the name of the state to have such violations or threatened violations prevented, either by mandamus or injunction. The commission shall bring the action in the superior court in the county in which the claim arose, or in which the corporation complained of has its principal place of business or an agent for any purpose, or in which the commission has its office.

How can ratepayers make an informed choice when their utility is allowed to mislead, lie and defraud them with impunity?

As we review the lies and deceptions, note that APS also calls “smart” meters “automated meters”. Both terms, however, are industry “public relations” terminology and are misleading. While having metering capabilities, the devices are actually utility networking equipment, antennas and transceivers (they receive and transmit other people’s data as well as that of the location where they are installed). By calling the devices “meters”, utilities have been able to skirt the fact that they are taking the antenna/transceiver siting rights of property owners without compensating those property owners. Shouldn’t that be considered theft?

Utilities have easements for meters, simple place-specific measuring devices, not for transceivers or antennas that are installed without permission or compensation and for the purpose of moving data from other locations to implement the utility's business plan. It's as though a company branch office, albeit “automated”, has been set up on each customer's property.

From APS:

**MYTH: Automated meters pose a safety risk to APS customers**

**FACT:** Automated meters are safe. They use wireless technology to communicate information about electricity usage to APS. The meters transmit this information through radio frequency signals. Wireless smart meters result in much smaller levels of radio frequency than many existing common household electronic devices such as cell phones and microwave ovens. According to a study by the Electric Power Research Institute, a cell phone held against one's ear exposes someone to more than 1,000 times the radio frequency as an APS automated meter from a distance of 10 feet.

**The Actual Truth:** APS's claim that “Automated meters are safe” is unsubstantiated. “Smart” meters have not been proved safe. The Arizona Corporation Commission docket has numerous testimonials from Arizonans injured by “smart” meters. Doctors have also posted to the docket advising against “smart” meters.

In testimony to the Maine Public Utilities Commission, Dr. De-Kun Li, MD, PhD, MPH, senior research scientist at the Division of Research, Kaiser Permanente Northern California, stated:

“I am not aware of any studies that have shown that exposure to smart meters is safe for the human population. Anyone who wants to install smart meters to every household needs to demonstrate that such massive installation is safe ....”

The Electric Power Research Institute (EPRI) is an industry advocacy group. Their “study” mentioned by APS is not a peer-reviewed scientific study. It is seriously flawed.

Daniel Hirsch of U. C. Santa Cruz found that EPRI had neglected to consider the duty cycle of cell phones. Also according to Hirsch, “EPRI ... compared a *whole body average* exposure to SmartMeter radiation to *peak exposure to the ear* for the cell phone. One needs to compare apples and apples, or whole body exposures to whole body exposures.” [Italics in original]

Taking those factors in account, Hirsch found that, from a distance of 10 feet, “smart” meters actually expose people to over 5 times the microwave radiation of a cell phone. In short, APS is misleading the public by repeating EPRI's industry propaganda that, “... a cell phone held against one's ear exposes someone to more than 1,000 times the radio frequency as an APS automated meter from a distance of 10 feet.”

Read Hirsch's 11 page document

here:<http://www.ccst.us/projects/smart2/documents/letter8hirsch.pdf>.

Additionally, the “common household devices” to which APS compares their “smart” meters are used voluntarily. “Smart” meters are forced on people. No one tells you the only way you can not have a microwave oven or a cell phone is to “opt out”.

Also, unlike other “common household devices” “smart” meters are often in close proximity to people for long periods of time (such as on a bedroom wall). “Smart” meters are in use 24/7/365, not infrequently like the other “common household devices”. So APS's comparison is misleading in many ways.

By clicking “Learn more” at the APS site (or on the flip side of APS's “Myth vs Fact” sheet), APS claims their “smart” meters transmit at a strength of .0009 milliwatts per centimeter squared measured at 10 feet away. I disproved that by measuring APS “smart” meters using a Gigahertz Solutions HF35C microwave analyzer. I found APS “smart” meters transmitting at 432% more than what APS claimed. Search Youtube for **APS Caught Lying** to see the video proof (or click here:[http://www.youtube.com/watch?v=z\\_TLCd3Litg](http://www.youtube.com/watch?v=z_TLCd3Litg)).

APS claims their “smart” meters “... send signals at brief intervals throughout the day, averaging just a few minutes exposure over a 24-hour period.” That is misleading. Because “smart” meters transmit in bursts measured in milliseconds, “just a few minutes” can mean hundreds of thousands of transmissions per day. For example, PG&E “smart” meters transmit as many as 190,000 times per day,

and those of Sacramento Municipal Utility District transmit as many as 240,396 times per day. APS has avoided giving a specific number of transmissions.

Also, on the “Myth vs Fact” webpage is a video by Peter Valberg. According to APS:

“Dr. Peter Valberg, Ph.D. of Gradient Corp discusses the health effects of Smart Meters and Radio frequencies. Gradient is an environmental and risk science consulting firm.”

Gradient could be more accurately described as a product defense firm employing scientists-for-hire. Valberg is quite literally a “tobacco scientist” having worked for Phillip Morris in their “light cigarettes” lawsuit. He also worked for R.J. Reynolds.

From APS:

**MYTH: APS will use automated meters to monitor customers.**

**FACT:** Automated meters do not have this capability. Like the old mechanical meters, automated meters measure how much energy customers use, not how they use energy. The automated meter does not store or transmit any personal identification information. The automated meters give APS no indication of who our customers are, what they are doing, nor can they determine what appliances customers are using.

**The Actual Truth:** If the meters did not “transmit any personal identification information” or gave “no indication of who our customers are” then how would APS know who to bill?

More importantly, it is an established fact that “smart” meters are surveillance devices. Read the Congressional Research Service's 45 page report, *CRS Report for Congress, Prepared for Members and Committees of Congress, Smart Meter Data: Privacy and Cybersecurity* (here:<http://www.scribd.com/doc/84773482/Smart-Meter-Data-Privacy-and-Cybersecurity-2-3-2012>).

From the CRS report: “By examining smart meter data, it is possible to identify which appliances a consumer is using and at what times of the day, because each type of appliance generates a unique electric load “signature.””

From APS:

**MYTH: Customer usage data collected by APS will be sold or accessible to third parties**

**FACT:** APS places the highest priority on the security of customer account information. We continue to work with automated meter vendors, electric utilities and governmental agencies to refine security standards and practices to ensure that security remains at the highest level. APS also has outside security firms audit and review our automated meter

system to validate our security practices. APS does not sell customer automated meter data. The usage data collected is intended for customers to make choices that enable them to pay the least amount possible for their electric service. APS considers all customer information to be confidential.

**The Actual Truth:** Note how cleverly misleading this portion of the “Myth vs Fact” sheet is. APS has proclaimed data sharing with third parties to be a “myth”. But nowhere in the “FACT” part is this explained or substantiated. Instead there are many high sounding words and phrases carefully crafted to create a favorable impression. However, on APS bills there is an asterisk next to Metering, Meter Reading, and Billing (as well as other categories). The asterisk corresponds to: "These services are currently provided by APS but may be provided by a competitive supplier." A “competitive supplier” *is* a third party.

More cleverly misleading language: “APS considers all customer information to be confidential.” APS may *consider* it confidential but is it really? Also, confidential does not mean private. Once your information leaves you it is no longer private.

APS's promises of “security standards” and “security practices” are what's myth. According to the previously mentioned Congressional Research Service report, “Even privacy safeguards, such as “anonymizing” data so that it does not reflect identity, are not foolproof. By comparing anonymous data with information available in the public domain, it is sometimes possible to identify an individual—or, in the context of smart meter data, a particular household.”

Moreover, the Congressional Research Service warns, “... consumer data moving through a smart grid becomes stored in many locations both within the grid and within the physical world. Thus, because it is widely dispersed, it becomes more vulnerable to interception by unauthorized parties and to accidental breach. The movement of data also increases the potential for it to be stolen by unauthorized third parties while it is in transit, particularly when it travels over a wireless network ....”

APS has admitted in front of the ACC that they do not have the source codes for their “smart” meters. So APS cannot say with certainty what data is being gathered or who has access.

From APS:

**MYTH: Automated meters will drive up my bill.**

**FACT:** APS customer rates have not gone up due to the installation of automated meters. In fact, APS expects that over time the meter reading charge on the customer monthly statement will be reduced as the company's costs to read the meters are reduced. As always, it is 100 percent up to our customers to choose the service plan they use, no matter which meter is installed on their home or business. APS customer associates are always available to help our customers select the service plan that is best for their lifestyle.

**The Actual Truth:** Over-billing is a common problem of “smart” meters.

California's KION/FOX35 TV did a three month side-by-side comparison of a “smart” meter and a calibrated mechanical analog meter. After three months the “smart” meter showed an extra 37 kilowatt hours. (“PG&E Smart Meter Side By Side Test Final Results” – <http://kion.membercenter.worldnow.com/story/14016659/pge-smart-meter-side-by-side-test-final-results>)

The test result is consistent with anecdotal over-billing reports I receive from Arizonans.

Over-billing, even slight over-billing, adds up. With 1.1 million customers, APS has likely received many, many millions of unearned dollars due to inaccurate “smart” meters.

APS claims, “... customer rates have not gone up due to the installation of automated meters.” True (so far), but if APS is getting extra – and “free” – multimillions of dollars per year due to faulty meters then they are already getting a hefty cash injection without having to apply for a rate increase at the ACC.

Finally, while choosing a service plan *is* '100% up to the customer', can paying APS's proposed fee of \$75 up front and \$30 per month to keep a dependable, safe analog meter and avoid the harm of a “smart” meter really be considered a choice? Or is it extortion?

Sincerely,

Warren Woodward

**Crystal Card**

---

**From:** Cristina Slaton  
**Sent:** Thursday, March 20, 2014 8:15 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence  
**Attachments:** Docket 130223; Smart Meter fees; FYI on Smart Meters

Please place the attached emails in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

Thank you,  
Cristina

## Crystal Card

---

**From:** M3Prez@aol.com  
**Sent:** Wednesday, March 19, 2014 7:20 PM  
**To:** Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; Office of Commissioner Brown  
**Subject:** Docket 130223

*Commissioners,*

*I'm contacting you in regard to the FPL extortion that starting to take effect on everyone's life. These new meters have not been safety checked, and there have been numerous reports of illness after the meters have been installed. Forcing us to pay \$95.00 setup fee, then continuing to pay \$13.00 a month is more like racketeering than a public service. And when the sickness becomes documented, are they prepared to pay the citizens for the damages? Assuming the damages can be undone by simply removing the meters? These things need more time and study before going mainstream. I urge you to use your authority to stop this criminal behavior against the citizens of this state.*

Thanks,

Randy L. Moore  
M3 Enterprises, Inc  
34 Pine Cedar Drive  
Palm Coast, FL 32164  
H-(386)263-7325  
C-(904)471-4166

**Confidentiality Notice:** The information contained in this Message may be privileged and confidential and is intended only for the use of the individual (s) or entity named above who have been specifically authorized to receive it. If the reader is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify me immediately.

## Crystal Card

---

**From:** James Arpaia <arpaiajs@yahoo.com>  
**Sent:** Wednesday, March 19, 2014 5:06 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Smart Meter fees

March 19, 2014

To all members of the Florida Public Service Commission (FPSC),

I am a homeowner of St. Augustine in St. Johns County serviced by Florida Power and Light (FPL). About two years ago when information was being circulated about the negative use and effects of Government Provided Smart Meters, I notified FPL by registered letter that I did not want a so-called "Smart Meter" installed on my home. Although the Federal Government and the local utilities have tried to claim there are no ill effects or consequences to having a Smart Meter, several entities have disputed their use. I continue to remain convinced of my concerns.

I was not made aware of the FPSC hearing that was held on 9/20/12 or I would have attended. I have now been informed by the FPL that I must choose to have a Smart Meter installed or pay a \$95.00 enrollment fee and a \$13.00 monthly fee just to keep my existing meter! I am outraged that the FPSC has allowed FPL to charge me a "penalty" to keep my meter. My current electric rate includes the cost of my existing meter and the cost to read it. If the so-called Smart Meter would constitute a savings, then the reverse should be true. I should receive a \$95.00 credit and my bill should be reduced by \$13.00 per month...not the reverse!!!

If the FPSC were truly interested in protecting the consumer from "non-competitive" Public Utilities, they would not allow any additional fees until all testing and verification conducted by "Independent" testing facilities was accomplished. My main point is that the Smart Meter will absolutely do nothing to improve the use and delivery of power. It is only the first step in "Controlling" the use of energy by the Government as forecasted by Agenda 21.

If the power companies were truly interested in saving costs, they would immediately start a plan to put ALL power lines underground. However public utilities operate on a form of "Cost - Plus" basis. So the more they spend to maintain severely outmoded power lines strung from poles, the more their investors make. FPL's petition for a \$516.5 million increase, with an 11.5% ROE (Return on Equity), plus a .25% "Performance adder" is the proof. The justification for putting power lines underground is indisputable. The simple elimination of all the "bucket trucks", linesmen, telephone poles, tree-trimming crews, etc. would more than pay for the systematic job of putting all overhead lines underground. The obvious savings would be enormous, both in the money and the elimination of Power outages due to storm damages, plus the elimination of the linesmen, telephone poles, tree-trimming crews, all those ugly power lines and poles. The final result would mean a lot less money for the utility Company resulting in a lower ROE!

Why the FPSC is not asking for public comments on both issues and listening to the "real" number of customers who would have objected to the use of "Smart Meters" had they not been penalized by unjustified fees for the privilege of keeping their existing meters. This is the Big Question!

James S. Arpaia

March 19, 2014

## Crystal Card

---

**From:** Helen Searle <helensearle@rocketmail.com>  
**Sent:** Wednesday, March 19, 2014 12:24 PM  
**To:** Office of Commissioner Balbis  
**Subject:** FYI on Smart Meters

On March 4th I filed consumer fraud complaints with the Arizona Attorney General's (A.G.) office against both Navopache Electric Cooperative and APS for lying about their "smart" meter transmissions as proved in my two recent videos (here: <http://www.youtube.com/watch?v=2BjMGaQdmxY> and here: [http://www.youtube.com/watch?v=z\\_TLCd3Litg](http://www.youtube.com/watch?v=z_TLCd3Litg)).

Today I got letters from the A.G.'s office saying my complaint "appears to fall within the jurisdiction and authority" of the Arizona Corporation Commission (ACC). In my opinion, it "appears" the A.G.'s office is avoiding their statutory responsibility under A.R.S. 44-1522 to protect consumers from fraud.

Here is A.R.S. 44-1522. Note that there is no exception made for utilities.

**44-1522. Unlawful practices; intended interpretation of provisions**

A. The act, use or employment by any person of any deception, deceptive or unfair act or practice, fraud, false pretense, false promise, misrepresentation, or concealment, suppression or omission of any material fact with intent that others rely on such concealment, suppression or omission, in connection with the sale or advertisement of any merchandise whether or not any person has in fact been misled, deceived or damaged thereby, is declared to be an unlawful practice.

On the same day as I filed complaints with the A.G.'s office I also filed an informal complaint against Navopache and APS with the ACC. True to form, the ACC ignored me. So today I have filed a formal complaint of fraud against APS with the ACC.

Below is my formal complaint.

**Warren Woodward  
55 Ross Circle  
Sedona, Arizona 86336  
928 204 6434**

March 18, 2014

Arizona Corporation Commission

Utilities Division, Steven Olea, Director  
1200 West Washington Street  
Phoenix, Arizona 85007

Re: Formal Complaint Against APS

Mr. Olea,

Since my informal complaint of March 4<sup>th</sup> was ignored, consider this a formal complaint.

For several years, APS has been distributing a “Myth vs Fact” sheet about “smart” meters to their ratepayers. APS also has a “Myth vs Fact” page at their “Meter Information Center” website, apsmeters.com.

Unfortunately, almost every “Myth vs Fact” claim made by APS is either misleading or an outright lie.

In my opinion, these APS deceptions are in clear violation of consumer fraud statute A.R.S. 44-1522. Note that there is no exception made for utilities in the statute.

**44-1522. Unlawful practices; intended interpretation of provisions**

A. The act, use or employment by any person of any deception, deceptive or unfair act or practice, fraud, false pretense, false promise, misrepresentation, or concealment, suppression or omission of any material fact with intent that others rely on such concealment, suppression or omission, in connection with the sale or advertisement of any merchandise whether or not any person has in fact been misled, deceived or damaged thereby, is declared to be an unlawful practice.

Despite being made aware of most these lies over the years, and despite both A.R.S. 40-203 and A.R.S. 40-422, the Arizona Corporation Commission (ACC) has done nothing.

**40-203. Power of commission to determine and prescribe rates, rules and practices of public service corporations**

When the commission finds that the rates, fares, tolls, rentals, charges or classifications, or any of them, demanded or collected by any public service corporation for any service, product or commodity, or in connection therewith, or that the rules, regulations, practices or contracts, are unjust, discriminatory or preferential, illegal or insufficient, the commission shall determine and prescribe them by order, as provided in this title.

40-422. Action by commission to enjoin violations or threatened violations; venue; time for answer; joinder of parties

A. When the commission is of the opinion that a public service corporation is failing or about to fail to do anything required of it by law or an order or requirement of the commission, or is doing or about to do or permitting or about to permit anything to be done contrary to law or any order or requirement of the commission, it shall commence a proceeding in the name of the state to have such violations or threatened violations prevented, either by mandamus or injunction. The commission shall bring the action in the superior court in the county in which the claim arose, or in which the corporation complained of has its principal place of business or an agent for any purpose, or in which the commission has its office.

How can ratepayers make an informed choice when their utility is allowed to mislead, lie and defraud them with impunity?

As we review the lies and deceptions, note that APS also calls “smart” meters “automated meters”. Both terms, however, are industry “public relations” terminology and are misleading. While having metering capabilities, the devices are actually utility networking equipment, antennas and transceivers (they receive and transmit other people’s data as well as that of the location where they are installed). By calling the devices “meters”, utilities have been able to skirt the fact that they are taking the antenna/transceiver siting rights of property owners without compensating those property owners. Shouldn't that be considered theft?

Utilities have easements for meters, simple place-specific measuring devices, not for transceivers or antennas that are installed without permission or compensation and for the purpose of moving data from other locations to implement the utility's business plan. It's as though a company branch office, albeit “automated”, has been set up on each customer's property.

From APS:

**MYTH: Automated meters pose a safety risk to APS customers**

**FACT:** Automated meters are safe. They use wireless technology to communicate information about electricity usage to APS. The meters transmit this information through radio frequency signals. Wireless smart meters result in much smaller levels of radio frequency than many existing common household electronic devices such as cell phones and microwave ovens. According to a study by the Electric Power Research Institute, a cell phone held against one's ear exposes someone to more than 1,000 times the radio frequency as an APS automated meter from a distance of 10 feet.

**The Actual Truth:** APS's claim that “Automated meters are safe” is unsubstantiated. “Smart” meters have not been proved safe. The Arizona Corporation Commission docket has numerous testimonials from Arizonans injured by “smart” meters. Doctors have also posted to the docket advising against “smart” meters.

In testimony to the Maine Public Utilities Commission, Dr. De-Kun Li, MD, PhD, MPH, senior research scientist at the Division of Research, Kaiser Permanente Northern California, stated:

“I am not aware of any studies that have shown that exposure to smart meters is safe for the human population. Anyone who wants to install smart meters to every household needs to demonstrate that such massive installation is safe ....”

The Electric Power Research Institute (EPRI) is an industry advocacy group. Their “study” mentioned by APS is not a peer-reviewed scientific study. It is seriously flawed.

Daniel Hirsch of U. C. Santa Cruz found that EPRI had neglected to consider the duty cycle of cell phones. Also according to Hirsch, “EPRI ... compared a *whole body average* exposure to SmartMeter radiation to *peak exposure to the ear* for the cell phone. One needs to compare apples and apples, or whole body exposures to whole body exposures.” [Italics in original]

Taking those factors in account, Hirsch found that, from a distance of 10 feet, “smart” meters actually expose people to over 5 times the microwave radiation of a cell phone. In short, APS is misleading the public by repeating EPRI's industry propaganda that, “... a cell phone held against one's ear exposes someone to more than 1,000 times the radio frequency as an APS automated meter from a distance of 10 feet.”

Read Hirsch's 11 page document

here:<http://www.ccst.us/projects/smart2/documents/letter8hirsch.pdf>.

Additionally, the “common household devices” to which APS compares their “smart” meters are used voluntarily. “Smart” meters are forced on people. No one tells you the only way you can not have a microwave oven or a cell phone is to “opt out”.

Also, unlike other “common household devices” “smart” meters are often in close proximity to people for long periods of time (such as on a bedroom wall). “Smart” meters are in use 24/7/365, not infrequently like the other “common household devices”. So APS's comparison is misleading in many ways.

By clicking “Learn more” at the APS site (or on the flip side of APS's “Myth vs Fact” sheet), APS claims their “smart” meters transmit at a strength of .0009 milliwatts per centimeter squared measured at 10 feet away. I disproved that by measuring APS “smart” meters using a Gigahertz Solutions HF35C microwave analyzer. I found APS “smart” meters transmitting at 432% more than what APS claimed. Search Youtube for **APS Caught Lying** to see the video proof (or click here:[http://www.youtube.com/watch?v=z\\_TLCd3Litg](http://www.youtube.com/watch?v=z_TLCd3Litg)).

APS claims their “smart” meters “... send signals at brief intervals throughout the day, averaging just a few minutes exposure over a 24-hour period.” That is misleading. Because “smart” meters transmit in bursts measured in milliseconds, “just a few minutes” can mean hundreds of thousands of transmissions per day. For example, PG&E “smart” meters transmit as many as 190,000 times per day,

and those of Sacramento Municipal Utility District transmit as many as 240,396 times per day. APS has avoided giving a specific number of transmissions.

Also, on the “Myth vs Fact” webpage is a video by Peter Valberg. According to APS:

“Dr. Peter Valberg, Ph.D. of Gradient Corp discusses the health effects of Smart Meters and Radio frequencies. Gradient is an environmental and risk science consulting firm.”

Gradient could be more accurately described as a product defense firm employing scientists-for-hire. Valberg is quite literally a “tobacco scientist” having worked for Phillip Morris in their “light cigarettes” lawsuit. He also worked for R.J. Reynolds.

From APS:

**MYTH: APS will use automated meters to monitor customers.**

**FACT:** Automated meters do not have this capability. Like the old mechanical meters, automated meters measure how much energy customers use, not how they use energy. The automated meter does not store or transmit any personal identification information. The automated meters give APS no indication of who our customers are, what they are doing, nor can they determine what appliances customers are using.

**The Actual Truth:** If the meters did not “transmit any personal identification information” or gave “no indication of who our customers are” then how would APS know who to bill?

More importantly, it is an established fact that “smart” meters are surveillance devices. Read the Congressional Research Service's 45 page report, *CRS Report for Congress, Prepared for Members and Committees of Congress, Smart Meter Data: Privacy and Cybersecurity* (here:<http://www.scribd.com/doc/84773482/Smart-Meter-Data-Privacy-and-Cybersecurity-2-3-2012>).

From the CRS report: “By examining smart meter data, it is possible to identify which appliances a consumer is using and at what times of the day, because each type of appliance generates a unique electric load “signature.””

From APS:

**MYTH: Customer usage data collected by APS will be sold or accessible to third parties**

**FACT:** APS places the highest priority on the security of customer account information. We continue to work with automated meter vendors, electric utilities and governmental agencies to refine security standards and practices to ensure that security remains at the highest level. APS also has outside security firms audit and review our automated meter

system to validate our security practices. APS does not sell customer automated meter data. The usage data collected is intended for customers to make choices that enable them to pay the least amount possible for their electric service. APS considers all customer information to be confidential.

**The Actual Truth:** Note how cleverly misleading this portion of the “Myth vs Fact” sheet is. APS has proclaimed data sharing with third parties to be a “myth”. But nowhere in the “FACT” part is this explained or substantiated. Instead there are many high sounding words and phrases carefully crafted to create a favorable impression. However, on APS bills there is an asterisk next to Metering, Meter Reading, and Billing (as well as other categories). The asterisk corresponds to: "These services are currently provided by APS but may be provided by a competitive supplier." A “competitive supplier” *is* a third party.

More cleverly misleading language: “APS considers all customer information to be confidential.” APS may *consider* it confidential but is it really? Also, confidential does not mean private. Once your information leaves you it is no longer private.

APS's promises of “security standards” and “security practices” are what's myth. According to the previously mentioned Congressional Research Service report, “Even privacy safeguards, such as “anonymizing” data so that it does not reflect identity, are not foolproof. By comparing anonymous data with information available in the public domain, it is sometimes possible to identify an individual—or, in the context of smart meter data, a particular household.”

Moreover, the Congressional Research Service warns, “... consumer data moving through a smart grid becomes stored in many locations both within the grid and within the physical world. Thus, because it is widely dispersed, it becomes more vulnerable to interception by unauthorized parties and to accidental breach. The movement of data also increases the potential for it to be stolen by unauthorized third parties while it is in transit, particularly when it travels over a wireless network ....”

APS has admitted in front of the ACC that they do not have the source codes for their “smart” meters. So APS cannot say with certainty what data is being gathered or who has access.

From APS:

**MYTH: Automated meters will drive up my bill.**

**FACT:** APS customer rates have not gone up due to the installation of automated meters. In fact, APS expects that over time the meter reading charge on the customer monthly statement will be reduced as the company's costs to read the meters are reduced. As always, it is 100 percent up to our customers to choose the service plan they use, no matter which meter is installed on their home or business. APS customer associates are always available to help our customers select the service plan that is best for their lifestyle.

**The Actual Truth:** Over-billing is a common problem of “smart” meters.

California's KION/FOX35 TV did a three month side-by-side comparison of a “smart” meter and a calibrated mechanical analog meter. After three months the “smart” meter showed an extra 37 kilowatt hours. (“PG&E Smart Meter Side By Side Test Final Results” – <http://kion.membercenter.worldnow.com/story/14016659/pge-smart-meter-side-by-side-test-final-results>)

The test result is consistent with anecdotal over-billing reports I receive from Arizonans.

Over-billing, even slight over-billing, adds up. With 1.1 million customers, APS has likely received many, many millions of unearned dollars due to inaccurate “smart” meters.

APS claims, “... customer rates have not gone up due to the installation of automated meters.” True (so far), but if APS is getting extra – and “free” – multimillions of dollars per year due to faulty meters then they are already getting a hefty cash injection without having to apply for a rate increase at the ACC.

Finally, while choosing a service plan *is* '100% up to the customer', can paying APS's proposed fee of \$75 up front and \$30 per month to keep a dependable, safe analog meter and avoid the harm of a “smart” meter really be considered a choice? Or is it extortion?

Sincerely,

Warren Woodward

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Thursday, March 20, 2014 8:09 AM  
**To:** Consumer Correspondence  
**Subject:** To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35595; E-Form Other Complaint TRACKING NUMBER: 35596

Please add the attached consumer correspondence to Docket 130223.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, March 19, 2014 3:21 PM  
**Cc:** fpl\_fpsc\_correspondence@fpl.com; Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35595

Email sent to [fpl\\_fpsc\\_correspondence@fpl.com](mailto:fpl_fpsc_correspondence@fpl.com) with CC to PSC

### CUSTOMER INFORMATION

Name: Valerie Sande  
Telephone: 5616554507  
Email: [vcz@noncommen.com](mailto:vcz@noncommen.com)  
Address: 712 El Vedado West Palm Beach FL 33405

### BUSINESS INFORMATION

Business Account Name: Childers-Zadah  
Account Number: 8873165321  
Address: 712 El Vedado West Palm Beach Florida 33405

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I just received a notice that in order to keep my analog meter I am going to be charged \$95 and then \$13/mo extra on my monthly bill. This is a racket!!!

When a smart meter was installed at my house, I didnt even know it, but my cats, who always slept on the other side of the wall from the meter, began having seizures many times per day, and I suddenly had constant headaches. When I was outside and noticed I had a smart meter, I had it removed and IMMEDIATELY my headache went away and my cats had no more seizures.

All of the new smart meters mean fpl is going to be firing a lot of workers -- most corporations idea of "saving money." My fpl bill has always covered associated costs, but now that youll be spending less my bill is increased?!?

This is OUTRAGEOUS!!! I already use less electricity than anyone I know, and Ive always conserved energy not only because its "the right thing to do" but I cant afford to use more than I absolutely need (I dont even use a/c).

Before I contact the Public Utilities Commission and local news agencies I wanted to ask if there is a waiver of any sort. I am beyond angry about this ridiculous and unnecessary gouging. I have to PAY to keep my cats from being killed (one died during a seizure before the smart meter was removed) and to remain headache free?!? UNBELIEVABLE!!!

Thank you for your assistance with this matter.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, March 19, 2014 3:27 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35596

### CUSTOMER INFORMATION

Name: Virginia Vela  
Telephone: 305-756-6504  
Email: [ginger17@bellsouth.net](mailto:ginger17@bellsouth.net)  
Address: 920 NE 86th St. Miami FL 33138-3630

### BUSINESS INFORMATION

Business Account Name: Virginia Vela  
Account Number: 85586-52056  
Address: 920 NE 86th St. Miami Florida 33138-3630

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

#### Details:

Good Afternoon, I was very dismayed to receive a form of ultimatum from FPL regarding what they call a choice between a Non-Standard Meter and a Smart Meter. I had opted to have the Smart Meter replaced after experiencing the failure of two AC units compressors. The second one was only months old and a top-of-the line YORK. After hearing an investigative report on CBS 4 Miami and doing some of my own research, I concluded that the Smart Meter, installed without my knowledge, was likely the cause. Reading all the information about the meters and their possible risks to health, household appliances and systems, i decided to go with the "Non-Standard" meter that does not emit waves of radio frequency throughout my home. The FPL notice came as a shock since there was no notice that they were seeking approval from your Commission of a \$95 "enrollment fee" and on-going monthly \$13 surcharge on our bills. And now we are told to make a "choice" by March 30th. a mere 20 days from the date of the letter. Those of us who reject the Smart Meters do so because of bad experiences and unknown but suspected effects of radio waves on our health and that of our loved ones. We were told asbestos was great, and look where that has led us. It is in siding, flooring and insulation; all detrimental to us in hindsight. Being on a fixed income, I am not in a position to pay more than my basic bill. I oppose the effort to force us to "switch or pay". This is not a fair policy or choice. As the Florida Public Service Commission, you are supposed to protect us, the consumers, from moves such as this by a utility company. Without your support and advocacy we are completely at the mercy of FLP, a basic, indispensable part of our lives. Please intervene on behalf of the thousands of us out here. Thank you, Virginia (Ginger) Vela

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Thursday, March 20, 2014 8:03 AM  
**To:** Consumer Correspondence  
**Subject:** To CLK Docket 130223- Response requested

Please add the below consumer correspondence to Docket 130223.

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [mailto:[consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us)]  
Sent: Wednesday, March 19, 2014 3:43 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35597

### CUSTOMER INFORMATION

Name: jill dienemann  
Telephone:  
Email: [ewdino@yahoo.com](mailto:ewdino@yahoo.com)  
Address: 169 ne fatima ter port saint lucie FL 34983

### BUSINESS INFORMATION

Business Account Name: jill dienemann  
Account Number: 3959350350  
Address: 169 ne fatima ter port saint lucie Florida 34983

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

recently I received a letter from FPL stating that because I have chosen NOT ot have a smart meter for health and safety reasons, I will now be penalized with a \$95 fee and \$13/month increase in my bill!!! How can they FORCE people to use a documented unsafe product just because they want to be able to do away with meter readers and read your usage remotely? There are hundreds of thousands of testimonies regarding the hazards of this meter and now they are FORCING ME TO use it without taking responsibility for any problems it will incur????This is blackmail as far as I am concerned and Iwill be contacting my local newspaper regarding this action. Is this legal?????

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Wednesday, March 19, 2014 1:37 PM  
**To:** Consumer Correspondence  
**Subject:** To CLK Docket 130223

Please add the below consumer correspondence to Docket 130223.

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [mailto:[consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us)]  
Sent: Wednesday, March 19, 2014 10:52 AM  
Cc: [fpl\\_fp\\_sc\\_correspondence@fpl.com](mailto:fpl_fp_sc_correspondence@fpl.com); Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35592

Email sent to [fpl\\_fp\\_sc\\_correspondence@fpl.com](mailto:fpl_fp_sc_correspondence@fpl.com) with CC to PSC

### CUSTOMER INFORMATION

Name: Usama Dakdok  
Telephone: 941-223-3698  
Email: [vicki@thestraightway.org](mailto:vicki@thestraightway.org)  
Address: 717 Gulf Coast Blvd. Venice FL 34285

### BUSINESS INFORMATION

Business Account Name: Usama Dakdok  
Account Number: 3919569198  
Address: 717 Gulf Coast Blvd. Venice Florida 34285

### COMPLAINT INFORMATION

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

I received your, "you have a choice of meter" letter and I am outraged at what you are trying to coheres your customers to do by charging them extra fees when they want to keep the Non-Standard meter. I do not want what you call, "smart meter". I have reason to believe that it is invasive to my privacy and is not save in my house. I am enrolling "under duress and protest" and re-iterate that I do NOT CONSENT to this equipment they call a smart meter. Once they start charging, I will pay my bill with two checks. The portion for the opt out fee will be separate and the check will be labeled "Under duress and protest".

**Shawna Senko**

---

**From:** Betty Leland  
**Sent:** Wednesday, March 19, 2014 2:42 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Spy meter non-compliance penalties

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

Thanks.

---

**From:** Stephen Townsend [mailto:stowndsend3@cfl.rr.com]  
**Sent:** Wednesday, March 19, 2014 7:31 AM  
**To:** Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; media.relations@fpl.com  
**Cc:** Congressman Bill Posey; Crisafulli, Steve; Barbara Davis; MICK, BILL; Jerry Murr; Campaign For Liberty Florida; Carlie Rogers; Ivey, Wayne  
**Subject:** RE: Spy meter non-compliance penalties

<http://www.zerohedge.com/contributed/2014-03-18/nsa-recorded-content-%E2%80%98every-single%E2%80%99-call-one-foreign-country-%E2%80%A6-and-also-ameri>

According to the Washington Post every form of digital communication is being recorded word for word. I am sure you 5 have some really good stuff being logged and recorded. LOL

---

**From:** Stephen Townsend [mailto:stowndsend3@cfl.rr.com]  
**Sent:** Wednesday, March 12, 2014 9:22 PM  
**To:** 'Commissioner.Balbis@psc.state.fl.us'; 'Commissioner.Edgar@psc.state.fl.us'; 'Chairman.Graham@psc.state.fl.us'; 'Commissioner.Brise@psc.state.fl.us'; 'media.relations@fpl.com'  
**Cc:** Congressman Bill Posey; Crisafulli, Steve; Barbara Davis; MICK, BILL; Jerry Murr; Campaign For Liberty Florida; Carlie Rogers; Ivey, Wayne  
**Subject:** Spy meter non-compliance penalties



**To: PSC Commissioners Chairman Art Graham, Lisa Polak Edgar, Eduardo E. Balbis, Ronald A. Brisé, Julie Imanuel Brown**

I recently received a letter from FPL stating that the public service commissioners have approved a FPL plan to offer a choice of meter type to eligible customers.

First off can you tell me how someone is classified as eligible? I assume I am eligible or I would not have received notification that I have a choice of meters.

This appears to be the only good news in the communications letter; however, the good news is laced with arsenic and unwanted and highly unnecessary ramifications.

These negative impacts appear to be blessed by appointed bureaucrats that have no real motivation to protect the people of the State of Florida.

So given the situation and the FPL provided information that, you commissioners approved these negative impacts therefore I am holding you accountable and I would like some answers.

What legal authority do you have to approve a one-time civil penalty on Florida's Citizens for \$ 95.00 USD just so they can keep their so called non-standard electric meters? The Fifth Amendment states No person shall.....nor be deprived of life, liberty, or property, without due process of law. It further states that there are only two types of legal actions civil and criminal. Well this is not criminal obviously so let's discuss civil.

In civil actions over \$20.00 USD a jury is required to rule on the issue prior to any loss of Liberty and or property in this case my penalty of \$95.00 is way over the required threshold of twenty dollars and requires a Jury prior to any personal or individual loss. This same injustice and lack of due process applies to the additional \$13.00 USD per month penalty that is also going to be imposed. So it is my view and the view of many that you have approved a fine for spy meter non-compliance for which you have no legal right to do. The right jury properly seated might agree with me. Your general council and FPL's will argue that it is a service fee, well anyone of common back ground and of the working class would view it as a punitive charge for non-compliance. I believe after some critical thought and reflection I think we can all agree how this may end if push comes to shove.

Now I am a reasonable person and I can understand that my meter will cost FPL more money to read than someone who has a new spy meter installed. Given this I would be willing to pay reasonable cost on the meter read. I have tried to rationally analyze how can it cost 95.00 USD to do nothing and why it cost FPL \$13.00 USD per month to read my meter. I assume the extra money will cover the cost to read the meter as FPL has told me over and over that the new meters will not increase your bill or charge you any more for the electricity than the old meters do today. I will read every non-smart meter in Florida at \$5.00 USD per each read and retire in short order. Please provide me facts and data that justify the FPL cost that you have allowed them to flow down and penalize me and other Florida Citizens with. These penalties that I am sure you call fees are punitive and unconstitutional. If the penalties were smaller I would consider paying the fines because I openly acknowledge that it is better for FPL if I comply and accept their spy meter. I am willing to sit down and negotiate a better deal for those Citizens of Florida who do not want a spy meter on their bedroom wall. I am also willing if required to take legal action that would drive this issue to a jury decided outcome for the class that has standing.

For those of you who are reading this and you are feeling the effects of you own cognitive dissonance click [HERE](#) and [HERE](#) and [HERE](#) and [HERE](#) and [HERE](#) and [Here](#) . Given this information, if anyone of you wants an Internet microwave wireless internet hub installed on your bedroom wall and then hooked to devices in your home that the CIA (Intelligentsia Stasi) has already publicly stated will be used as spy devices then it is you that has the problem not me. I wonder how Senator Feinstein is feeling

about privacy issues these days, after her staff was recently sodomized and electronically raped by our good friends at the Intelligentsia Stasi.

Please forward as appropriate. Hopefully it will be wide far and public.

Note this e-mail contains BCC distributions

Thank You for your time and consideration in this matter.

## Crystal Card

---

**From:** Randy Roland  
**Sent:** Wednesday, March 19, 2014 9:47 AM  
**To:** Consumer Correspondence  
**Subject:** To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35586; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please add the attached consumer correspondence to Docket 130223.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, March 18, 2014 6:41 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35586

### CUSTOMER INFORMATION

Name: Delma Amorim-Pichardo  
Telephone: 321 267 8406  
Email: [m\\_delma@bellsouth.net](mailto:m_delma@bellsouth.net)  
Address: 2722 Blue Teal Ct Mims FL 32754

### BUSINESS INFORMATION

Business Account Name: Delma Amorim-Pichardo Account Number: 04944-43450  
Address: 2722 Blue Teal Ct Mims Florida 32754

### COMPLAINT INFORMATION

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

FPL has given me until 3/23/2014 to decide which meter options (smart or mechanical) to select. We want to keep the mechanical meter, however, we have received a letter from FPL stating that we have to pay \$95.00 (onetime fee) and \$13.00 monthly to maintain the mechanical meter. The justification that FPL makes for the extra charges do not appear to be sound logical ones. FPL is not providing any kind of adequate or sufficiently detailed breakout of the sub-charges which would add up to the \$95 and to the \$13. The amount of these charges is outrageous, especially for someone on a retired income, and amounts to nothing less than arm-twisting Florida residents into accepting smart meters. What kind of a choice is this for a middle class Florida resident? We don't have any issues in paying a lower and reasonable maintenance fee.

As the Public Service Commission working on the side of the people of the State of Florida, I am asking you to please find out what can be done promptly, as FPL is pressuring us to make a choice by 3/23/2014. Thank you for taking this item in consideration.

## Crystal Card

---

**From:** Delma Amorim-Pichardo <mail@changemail.org>  
**Sent:** Tuesday, March 18, 2014 7:14 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Delma Amorim-Pichardo Mims, Florida

---

There are now 32 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Tuesday, March 18, 2014 3:40 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Improper Billing TRACKING NUMBER: 35569; E-Form Other Complaint TRACKING NUMBER: 35570

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Tuesday, March 18, 2014 8:55 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

I have combined these two, they are from the same address/ same customer of record. Copy on file, see 1141780C. DHood

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 17, 2014 8:15 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 35569

### CUSTOMER INFORMATION

Name: Sandra Harrison  
Telephone:  
Email:  
Address: 5850 Myakka Valley Trail Sarasota FL 34241

### BUSINESS INFORMATION

Business Account Name: Joseph Harrison  
Account Number: 5126606408  
Address: 5850 Myakka Valley Trail Sarasota Florida 34241

### COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

#### Details:

I object to the FPL mandated enrollment fee and monthly surcharge for continuation of a meter other than a smart meter. No explanation of the "additional" cost that would warrant additional fees is given. I do not understand what the \$98 enrollment fee will be used for. I already have such a meter, am currently billed from that meter and expect no additional services. It appears that this "enrollment fee" is merely punitive. I object to the smart meters because of health and privacy issues. FPL has not adequately addressed the occurrences of smart meter fires. FPL refuses to contractually guarantee that they will not sell or give data to any entity or organization. Furthermore they refuse to guarantee that they will not use the smart meter technology to limit distribution of power based on actual usage patterns. In other words, if we want to run the air conditioner all day long in the summer, and pay for it, then we should be able to do so.

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 17, 2014 9:10 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35570

### CUSTOMER INFORMATION

Name: Joe Harrison  
Telephone: 850-5416489  
Email: [jhbonz@aol.com](mailto:jhbonz@aol.com)  
Address: 5850 Myakka Valley Trail Sarasota FL 34241

### BUSINESS INFORMATION

Business Account Name: JOSEPH HARRISON  
Account Number: 5126606408  
Address: 5850 MYAKKA VALLEY TRAIL SARASOTA Florida 34241

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

#### Details:

I am opposed to "smart meters" and particularly the added fees for keeping our old analog meter. FPL claims the fees are needed to offset costs incurred when people keep their old meter. There is no additional cost. They have always had to come out to read the meters. If anything, they should rebate those who have accepted the new meters. They have also incurred added cost by having to come out to install new meters so maybe those people should pay the \$98 "enrollment fee". This technology hasnt been properly tested and there are health and safety issues as well. I am also quite concerned about the collection of data and the possibility of rationing power in the future. I want government and other uninvited entities out of my house, my cell phone, my computer, and my car.

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Tuesday, March 18, 2014 4:25 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35562; FPSC , 1 page(s); E-Form Other Complaint TRACKING NUMBER: 35579; E-Form Other Complaint TRACKING NUMBER: 35580

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Tuesday, March 18, 2014 4:09 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

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

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 17, 2014 10:25 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35562

### CUSTOMER INFORMATION

Name: Kathleen Bolam  
Telephone: 941-408-0013  
Email: [parentsof9@comcast.net](mailto:parentsof9@comcast.net)  
Address: 131 Flamingo Rd. Venice FL 34293

### BUSINESS INFORMATION

Business Account Name: Kathleen Bolam  
Account Number: 89086-66327  
Address: 131 Flamingo Rd. Venice Florida 34293

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company  
Details:  
Smart Meter complaint -Document #130223

Dear Public Service Commission members.....May I remind you of the words, Public Service. Your actions in regard to the charges requested and approved for FPL to charge customers for retaining their analog meters, does not appear that you are representing the People of this state. Those charges are there to effect compliance and control. I will pay the fees under DURESS while I exercise every remedy to correct this situation and remove you from your position. You have not shown that you represent the people.....the public. FPL has a history of usage for each house. They could continue to bill customers according to past history and read the meters every 6 months to reconcile or customers could by phone or mail send in the readings and they could be reconciled annually or every 6 months. I am not only upset about these OUTRAGEOUS charges but over the fact that this program was even permitted. There will be an investigation.....and your flesh will be on the line. You are not immune; you can be held personally and professionally responsible.

PSC was contacted previously

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, March 18, 2014 1:22 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35579

### CUSTOMER INFORMATION

Name: Vivian Petit  
Telephone:  
Email:  
Address: 6320 Angus St. Cocoa FL 32927

### BUSINESS INFORMATION

Business Account Name: James P. Petit  
Account Number: 1767108333  
Address: 6320 Angus St. Cocoa Florida 32927

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

#### Details:

This is an ongoing situation. Since your Commission has allowed FPL to charge its customers, of which we are one, for keeping the meter we currently have, a charge of \$95 for installation and an additional \$13 per month, we are forced to agree to having a "smart meter" placed on our home in order not to pay these additional costs. This we will do, but in protest. In order for our compliance to be on record, as well as our protest, I am filing this complaint with you as of this date (03/18/2014).

PSC was contacted previously

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, March 18, 2014 1:39 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35580

### CUSTOMER INFORMATION

Name: caroljean wichers  
Telephone: 9417942898  
Email: [notmale64@hotmail.com](mailto:notmale64@hotmail.com)  
Address: 4012 coconut terrace Bradenton FL 34210

### BUSINESS INFORMATION

Business Account Name: caroljean wichers Account Number: 15871-32893  
Address: 4012 coconut terrace Bradenton Florida 34210

### COMPLAINT INFORMATION

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

I told FPL I didnt want the smart meter. I have heard controversial things about it. Now I have received a letter stating I will be penalized \$95 initially and then \$13 each month thereafter. Seeing as FPL is the only power provider in this area, I feel that this is black mail. I have nowhere else to go for electrical service. This does not seem legal. Please help and respond asap.

PSC was contacted previously

## Crystal Card

---

**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Monday, March 17, 2014 10:04 AM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)  
**Attachments:** FAX-2014-03-17 10\_04\_09.tif

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

---

FLORIDA PUBLIC SERVICE COMMISSION

Fax: 1-800-511-0809

**PROTEST DOCUMENT 130223**

**This is to inform you that I am outraged that you approved FPL to charge us for keeping our Non-Standard meter over the smart meter, which costs us \$95 as an enrollment fee & another \$13 each month for not having a “smart meter”!**

**Is this FPL’s way to force us to allow the “smart meter”? This is completely unfair and I cannot believe you would have agreed to this. A big question is WHY are they doing this? I demand that you look into this. If FPL wants to install the smart meter, it should be up to us which one we would prefer, but NOT to force us by imposing these high fees.**

**Esther Rachwal  
4975 Southern Wood Dr.  
Sarasota, FL 34241**

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Tuesday, March 18, 2014 3:06 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223-

Consumer correspondence

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

**From:** Consumer Contact  
**Sent:** Tuesday, March 18, 2014 2:23 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223- response requested

Copy on file, see 1141878C. DHood

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

**From:** [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [mailto:consumerComplaint@psc.state.fl.us]  
**Sent:** Tuesday, March 18, 2014 2:16 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35581

### CUSTOMER INFORMATION

**Name:** Ralph Davis  
**Telephone:** 941 7925416  
**Email:** [ralphstarnight508@gmail.com](mailto:ralphstarnight508@gmail.com)  
**Address:** 4016 100th st west bradenton FL 34210-1225

### BUSINESS INFORMATION

**Business Account Name:** Ralph Davis  
**Account Number:** 15921-37812  
**Address:** 4016 100th st west bradenton Florida 34210-1225

### COMPLAINT INFORMATION

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

**Details:**

Several months ago I advised FPL I did not want their Smart Meter installed. Last week I received a letter stating I would be fined \$95. plus a monthly fine of \$13. every month if I declined the meter. They have a monopoly for this service & I feel it to be illegal & unjust for FPL to be able to act in this manner. I would appreciate hearing from you re: their action.

## Crystal Card

---

**From:** Office of Commissioner Brown  
**Sent:** Monday, March 17, 2014 4:55 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the correspondence below in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

**From:** David and Donald Homol [mailto:[mail@changemail.org](mailto:mail@changemail.org)]  
**Sent:** Monday, March 17, 2014 2:01 PM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for

taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
David and Donald Homol Cocoa Beach , Florida

---

There are now 30 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:  
<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>

## Crystal Card

---

**From:** Office of Commissioner Balbis  
**Sent:** Monday, March 17, 2014 4:53 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the email below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

Thank you,  
Cristina

**From:** David and Donald Homol [mailto:mail@changemail.org]  
**Sent:** Monday, March 17, 2014 2:01 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
David and Donald Homol Cocoa Beach , Florida

---

There are now 30 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:  
<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Monday, March 17, 2014 11:23 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35560

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, March 17, 2014 9:17 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

Copy on file, see 1141621C. Customer also filed a warm transfer with the same language, see 1141615E. DHood

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, March 16, 2014 10:32 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35560

### CUSTOMER INFORMATION

Name: John Hendrick  
Telephone: 941-624-3286  
Email: [stockshot3@aol.com](mailto:stockshot3@aol.com)  
Address: 1109 Dorchester Street Port Charlotte FL 33952

### BUSINESS INFORMATION

Business Account Name: John Hendrick  
Account Number: 21938-36091  
Address: 1109 Dorchester Street Port Charlotte Florida 33952

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company

#### Details:

We as consumers living on wages that we cannot afford another bill are asounded that you can bill us \$95.00 in two weeks for us not wanting a smart meter that has not met safety standards in a allotted time to know excatly what real radio waves will do with people living an usually the meter is right next to bedrooms where we will be zapped 8 - 9 hrs of sleeping with those waves around our bodies.Its unfair that our country an companies bully us to do things or make us pay if we dont abide.

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Monday, March 17, 2014 11:23 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35560

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, March 17, 2014 9:17 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

Copy on file, see 1141621C. Customer also filed a warm transfer with the same language, see 1141615E. DHood

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, March 16, 2014 10:32 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35560

### CUSTOMER INFORMATION

Name: John Hendrick  
Telephone: 941-624-3286  
Email: [stockshot3@aol.com](mailto:stockshot3@aol.com)  
Address: 1109 Dorchester Street Port Charlotte FL 33952

### BUSINESS INFORMATION

Business Account Name: John Hendrick  
Account Number: 21938-36091  
Address: 1109 Dorchester Street Port Charlotte Florida 33952

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company  
Details:

We as consumers living on wages that we cannot afford another bill are asounded that you can bill us \$95.00 in two weeks for us not wanting a smart meter that has not met safety standards in a allotted time to know excatly what real radio waves will do with people living an usually the meter is right next to bedrooms where we will be zapped 8 - 9 hrs of sleeping with those waves around our bodies.Its unfair that our country an companies bully us to do things or make us pay if we dont abide.

## Crystal Card

---

**From:** Ruth McHargue  
**Sent:** Monday, March 17, 2014 2:43 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35542; E-Form Improper Billing TRACKING NUMBER: 35545; E-Form Other Complaint TRACKING NUMBER: 35562; FPSC , 1 page(s); E-Form Other Complaint TRACKING NUMBER: 35565

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, March 17, 2014 2:18 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

These have been entered as info requests to docket 130223, EI802, PR69. DHood

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, March 13, 2014 8:04 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35542

### CUSTOMER INFORMATION

Name: michael sorano  
Telephone: 305 454 5351  
Email: [msarno@netzero.com](mailto:msarno@netzero.com)  
Address: 3333 ridgewood ave port orange FL 32129

### BUSINESS INFORMATION

Business Account Name: michael sorano  
Account Number: 34436-21416  
Address: 3333 ridgewood ave port orange Florida 32129

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:  
dear sir or madam;i have an analog meter on y house.i received a letter from the power co.telling me in order for me to keep my meter.i would have to pay a fee of \$95.00 and \$13.00 a month.  
ps I own the building. i have three smart meters all ready installed attached to the building without anyones consent.do I have any rights thank you I remain Michael sorano

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 17, 2014 10:25 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35562

### CUSTOMER INFORMATION

Name: Kathleen Bolam  
Telephone: 941-408-0013  
Email: [parentsof9@comcast.net](mailto:parentsof9@comcast.net)  
Address: 131 Flamingo Rd. Venice FL 34293

### BUSINESS INFORMATION

Business Account Name: Kathleen Bolam  
Account Number: 89086-66327  
Address: 131 Flamingo Rd. Venice Florida 34293

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company  
Details:  
Smart Meter complaint -Document #130223

Dear Public Service Commission members.....May I remind you of the words, Public Service. Your actions in regard to the charges requested and approved for FPL to charge customers for retaining their analog meters, does not appear that you are representing the People of this state. Those charges are there to effect compliance and control. I will pay the fees under DURESS while I exercise every remedy to correct this situation and remove you from your position. You have not shown that you represent the people.....the public. FPL has a history of usage for each house. They could continue to bill customers according to past history and read the meters every 6 months to reconcile or customers could by phone or mail send in the readings and they could be reconciled annually or every 6 months. I am not only upset about these OUTRAGEOUS charges but over the fact that this program was even permitted. There will be an investigation.....and your flesh will be on the line. You are not immune; you can be held personally and professionally responsible.

PSC was contacted previously

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, March 17, 2014 1:31 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35565

### CUSTOMER INFORMATION

Name: DOUGLAS LITTLETON  
Telephone: 3523652165  
Email: [dlittlet@yahoo.com](mailto:dlittlet@yahoo.com)  
Address: 2515 S ATLANTIC AVE, #201 DBSHORES FL 32118

### BUSINESS INFORMATION

Business Account Name: LITTLETON  
Account Number:  
Address: 2515 S ATLANTIC AVE, #201 AND #703 DBSHORES Florida 32118

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company  
Details:  
I Vehemently Object To The Smart Meter Program In Its Entirety As Well As The Costs To Opt Out Of The Smart Meter Program

PSC was contacted previously

## Crystal Card

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, March 14, 2014 2:49 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 35545

### CUSTOMER INFORMATION

Name: KEITH SAWCZAK  
Telephone: 239-248-3674  
Email: [KSWFL@AOL.COM](mailto:KSWFL@AOL.COM)  
Address: 25624 TROPIC ACRES DR BONITA SPRINGS FL 34135

### BUSINESS INFORMATION

Business Account Name: KEITH SAWCZAK  
Account Number: 3694226030  
Address: 25624 TROPIC ACRES DR BONITA SPRINGS Florida 34135

### COMPLAINT INFORMATION

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

I had my Smart meter removed about a year or so ago..The meter was making me ill and causing a host of physical problems, when the meter was removed all symptoms stopped, as is the case for many people.

Recently I received a letter stating I must pay a \$95.00 registration fee, and an extra \$13.00 per month to keep the analog non-smart meter in service.

I do not feel Im a liable for these increased cost to my electric bill due to the following:

Ive had the analog meter on my home which is read monthly so there is nothing to register...

Why a surcharge monthly? We all had analog meters for years and cost were standard, if there is a cost then when I had a Smart meter why wasnt that cost itemized in my bill and deducted?

I was never given a choice for the Smart meter it was installed on my home without my consent.

The smart meter is a known health hazard, had extreme effects and shouldnt be there in the first place.

I shouldnt have to pay extra to keep from getting ill. I have no other electric company providers to choose, so I must use FPL and adhere to these rigid senseless cost.

## Crystal Card

---

**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Monday, March 17, 2014 10:04 AM  
**To:** Consumer Contact  
**Subject:** FPSC , 1 page(s)  
**Attachments:** FAX-2014-03-17 10\_04\_09.tif

\*New Fax Received!\*

You have received a 1 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

---

FLORIDA PUBLIC SERVICE COMMISSION

Fax: 1-800-511-0809

**PROTEST DOCUMENT 130223**

**This is to inform you that I am outraged that you approved FPL to charge us for keeping our Non-Standard meter over the smart meter, which costs us \$95 as an enrollment fee & another \$13 each month for not having a “smart meter”!**

**Is this FPL’s way to force us to allow the “smart meter”? This is completely unfair and I cannot believe you would have agreed to this. A big question is WHY are they doing this? I demand that you look into this. If FPL wants to install the smart meter, it should be up to us which one we would prefer, but NOT to force us by imposing these high fees.**

**Esther Rachwal  
4975 Southern Wood Dr.  
Sarasota, FL 34241**

## Crystal Card

---

**From:** Office of Commissioner Balbis  
**Sent:** Monday, March 17, 2014 1:18 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the email below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

Thank you,  
Cristina

**From:** Erik Egle [mailto:mail@changemail.org]  
**Sent:** Wednesday, March 12, 2014 6:10 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Erik Egle Port Orange, Florida

---

There are now 26 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:  
<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>

**Shawna Senko**

---

**From:** Ruth McHargue  
**Sent:** Monday, March 17, 2014 11:21 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35549; E-Form Other Complaint TRACKING NUMBER: 35552; E-Form Other Complaint TRACKING NUMBER: 35557; E-Form Other Complaint TRACKING NUMBER: 35558; FPL and smart meters

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Monday, March 17, 2014 9:39 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

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

## Shawna Senko

---

**From:** Howardb <howardb@cfl.rr.com>  
**Sent:** Sunday, March 16, 2014 2:17 PM  
**To:** Consumer Contact  
**Subject:** FPL and smart meters

To: PSC

As a resident of Florida and a user of electricity I want to file a complaint. First, a reminder. The FPSC is supposed to look out for the best interest of the residents of Florida, not the major corporations to whom the State grants monopolies and monopsonic powers.

There has been considerable publicity about smart meters and the potential harm they can cause users. Further, the installation of smart meters is an intrusion on the privacy of residents. FPL has, in the past, and can, in the present, determine power demand at the generating station. A knowledge of the minute by minute usage of each individual user has nothing to do with the determination of gross power demand and is a complete invasion of privacy. Further, with a certainty of the direction the government is headed, smart meters ultimately will be used to monitor individuals and even ration use. As protectors of the public, you should be resisting the installation.

FPL now wants to levy a one time charge of \$95 for refusal to accept the change. There is no basis for this charge and it must be considered a punitive measure by FPL. The consumer is being charged for not accepting the change, nothing else. FPL also proposes \$13 a month charge to, we must assume, defray the cost of a meter reader.

Interesting, we didn't notice a reduction in cost of power on the first round installation of smart readers. That should have happened if FPL was telling the truth when they were hyping smart meters.

By going along with FPL, you are failing your obligation to he citizens of Florida

I would suggest it is past time the FPSC begin to consider looking for another power supplier, one who will provide better service and not use their monopoly power to take advantage of their customers who, individually are powerless to resist unreasonable incursions by the utility. My complaints against FPL include poor maintenance/upgrading of equipment as attested by their continuing almost daily momentary outages. Their also used to be line surges that have cost me two television sets, a desk top computer, a router, and innumerable light bulbs. Their failure to build a stronger better designed grid incurs to the tax payers the cost of rebuilding after every hurricane. They take their profits and appear to do the minimum necessary to keep the system up. We the taxpayers are not being well served by FPL or the FPSC.

Howard Bernbaum

[howardb@cfl.rr.com](mailto:howardb@cfl.rr.com)

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, March 16, 2014 6:53 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35557

### CUSTOMER INFORMATION

Name: Rick Wilsen  
Telephone: 941=921-5174  
Email:  
Address: 4304 Midland Road Sarasota FL 34231

### BUSINESS INFORMATION

Business Account Name: Rick Wilsen  
Account Number: 23402-44645  
Address: 4304 Midland Road Sarasota Florida 34231

### COMPLAINT INFORMATION

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

Due to concerns over health and privacy, I have not allowed a Smart Meter to be installed on my residence. My wife has had cancer, I we do not want any device on our house that could possibly cause her problems. Also, apparently, the devices are not even Underwriters Laboratory listed. FP&Ls brochure that arrived in the mail recently talks a lot about "choice" when it comes to having or not having a Smart Meter. Of course my choice to not have one comes with a significant financial penalty. Please mandate FP&L to offer a REAL choice, and to not charge me to protect my home and family. Thank You!

## Shawna Senko

---

**From:** Howardb <howardb@cfl.rr.com>  
**Sent:** Sunday, March 16, 2014 2:17 PM  
**To:** Consumer Contact  
**Subject:** FPL and smart meters

To: PSC

As a resident of Florida and a user of electricity I want to file a complaint. First, a reminder. The FPSC is supposed to look out for the best interest of the residents of Florida, not the major corporations to whom the State grants monopolies and monopsonic powers.

There has been considerable publicity about smart meters and the potential harm they can cause users. Further, the installation of smart meters is an intrusion on the privacy of residents. FPL has, in the past, and can, in the present, determine power demand at the generating station. A knowledge of the minute by minute usage of each individual user has nothing to do with the determination of gross power demand and is a complete invasion of privacy. Further, with a certainty of the direction the government is headed, smart meters ultimately will be used to monitor individuals and even ration use. As protectors of the public, you should be resisting the installation.

FPL now wants to levy a one time charge of \$95 for refusal to accept the change. There is no basis for this charge and it must be considered a punitive measure by FPL. The consumer is being charged for not accepting the change, nothing else. FPL also proposes \$13 a month charge to, we must assume, defray the cost of a meter reader.

Interesting, we didn't notice a reduction in cost of power on the first round installation of smart readers. That should have happened if FPL was telling the truth when they were hyping smart meters.

By going along with FPL, you are failing your obligation to he citizens of Florida

I would suggest it is past time the FPSC begin to consider looking for another power supplier, one who will provide better service and not use their monopoly power to take advantage of their customers who, individually are powerless to resist unreasonable incursions by the utility. My complaints against FPL include poor maintenance/upgrading of equipment as attested by their continuing almost daily momentary outages. Their also used to be line surges that have cost me two television sets, a desk top computer, a router, and innumerable light bulbs. Their failure to build a stronger better designed grid incurs to the tax payers the cost of rebuilding after every hurricane. They take their profits and appear to do the minimum necessary to keep the system up. We the taxpayers are not being well served by FPL or the FPSC.

Howard Bernbaum

[howardb@cfl.rr.com](mailto:howardb@cfl.rr.com)

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, March 15, 2014 8:56 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35552

### CUSTOMER INFORMATION

Name: Phillip Hill  
Telephone: 863-558-1867  
Email: [counterpro62@hotmail.com](mailto:counterpro62@hotmail.com)  
Address: 135 S. Pasco Ave. Arcadia FL 34266

### BUSINESS INFORMATION

Business Account Name: Phillip Hill  
Account Number: 4681681146  
Address: 135 S. Pasco Ave. Arcadia Florida 34266

### COMPLAINT INFORMATION

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

Ive recently received from FP&L a letter telling me that I will have to pay an enrollment fee of \$95 to keep my analog meter and pay a monthly fee of \$13.Plus I only have until the end of the month to comply. Right now I have so many financial burdens that this will only add to my troubles. I have a total of 6 people in my house at this moment (all family members) and I am the only one that is employed. I am in the middle of a bankruptcy and Im paying for back taxes that I owe to the IRS. I havent figured this years taxes yet, but it looks like Ill be owing again. This is just ridiculous, FP&L doesnt need this money just for me to keep my meter. I think it is just their way of getting back at me for refusing a smart meter. Please dont allow them to do this to so many customers who are locked into doing business with them as they are the only electric company we can buy power from. Thank you for your review of this matter.

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, March 16, 2014 6:59 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35558

### CUSTOMER INFORMATION

Name: Matthew Wilsen  
Telephone:  
Email:  
Address: 7142 Rangi Drive Sarasota FL 34241

### BUSINESS INFORMATION

Business Account Name: Matthew Wilsen  
Account Number: 61627-16176  
Address: 7142 Rangi Drive Sarasota Florida 34241

### COMPLAINT INFORMATION

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

We have opted out of the Smart Meter on our residence. Now, FP&L is requiring us to pay for this decision. Please instruct FP&L to respect the health and privacy concerns of its customers who wish not to pay a penalty for not installing the Smart Meter.

## Shawna Senko

---

**From:** Ruth McHargue  
**Sent:** Friday, March 14, 2014 2:52 PM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact  
Sent: Wednesday, January 08, 2014 8:18 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130223

Copy on file, see 1135201C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Wednesday, January 08, 2014 8:08 AM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35167

### CUSTOMER INFORMATION

Name: Ben Schwartz  
Telephone: 321-639-4071  
Email: [schwartzbs1954@gmail.com](mailto:schwartzbs1954@gmail.com)  
Address: 4230 Lee Hall Place Cocoa FL 32927

### BUSINESS INFORMATION

Business Account Name: Ben Schwartz  
Account Number:  
Address: 4230 Lee Hall Place Cocoa Florida 32927

### COMPLAINT INFORMATION

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

FPL proposal to charge non-smart meters a one time \$95 fee and \$13/mo additional that has been tentatively approved by the PSC.

These charges should be denied. The smart meter is for the convenience of FPL, not the customer. The additional charges would be similar to charging every driver a fee for not buying a new car.

Do those customers with smart meters get billed at lower \$/kw rate than non-smart meter customers? With the installation of smart meters, has FPLs \$/kw charge been reduced?

**Shawna Senko**

---

**From:** Ruth McHargue  
**Sent:** Friday, March 14, 2014 1:51 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** FPL Smart Meter - new fees; E-Form Other Complaint TRACKING NUMBER: 35478; FW: My contact

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Wednesday, March 05, 2014 9:23 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

The attached emails have been filed as info requests to docket 130223, EI802, PR-69. DHood

## Shawna Senko

---

**From:** celeste Welch <geosulcata@gmail.com>  
**Sent:** Tuesday, March 04, 2014 5:21 PM  
**To:** Consumer Contact  
**Subject:** FPL Smart Meter - new fees

I opted out of a smart meter due to the fact that our meter is located right outside of where my daughter sleeps - her pillow is on the wall right inside from the meter. My daughter also has a brain tumor and a medical device (VP shunt). I am concerned about the effects of the smart meter. VP shunts have to be reprogrammed after going through airports...I am concerned about the effects of the RF exposure. I do not use cell phones in the house and do not want cell phone type signals near our daughter's head. We received an email from FPL saying we will be charged \$95 plus \$13 a month to keep our old meter. I do not see why our bill would increase if we are not changing anything...perhaps the bills of those with smart meters should decrease due to the savings from not having meter readers come out. If FPL will relocate our meter and all wiring to outside of our garage, we are happy to have a smart meter installed, but due to the location being by our child's bedroom wall/window, we are not comfortable with the RF exposure that would be caused by a smart meter.

Please let me know if there is anything we can do. It seems wrong to make me pay extra to keep basic service. Why would I have to pay a one time fee of \$95 if I am not receiving any new equipment. I do not understand how the one time fee was approved. The monthly fee is more reasonable, however, even that should be a credit to those who received smart meters rather than a fee to those who have not.

Celeste Welch  
941-355-2070

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, March 04, 2014 9:38 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35478

### CUSTOMER INFORMATION

Name: symeth meagher  
Telephone: 5617337279  
Email:  
Address: 6892 molakai circle boynton beach FL 33437

### BUSINESS INFORMATION

Business Account Name: symeth meagher  
Account Number:  
Address: 6892 molakai circle boynton beach Florida 33437

### COMPLAINT INFORMATION

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

do not feel we should be charged 95.00 for a meter I already have and 13.00 per month....I do not wish to have a smart meter as reports show it is unhealthy ...

## Shawna Senko

---

**From:** Webmaster  
**Sent:** Wednesday, March 05, 2014 8:46 AM  
**To:** Consumer Contact  
**Subject:** FW: My contact

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

From: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us) [<mailto:contact@psc.state.fl.us>]  
Sent: Tuesday, March 04, 2014 9:04 PM  
To: Webmaster  
Cc: [captscott17@hotmail.com](mailto:captscott17@hotmail.com)  
Subject: My contact

Contact from a Web user

Contact Information:

Name: Scott Lockwood  
Company:  
Primary Phone: 954 592 5332  
Secondary Phone: 954 592 5332  
Email: [captscott17@hotmail.com](mailto:captscott17@hotmail.com)

Response requested? Yes

CC Sent? Yes

Comments:

I am severely disappointed in the Florida Public Service Commission's approval for Florida Power and Light to gouge customers who refuse to allow surveillance equipment (so called Smart Meters) to be installed on their homes. In addition to this act being an invasion of privacy, Smart Meters are a documented health risk due to the radiation emitted from these devices.

I received an email today from FP&L informing me that it would cost me an "enrollment fee" of \$95 to KEEP my current standard electrical meter and then a monthly surcharge of \$13 to continue receiving electrical service from them in what they now refer to as "non-standard service".

I heard NOTHING about public hearings on this matter and it is quite obvious that this dirty deal was done in a back room, behind closed doors and NOT in the best interest of the people of Florida.

This is yet one more Communist/Socialist/Marxist control element being forced upon the free people of the United States. Where is it going to STOP?! Our country is being destroyed and our freedoms are being eroded. I demand to know how and why this unreasonable extra charge is being allowed against people with legitimate health concerns as well as serious privacy and civil liberties concerns.

I await your response.

Scott Lockwood

## Shawna Senko

---

**From:** Office of Commissioner Balbis  
**Sent:** Friday, March 14, 2014 10:07 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the email below in Docket Correspondence of Consumers and their representatives for docket no. 130223-EI.

Thank you,  
Cristina

**From:** Nicole Leonard [mailto:mail@changemail.org]  
**Sent:** Thursday, March 13, 2014 3:52 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes

to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,

Nicole Leonard Port St Lucie, Florida

---

There are now 29 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>

**Shawna Senko**

---

**From:** Office of Commissioner Brown  
**Sent:** Friday, March 14, 2014 8:32 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the correspondence below in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

**From:** Nicole Leonard [mailto:[mail@changemail.org](mailto:mail@changemail.org)]  
**Sent:** Thursday, March 13, 2014 3:52 PM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts

of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/ef_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,

Nicole Leonard Port St Lucie, Florida

---

There are now 29 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>

**Shawna Senko**

---

**From:** Ruth McHargue  
**Sent:** Thursday, March 13, 2014 5:49 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35537; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Thursday, March 13, 2014 3:51 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

These have been entered as info requests to Docket 130223, EI802, PR69. DHood

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, March 12, 2014 2:14 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35537

### CUSTOMER INFORMATION

Name: William Burlew  
Telephone: 9542358739  
Email: [wbfreebird@gmail.com](mailto:wbfreebird@gmail.com)  
Address: 1047 NE 34th Court, Apt#B Oakland Park FL 33334

### BUSINESS INFORMATION

Business Account Name: William Burlew  
Account Number: 0748445202  
Address: 1047 NE 34th Court, Apt#B Oakland Park Florida 33334

### COMPLAINT INFORMATION

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

I had FP&L cahage my smart meter to the old analog type because after they installed the smart at my Apt. I started getting severe headaches from it. It took a couple of weeks to figure out what was causing me to get them and it is definately the meter. I had it switched and I have not had on e single headache since. Now they want to charge us a \$95.00 fee to have the old type plus a \$13.00 monthly fee after that. I need to know how is it possible that the state is allowing this to happen and how can I stop it. Im a disabled veteran living on a low fixed income and there is no way I can afford this charge. Plus how is that FP&L can make their customer very sick and the charge then for on top of it all. I think Gov. Scott should Google FP&L smart meter complaints and read the tens of thousands of people that are getting sick just like me for these stinking things. Smart meters are very dangerous in many different ways to humans. Please help in doing some thing to stop this FP&L from doing this to Florida residents. It is just plain WRONG !!!! Thank You for your help

## Shawna Senko

---

**From:** Melissa Simmons <mail@changemail.org>  
**Sent:** Thursday, March 13, 2014 3:43 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Melissa Simmons Okeechobee, Florida

---

There are now 28 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



**Shawna Senko**

---

**From:** Pamela Paultre  
**Sent:** Thursday, March 13, 2014 4:00 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket no. 130223-EI  
**Attachments:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; FPL Smart Meter HELP NEEDED; 9 Million Dollars in UNEARNED smart meter fees

Good afternoon,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 130223-EI.

Thank you,

Pamela Paultre  
Assistant to Commissioner Ronald Brisé  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
(850) 413-6036

## Shawna Senko

---

**From:** Nicole Leonard <mail@changemail.org>  
**Sent:** Thursday, March 13, 2014 3:52 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europemc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Nicole Leonard Port St Lucie, Florida

---

There are now 29 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Shawna Senko

---

**From:** Melissa Simmons <mail@changemail.org>  
**Sent:** Thursday, March 13, 2014 3:43 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europemc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Melissa Simmons Okeechobee, Florida

---

There are now 28 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Shawna Senko

---

**From:** Erik Egle <mail@changemail.org>  
**Sent:** Wednesday, March 12, 2014 6:10 PM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Erik Egle Port Orange, Florida

---

There are now 26 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Shawna Senko

---

**From:** BOB G <mail@changemail.org>  
**Sent:** Wednesday, March 12, 2014 7:41 AM  
**To:** Office of Commissioner Brisé  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Ronald A. Brisé,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
BOB G HOLLYWOOD, Florida

---

There are now 26 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=5b8dc01ce217>



## Shawna Senko

---

**From:** Ashley C <aciliberti96@gmail.com>  
**Sent:** Monday, March 10, 2014 8:23 PM  
**To:** Office of Commissioner Brisé  
**Subject:** FPL Smart Meter HELP NEEDED

Commission Brisé,

Good evening! My name is Ashley Ciliberti and I'm reaching out to you for help. Recently the Florida Public Service Commission gave approval for FPL to charge a flat one time fee and monthly fee for me to keep the Smart Meter off my home.

The FPL Smart Meter was installed on my home in mid-November 2011. By the end of November that same year, my son starting having medical issues. He was covered in hives from head to toe. We went from doctor to doctor. Some of what he went through includes over 15 rounds of blood work, 2 biopsies, a CAT scan, surgery for a recently ascended testicle. For over a year, we couldn't figure out what was wrong. We even flew to the Children's Hospital of Philadelphia for help. No one knew how to help us. Doctors wouldn't see us because my son was an anomaly and didn't have a specific diagnosis.

Long story short, my neighbor had her smart meter removed and was surprised at the date it was installed. It was too close to my son's healthy issues starting to be a coincidence. After researching health effects associated with smart meters, I decided to have ours taken off. My son's doctors thought I was crazy. That there was no way the meter could've have caused his health issues. But they listened to me. We had the meter removed and then spent over a month weaning him off of medications.

Being a smart meter free home allows my son to live a life free from doctors and health issues. Kids no longer shy away from him because of his hives and other medical issues. I no longer have to worry, staying up all night trying to figure out how to help him.

Now I need your help. Charging to keep my house smart meter free is unfathomable. What if I can't afford the flat fee and monthly fee? Should I subject my son and my family to what he has already endured. Of course I can't. But what other options do I have?

What about current homeowners that are living in a smart meter free house? Isn't there a way to grandfather us in. I don't know what other options I have. I chose not to go after FPL when these health issues were a direct correlation to the smart meter. So why is FPL going after me??

Please consider taking a stand. I know I'm not alone in this plight.

Ashley Ciliberti  
865 SW Sun Circle  
Palm City, FL 34990

## Shawna Senko

---

**From:** jtryan3382@cfl.rr.com  
**Sent:** Monday, March 10, 2014 11:03 AM  
**To:** Office of Commissioner Brisé  
**Subject:** 9 Million Dollars in UNEARNED smart meter fees

Dear Commissioner Brise,

Please do not let FPL collect over \$9 million in fees for which they are not yet entitled.

These fees are on the backs on 36,000 Floridians who respectfully choose not to get "smart meters".

\$95 per customer initial charge: \$3,420,000.00

\$13 per month per customer (1st yr) \$5,616,000.00

This first year (\$9+ million) and \$5.6 million per year thereafter, are to be held separately, subject to refund, until the Commission approves these charges.

Please do not let FPL collect these funds in advance, subject to refund. FPL can establish their system requirements but please do not let them fatten their coffers in advance. This is a punitive approach to weaken or silence your fellow Floridians who respectfully reject "smart meters".

If and when FPL proves to you, our Commissioner, the economic viability, safety and security of the "smart meter", and you approve these fees, then let FPL collect them. Please, not in advance.

Thank you for your consideration.

John T Ryan  
3382 Glenshane Way  
Ormond Beach, FL 32174  
[jtryan3382@cfl.rr.com](mailto:jtryan3382@cfl.rr.com)

## Crystal Card

---

**From:** Office of Commissioner Brown  
**Sent:** Thursday, March 13, 2014 2:08 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the correspondence below in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)*  
*(850) 413-6030 (Office)*  
*(850) 413-6031 (Fax)*

Please 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.

**From:** Janet Jackson [mailto:[mail@changemail.org](mailto:mail@changemail.org)]  
**Sent:** Thursday, March 13, 2014 10:46 AM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from

the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keep them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Janet Jackson Cocoa, Florida

---

There are now 27 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>

**Shawna Senko**

---

**From:** Betty Leland  
**Sent:** Thursday, March 13, 2014 1:14 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the attached email in docket correspondence consumers and their representatives in Docket No. 130223.

Thanks.

**From:** Janet Jackson [<mailto:mail@changemail.org>]  
**Sent:** Thursday, March 13, 2014 10:46 AM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

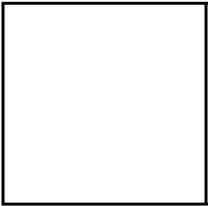
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pg3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Janet Jackson Cocoa, Florida

---

There are now 27 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



## Crystal Card

---

**From:** Cristina Slaton  
**Sent:** Thursday, March 13, 2014 1:10 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence

Please add the following information to Docket Correspondence of Consumers in docket no. 130223:

Mr. Thomas Bass of Mims in Brevard County called to express his concerns regarding the PSC's smart meter policy. His phone number is (321) 863-6260.

- He expressed a concern that the smart meter opt-out fees were too high, and that smart meters are not safe. He also expressed a concern that the Commission should consider the loss of employment with the decrease in the number of meter readers.
- He was told during the proposed agency action discussion, FPL was questioned regarding the costs of the opt-out fees, and he was informed that the video of that Commission conference was available online. He was also informed a hearing would be held regarding the matter, and that the petitions for hearing raised similar concerns.

Thanks,

***Cristina Slaton***  
***Executive Assistant to Commissioner Balbis***  
***PH: (850) 413-6004***  
***JX: (850) 413-6005***  
***[cslaton@psc.state.fl.us](mailto:cslaton@psc.state.fl.us)***

## Crystal Card

---

**From:** Pamela Paultre  
**Sent:** Thursday, March 13, 2014 11:25 AM  
**To:** Commissioner Correspondence  
**Cc:** Baldwyn English  
**Subject:** Docket no. 130223-EI

Good morning,

Please add the following information to Docket Correspondence of Consumers in docket no. 130223:

Mr. Thomas Bass of Mims in Brevard County called to express his concerns regarding the PSC's smart meter policy. His phone number is (321) 863-6260.

- He was concerned that FPL was levying fines before the PSC hearing on the issue took place. He said customers should not be fined until the PSC has heard and approved the matter.
- He was told by FPL that customers who continued to use an analog meter would be charged partly because FPL had to create a separate billing system for analog meters. He said he felt he was lied to because the current billing system is for analog meters; thus the customers using smart meters should be billed for a new billing system.

Thank you,

**Pamela Paultre**  
Assistant to Commissioner Ronald Brisé  
Florida Public Service Commission  
(850) 413-6036

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-**

---

**DATE:** March 13, 2014  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Walter Clemence, Public Utility Analyst II, Office of Industry Development and Market Analysis *ve MF*  
**RE:** Docket No. 130223-EI Petition for approval of optional non-standard meter rider, by Florida Power & Light Company

---

Please include the attached letter dated March 10, 2014 into the correspondence file for Docket No. 130223-EI.

RECEIVED-FPSC  
14 MAR 13 AM 9:31  
COMMISSION  
CLERK

## Mark Futrell

---

**From:** FAULKNER.RITA <FAULKNER.RITA@flsenate.gov>  
**Sent:** Wednesday, March 12, 2014 4:00 PM  
**To:** Ellen Plendl  
**Cc:** Mark Futrell  
**Subject:** Constituent: Ms. Cathy Grippi (Letter rec'd 03/12/2014) SMART METERS  
**Attachments:** img-140312151313-0001.pdf

03/12/2014

Hey, Mark,

This is the letter Senator Detert received today regarding **SMART METERS**.

Thank you for your time and efforts.

*Rita W. Faulkner  
Legislative Assistant  
Senator Nancy C. Detert  
District 28*

March 10, 2014

Senator Nancy C. Detert  
417 Commercial Court  
Suite D  
Venice, FL 34292

Dear Senator Detert,

Enclosed you will find a letter that my husband and I mailed to FP&L (Florida Power & Light) in response to an email they sent to our home in regard to new charges levied on people who have opted out of the new SMART meters. A copy of the email is enclosed as well.

We have tried many avenues to keep these new meters away from us for health and privacy reasons, but even the FLPSC (Florida Public Safety Commission) is apparently in FP&L's corner and the consumer is not protected because they refuse to even look at the scientific reports that have been provided them as recently as September 20, 2013. Now they want to force us to pay for a meter that is not wanted and...contrary to what FP&L says, is not safe for me and others.

What will you do to stop this harmful new system the new SMART meters provide? What will you do to get the FLPSC to do the job they were hired to do?

Eagerly awaiting your response,



Cathy Grippi,  
386 Hanchey Drive  
Nokomis, FL 34275  
941-882-4546  
cathy.grippi@gmail.com

RECEIVED MAR 12 2014

FP&L  
c/o Correspondence  
PO Box 025576  
Miami, FL 33188-0001

March 10, 2014

SUBJECT: Smart meter or alternative meter? You have a choice...

To the People at Florida Power & Light,

I am writing in response to the notice you sent via email to my husband's email address, (email attached to this letter), because there is no way to protest the only option you are providing us on your web site.

I do not believe you have the 'facts' correct as you state in your email. The new meters provide benefits that many of your customers are frankly not interested in receiving much less actually consider being benefits.

In fact, your new SMART meters are intrusive and do more than what most of us want from a device... which is to be the gauge to measure the electricity we use... including making some of us sick and exposing our personal activities to unwanted eyes. Seriously, should I consider the cost to my health - which is negatively affected by these meters - of no consequence to us?

The claim that consumers will experience reduced cost is more than insulting, it is inaccurate. Stimulus money was used to build these harmful devices. Are you saying that FP&L didn't have to purchase them? Either way you must think we are stupid. Those dollars are added to the Nation's debt ...a debt each of us will have to pay. So you folks at FP&L are either naive or lying about the cost to the consumer.

And now you add insult to injury wanting to charge people who were lucky enough to maintain the analogue meter that has always been reliable and the rest of us who are stuck with the ones FP&L claims send no signals. As one who is now in the latter group, I can attest that they must be sending a signal because when I am in my garage for more than 5 minutes, my body responds to the signals it is sending. NOT A GOOD THING!

In closing, we will keep our so called non communicating meter and protest the fees that you will apply to my bill. When we do pay those fees, the payment will be made under protest. Therefore, we are enrolling "under duress and protest" and re-iterate that we do NOT CONSENT to being charged for the equipment known as a non-standard Smart meter.

Sincerely,  
Cathy (& Mario) Grippi  
386 Hanchey Drive  
Nokomis, FL 34275  
FP&L Acct#1915552010

Handwritten signatures of Cathy and Mario Grippi. The signature for Cathy is written above the signature for Mario. Both signatures are in black ink and appear to be cursive.

.....copy of email received from FP&L.....

From: <FPL\_Correspondence@fpl.com>  
Date: Thu, Mar 6, 2014 at 1:28 PM  
Subject: Smart meter or alternative meter? You have a choice  
To: MARIOGRIPPI1@gmail.com  
March 6, 2014  
Re: Account #: 1915552010  
386 HANCHEY DR  
NOKOMIS, FL 34275

Dear Customer,

You have a choice of meter.

We are writing to advise you that the Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter.

Our records show that you currently have a non-standard meter. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees.

Please choose your meter option no later than March 26th, 2014.

Making your choice is easy. Just follow three simple steps:

(1) Know the facts. Smart meters provide important customer benefits and an enhanced level of service at no additional charge. They provide you with more information to help you manage your electricity use and bills, and they help us prevent power outages and get the lights back on faster if outages do occur. That is why they are now the standard meter FPL provides.

(2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, if you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13 to help cover FPL's costs of providing this non-standard service. These charges would be included in your electric bill. For more information please go to [www.FPL.com/meteroption](http://www.FPL.com/meteroption).

(3) Make your choice. Please complete the meter option form at [www.FPL.com/meteroption](http://www.FPL.com/meteroption) by March 26th, 2014.

For your convenience, we have also sent you information in the mail.

Thank you in advance for making your choice.

Sincerely,

Florida Power & Light Company

**Shawna Senko**

---

**From:** Betty Leland  
**Sent:** Thursday, March 13, 2014 7:31 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Spy meter non-compliance penalties

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

Thanks.

---

**From:** Stephen Townsend [mailto:stowndsend3@cfl.rr.com]  
**Sent:** Wednesday, March 12, 2014 10:22 PM  
**To:** Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; media.relations@fpl.com  
**Cc:** Congressman Bill Posey; Crisafulli, Steve; Barbara Davis; MICK, BILL; Jerry Murr; Campaign For Liberty Florida; Carlie Rogers; Ivey, Wayne  
**Subject:** Spy meter non-compliance penalties



**To: PSC Commissioners Chairman Art Graham, Lisa Polak Edgar, Eduardo E. Balbis, Ronald A. Brisé, Julie Imanuel Brown**

I recently received a letter from FPL stating that the public service commissioners have approved a FPL plan to offer a choice of meter type to eligible customers.

First off can you tell me how someone is classified as eligible? I assume I am eligible or I would not have received notification that I have a choice of meters.

This appears to be the only good news in the communications letter; however, the good news is laced with arsenic and unwanted and highly unnecessary ramifications.

These negative impacts appear to be blessed by appointed bureaucrats that have no real motivation to protect the people of the State of Florida.

So given the situation and the FPL provided information that, you commissioners approved these negative impacts therefore I am holding you accountable and I would like some answers.

What legal authority do you have to approve a one-time civil penalty on Florida's Citizens for \$ 95.00 USD just so they can keep their so called non-standard electric meters? The Fifth Amendment states No person shall.....nor be deprived of life, liberty, or property, without due process of law. It further states that there are only two types of legal actions civil and criminal. Well this is not criminal obviously so let's discuss civil. In civil actions over \$20.00 USD a jury is required to rule on the issue prior to any loss of Liberty and or property in this case my penalty of \$95.00 is way over the required threshold of twenty dollars and requires a Jury prior to any personal or individual loss. This same injustice and lack of due process applies to the additional \$13.00 USD per month penalty that is also going to be imposed. So it is my view and the view of many that you have approved a fine for spy meter non-compliance for which you have no legal right to do. The right jury properly seated might agree with me. Your general council and FPL's will argue that it is a service fee, well anyone of common back ground and of the working class would view it as a punitive charge for non-compliance. I believe after some critical thought and reflection I think we can all agree how this may end if push comes to shove.

Now I am a reasonable person and I can understand that my meter will cost FPL more money to read than someone who has a new spy meter installed. Given this I would be willing to pay reasonable cost on the meter read. I have tried to rationally analyze how can it cost 95.00 USD to do nothing and why it cost FPL \$13.00 USD per month to read my meter. I assume the extra money will cover the cost to read the meter as FPL has told me over and over that the new meters will not increase your bill or charge you any more for the electricity than the old meters do today. I will read every non-smart meter in Florida at \$5.00 USD per each read and retire in short order. Please provide me facts and data that justify the FPL cost that you have allowed them to flow down and penalize me and other Florida Citizens with. These penalties that I am sure you call fees are punitive and unconstitutional. If the penalties were smaller I would consider paying the fines because I openly acknowledge that it is better for FPL if I comply and accept their spy meter. I am willing to sit down and negotiate a better deal for those Citizens of Florida who do not want a spy meter on their bedroom wall. I am also willing if required to take legal action that would drive this issue to a jury decided outcome for the class that has standing.

For those of you who are reading this and you are feeling the effects of you own cognitive dissonance click [HERE](#) and [HERE](#) and [HERE](#) and [HERE](#) and [HERE](#) and [Here](#) . Given this information, if anyone of you wants an Internet microwave wireless internet hub installed on your bedroom wall and then hooked to devices in your home that the CIA (Intelligentsia Stasi) has already publicly stated will be used as spy devices then it is you that has the problem not me. I wonder how Senator Feinstein is feeling about privacy issues these days, after her staff was recently sodomized and electronically raped by our good friends at the Intelligentsia Stasi.

Please forward as appropriate. Hopefully it will be wide far and public.

Note this e-mail contains BCC distributions

Thank You for your time and consideration in this matter.

## Crystal Card

---

**From:** Betty Leland  
**Sent:** Thursday, March 13, 2014 7:29 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

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

Thanks.

**From:** Erik Egle [mailto:mail@changemail.org]  
**Sent:** Wednesday, March 12, 2014 6:10 PM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time. <http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

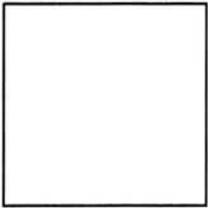
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Erik Egle Port Orange, Florida

---

There are now 26 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



**Shawna Senko**

---

**From:** Office of Commissioner Brown  
**Sent:** Wednesday, March 12, 2014 3:22 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the correspondence below in Docket Correspondence, 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](mailto:tholdnak@psc.state.fl.us)  
(850) 413-6030 (Office)  
(850) 413-6031 (Fax)*

Please 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.

**From:** Benny Bagoo [<mailto:mail@changemail.org>]  
**Sent:** Tuesday, March 11, 2014 7:53 PM  
**To:** Office of Commissioner Brown  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Julie Imanuel Brown,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they

got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,

Benny Bago Boca Raton, Florida

---

There are now 25 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=95be5fa5f9ed>

**Shawna Senko**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 12, 2014 2:43 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Wednesday, March 12, 2014 2:03 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

Copy on file, see 1141362C. DHood

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

**From:** [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
**Sent:** Wednesday, March 12, 2014 1:46 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35536

**CUSTOMER INFORMATION**

**Name:** David Rainer  
**Telephone:** 321-459-3283  
**Email:** [my.dog.rastro@gmail.com](mailto:my.dog.rastro@gmail.com)  
**Address:** 6221 Halyard Ct Rockledge FL 32955

**BUSINESS INFORMATION**

**Business Account Name:** David Rainer  
**Account Number:** 5433198149  
**Address:** 6221 Halyard Ct Rockledge Florida 32955

**COMPLAINT INFORMATION**

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

**Details:**

The FPL requirement to pay an enrollment fee and a monthly service charge to avoid the installation of a wiretapping device (aka Smart Meter) on my home is a violation of my constitutional rights. These devices are already subsidized by the Federal Government, and the rationale that it would be unfair for customers who have Smart Meters to pay a share of the charges of those who do not is flawed logic.

“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 occupant's 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.
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, 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. FPL 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. I am seeking no additional fees or monthly service charges to retain the analog meter that currently provides adequate information to assess my electricity usage.

**Shawna Senko**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 12, 2014 12:00 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35531; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.; Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Wednesday, March 12, 2014 8:27 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

These have been entered as info requests to Docket 130223, EI802, PR69. DHood

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, March 11, 2014 4:58 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35531

### CUSTOMER INFORMATION

Name: Lukas Connerley  
Telephone: 2392481975  
Email:  
Address: 2998 Wilson Blvd N Naples FL 34120

### BUSINESS INFORMATION

Business Account Name: Lukas Connerley  
Account Number:  
Address: 2998 Wilson Blvd N Naples Florida 34120

### COMPLAINT INFORMATION

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

I do not agree with being charged an upfront and the \$13/month fee for not allowing a smart meter to be installed on my home. There is absolutely no information available concerning the benefits of said meter. I feel as though installation of this monitoring device violates my right to privacy.

## Shawna Senko

---

**From:** Sherry Malinchak <mail@changemail.org>  
**Sent:** Tuesday, March 11, 2014 7:53 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/ef\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/ef_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Sherry Malinchak Pompano Beach, Florida

---

There are now 24 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Shawna Senko

---

**From:** Benny Bagoo <mail@changemail.org>  
**Sent:** Tuesday, March 11, 2014 7:53 PM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Benny Badoo Boca Raton, Florida

---

There are now 25 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



## Shawna Senko

---

**From:** BOB G <mail@changemail.org>  
**Sent:** Wednesday, March 12, 2014 7:41 AM  
**To:** Consumer Contact  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Florida Public Service Commission,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>

<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>

[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)

<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
BOB G HOLLYWOOD, Florida

---

There are now 26 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=dd3a0fd9be03>



**Shawna Senko**

---

**From:** Betty Leland  
**Sent:** Wednesday, March 12, 2014 9:30 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

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

Thanks.

**From:** Benny Bagoo [<mailto:mail@changemail.org>]  
**Sent:** Tuesday, March 11, 2014 7:53 PM  
**To:** Office Of Commissioner Graham  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Art Graham,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>

<http://www.ncbi.nlm.nih.gov/pubmed/18536493>

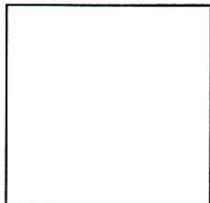
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Benny Badoo Boca Raton, Florida

---

There are now 25 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=b299e5e0acff>



**Shawna Senko**

---

**From:** Office of Commissioner Balbis  
**Sent:** Wednesday, March 12, 2014 9:22 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the email below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

Thank you,  
Cristina

**From:** Benny Bagoo [mailto:mail@changemail.org]  
**Sent:** Tuesday, March 11, 2014 7:53 PM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
Benny Bago Boca Raton, Florida

---

There are now 25 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>

**Shawna Senko**

---

**From:** Office of Commissioner Balbis  
**Sent:** Wednesday, March 12, 2014 9:13 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: FPL Smart Meter HELP

Please place the email below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

Thank you,  
Cristina

**From:** Ashley C [<mailto:aciliberti96@gmail.com>]  
**Sent:** Monday, March 10, 2014 8:21 PM  
**To:** Office of Commissioner Balbis  
**Subject:** FPL Smart Meter HELP

Commissioner Balbis,

Good evening! My name is Ashley Ciliberti and I'm reaching out to you for help. Recently the Florida Public Service Commission gave approval for FPL to charge a flat one time fee and monthly fee for me to keep the Smart Meter off my home.

The FPL Smart Meter was installed on my home in mid-November 2011. By the end of November that same year, my son starting having medical issues. He was covered in hives from head to toe. We went from doctor to doctor. Some of what he went through includes over 15 rounds of blood work, 2 biopsies, a CAT scan, surgery for a recently ascended testicle. For over a year, we couldn't figure out what was wrong. We even flew to the Children's Hospital of Philadelphia for help. No one knew how to help us. Doctors wouldn't see us because my son was an anomaly and didn't have a specific diagnosis.

Long story short, my neighbor had her smart meter removed and was surprised at the date it was installed. It was too close to my son's healthy issues starting to be a coincidence. After researching health effects associated with smart meters, I decided to have ours taken off. My son's doctors thought I was crazy. That there was no way the meter could've have caused his health issues. But they listened to me. We had the meter removed and then spent over a month weaning him off of medications.

Being a smart meter free home allows my son to live a life free from doctors and health issues. Kids no longer shy away from him because of his hives and other medical issues. I no longer have to worry, staying up all night trying to figure out how to help him.

Now I need your help. Charging to keep my house smart meter free is unfathomable. What if I can afford the flat fee and monthly fee? Should I subject my son and my family to what he has already endured. Of course I can't. But what other options do I have?

What about current homeowners that are living in a smart meter free house? Isn't there a way to grandfather us in. I don't know what other options I have. I chose not to go after FPL when these health issues were a direct correlation to the smart meter. So why is FPL going after me??

Please consider taking a stand. I know I'm not alone in this plight.

Ashley Ciliberti  
865 SW Sun Circle  
Palm City, FL 34990

**Shawna Senko**

---

**From:** Office of Commissioner Balbis  
**Sent:** Wednesday, March 12, 2014 9:12 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Please place the email below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

Thank you,  
Cristina

**From:** BOB G [mailto:mail@changemail.org]  
**Sent:** Wednesday, March 12, 2014 7:41 AM  
**To:** Office of Commissioner Balbis  
**Subject:** Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.

Dear Eduardo E. Balbis,

I just signed Jennifer McGinnis's petition "[Florida Public Service Commission: Stop FPL and other providers from charging people who do not want smart meters that are making them sick.](#)" on Change.org.

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters put off a 900 Mhz pulse every four hours for only a second but this is cumulative and over the long term can cause serious health issues like hypothyroid, infertility and reproductive organ problems and severe insomnia are just some found in the research and article below and in myself, my friends and family and in my animals. All have reported symptoms or illnesses within 6 months of their smart meter being installed. In a lot of the cases the homes didn't have cordless phones or wireless computers and the smart meter on their home and their neighbors were the only strong source of the RF. For those whose neighbors were far enough away, removing the smart meter greatly improved their health. Now FPL tells us that you are "forcing" them to charge all those who do not want the smart meters for health reasons. Yes, they used the words "forcing us". This is like charging people who do not want to ingest small amounts of arsenic in their food every day. FPL is notorious for taking money it under false pretenses. In 2004 they got approval to charge us for repairs to downed poles from the hurricanes that tore through Central Florida. That would be understandable except technicians from the cable and phone companies said that the poles were years overdue for replacement and that they would stick a screwdriver in the pole to see if it was safe before working on their lines. Many times the screwdriver would easily push through the poles. All these years we have been paying maintenance for the replacement and upkeep of the poles and they just kept the money and left the poles. Then when the storms take them down they want more money. Our bills were lower before the smart meter and now when our health is struggling and our animals health has been struggling they want us to once again pay more to go back to what I had when my bills were lower. It's a racket and they need to be stopped. They cannot be allowed to charge people who are just trying to protect the health of themselves and their families. I am asking you to step in and stop FPL and the rest of the electric providers from charging people to have their smart meters removed. Many people are suffering in this economy and can't afford to pay for medical bills, let alone pay to keep smart meters out of their homes to keeps them healthy. Below are links to research and articles showing the effects of 900Mhz which is a cumulative effect, building up over time.

<http://informahealthcare.com/doi/abs/10.3109/09553002.2010.502960>  
<http://www.ncbi.nlm.nih.gov/pubmed/18536493>  
<http://europepmc.org/abstract/MED/15917150/reload=0;jsessionid=o81xLPJdKiZKqmU0pq3Y.4>  
<http://www.smartmeterdangers.org/index.php/smart-meter-research/112-pulse-modulated-900mhz>  
[http://bioenergy.timleitch.net.nz/emf\\_articles/rf\\_causes\\_cancer.htm](http://bioenergy.timleitch.net.nz/emf_articles/rf_causes_cancer.htm)  
<http://naturalhealthnews.blogspot.com/2011/03/electromagnetic-radiation-kills-thyroid.html>  
<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>  
<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,  
BOB G HOLLYWOOD, Florida

---

There are now 26 signatures on this petition. Read reasons why people are signing, and respond to Jennifer McGinnis by clicking here:

<http://www.change.org/petitions/florida-public-service-commission-stop-fpl-and-other-providers-from-charging-people-who-do-not-want-smart-meters-that-are-making-them-sick/responses/new?response=20ec03a2505a>

**Shawna Senko**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 12, 2014 12:18 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact  
Sent: Wednesday, March 12, 2014 11:15 AM  
To: Ruth McHargue  
Subject: To CLK Docket 130223

Copy on file, see 1141314C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, March 12, 2014 10:56 AM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 35532

CUSTOMER INFORMATION

Name: susan kopald  
Telephone: 386-252-7578  
Email: [skopald@hvc.rr.com](mailto:skopald@hvc.rr.com)  
Address: 1420 North Atlantic Av. Apt 103 daytona beach FL 32118

BUSINESS INFORMATION

Business Account Name: susan kopald  
Account Number: 585883481  
Address: 1420 North Atlantic Av. Apt 103 daytona beach Florida 32118

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I have signed up with FPL for the Non-standard meter option ( i.e. NO smart meter ) and object to the fees ( \$ 95 plus \$ 13/month ).

## Shawna Senko

---

**From:** Ruth McHargue  
**Sent:** Wednesday, March 12, 2014 1:45 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 130223  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 35534; E-Form Other Complaint TRACKING NUMBER: 35535

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Wednesday, March 12, 2014 1:38 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 130223

Dr. J Elliott, sent two e-forms with the same language. Copy on file, see 1141348C. DHood

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, March 12, 2014 1:16 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35534

### CUSTOMER INFORMATION

Name: J Elliott  
Telephone: 9414882049  
Email: [Drjed2@gmail.com](mailto:Drjed2@gmail.com)  
Address: 704 Fair Winds dr Nokomis FL 34274

### BUSINESS INFORMATION

Business Account Name: J Elliott  
Account Number: 41107-43533  
Address: 704 Fair Winds drive Nokomis Florida 34274

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

Recently we received a letter from FPL stating that we would be charged 95 dollars and 13 dollars a month if we decide not to have a SMART meter installed on our home. When this was started a year ago we were advised not to have such a meter due to the radiation it sends out by our doctor. Since our average electric bill is 18 dollars a month a charge of 13 dollars just about doubles or monthly bill. We feel this is like extortion and who is looking out for the consumer? I guess no one and now FPL has found a way to get what they wanted all along...compliance!

Respectfully,

Dr. J. Elliott  
Nokomis

## Shawna Senko

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, March 12, 2014 1:18 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 35535

### CUSTOMER INFORMATION

Name: J Elliott  
Telephone: 9414882049  
Email: [Drjed2@gmail.com](mailto:Drjed2@gmail.com)  
Address: 704 Fair Winds dr Nokomis FL 34274

### BUSINESS INFORMATION

Business Account Name: J Elliott  
Account Number: 41107-43533  
Address: 704 Fair Winds drive Nokomis Florida 34274

### COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

Recently we received a letter from FPL stating that we would be charged 95 dollars and 13 dollars a month if we decide not to have a SMART meter installed on our home. When this was started a year ago we were advised not to have such a meter due to the radiation it sends out by our doctor. Since our average electric bill is 18 dollars a month a charge of 13 dollars just about doubles or monthly bill. We feel this is like extortion and who is looking out for the consumer? I guess no one and now FPL has found a way to get what they wanted all along...compliance!

Respectfully,

Dr. J. Elliott  
Nokomis

PSC was contacted previously