

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: September 29, 2014
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Mark A. Futrell, Director, Office of Industry Development and Market Analysis *mf*
RE: Docket No. 130223-EI - Correspondence

Please place the attached letters in the correspondence file for Docket No. 130223-EI.

RECEIVED-FPSC
14 SEP 29 PM 2:27
COMMISSION
CLERK

September 25, 2014

Florida Public Service Commission
2540 Schumard Oak Blvd.
Tallahassee, FL 32399

Dear Commissioners,

Re: Enter under public comments for: Docket # 130223

Folks with analog meters should not be paying more to protect their health.
The power companies are punishing us for safeguarding our health.

The Commission allowed power companies across the state to install an unsafe product, the smart meter, on our homes. The Commission should be protecting our health, safety and privacy. You have failed to do this and then people are penalized for keeping the analog meters!

Ample evidence exists detailing the dangers of smart meters. The film, Take Back Your Power, provides many examples. Nationwide fires and meltdowns from the meters are prevalent. Scientists and physicians have spoken out about the health risks of smart meters (e.g. Dr. David Carpenter, Dr. Magda Havas, Dr. Joel Moskowitz, Dr. Karl Maret, Dr. Martin Blank).

81 peer-reviewed medical studies on non-thermal radiation were presented at the smart meter "workshop" in Sept. 2012. The Commission didn't review them and requests for them to be reviewed by the state health department have been ignored.

In addition to ignoring public concerns and medical studies, you have not addressed the behavior of the power companies towards the public. FPL for example, ignores requests for the transmission frequency or interval of the smart meters. Since their implementation, there has been no improved reliability or restoration of services noticeable to the consumer. There is no improved control of energy usage. There is no savings on bills. In fact, in other states, bills increase. Security experts note that the smart meter can be easily hacked and does not make a secure grid. In fact, the surveillance component of the smart meter violates the 4th Amendment.

Instead of taking the lead in protecting the health, safety and security of Floridians, the Commission has used outdated FCC guidelines to allow smart meters into our homes. This is illegal and immoral.

Sincerely,

A handwritten signature in cursive script that reads "Katherine Graeger". The signature is written in dark ink and is positioned below the word "Sincerely,".

Katherine Groeper
632 Wimbrow Dr.
SEBASTIAN, FL 32958

ORLANDO FL 328

25 SEP 2014 PM 7 L



Florida Public Service Commission
2540 Schumard Oak Blvd.
Tallahassee, FL 32399

32399085099



September 25, 2014

Florida Public Service Commission
2540 Schumard Oak Blvd.
Tallahassee, FL 32399

Dear Commissioners,

Re: Enter under public comments for: Docket # 130223

We object to the added cost for those of us who have analog meters on our homes. The power companies are penalizing us because we care about our health.

The power companies across the state have forced an unsafe product, the smart meter, on consumers. Your job as public officials is to safeguard our health, safety and privacy. You have failed to do this with respect to the smart meter. Then we are forced to pay more to keep our analog meters!

Over the last three years, more and more evidence has surfaced to support the dangers of smart meters. The film, Take Back Your Power, provides viewers with many examples. Nationwide fires and meltdowns have occurred. Scientists and physicians are speaking out about the health risks of smart meters (e.g. The World Health Organization, The American Academy of Pediatrics, The American Academy of Environmental Medicine).

81 peer-reviewed medical studies on non-thermal radiation were presented at your smart meter "workshop" in Sept. 2012. The Commission has not reviewed them and requests for them to be reviewed by the state health department have been ignored.

In addition to ignoring public concerns and medical studies, you have not addressed the behavior of the power companies towards the public. FPL for example, ignores requests for the transmission frequency or interval of the smart meters. Since their implementation, there has been no improved reliability or restoration of services noticeable to the consumer. There is no improved control of energy usage. There is no savings on bills. In fact, in other states, bills increase. Security experts note that the smart meter can be easily hacked and does not make a secure grid. In fact, the surveillance component of the smart meter violates the 4th Amendment.

Instead of taking the lead in protecting the health, safety and security of Floridians, The Commission has used outdated FCC guidelines to allow the widespread installation of smart meters in our state. I am deeply disappointed in your actions.

Sincerely,

Ducyline Ingui
Bill Ingui

J

Mr. Bill Ingui
626 Layport Dr.
Sebastian, FL 32958

ORLANDO FL 328

25 SEP 2014 PM 4:1



Florida Public Service Commission
2540 Schumard Oak Blvd.
Tallahassee, FL 32399

32399085099



September 25, 2014

Florida Public Service Commission
2540 Schumard Oak Blvd.
Tallahassee, FL 32399

Dear Commissioners,

Re: Enter under public comments for: Docket # 130223

We should not be paying more because we have analog meters on our homes.
The power companies are punishing us for protecting our health.

The power companies across the state have installed an unsafe product, the smart meter, on our homes. Your job as public officials is to safeguard our health, safety and privacy. You have failed to do this with regard to the smart meter. Then we are penalized for keeping our analog meters!

Much evidence exists revealing the dangers of smart meters. The film, Take Back Your Power, provides many examples. Nationwide fires and meltdowns from the meters are prevalent. Scientists and physicians have spoken out about the health risks of smart meters (e.g. Dr. David Carpenter, Dr. Magda Havas, Dr. Joel Moskowitz, Dr. Karl Maret, Dr. Martin Blank).

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In addition to ignoring public concerns and medical studies, you have not addressed the behavior of the power companies towards the public. FPL for example, ignores requests for the transmission frequency or interval of the smart meters. Since their implementation, there has been no improved reliability or restoration of services noticeable to the consumer. There is no improved control of energy usage. There is no savings on bills. In fact, in other states, bills increase. Security experts note that the smart meter can be easily hacked and does not make a secure grid. In fact, the surveillance component of the smart meter violates the 4th Amendment.

Instead of taking the lead in protecting the health, safety and security of Floridians, the Commission has used outdated FCC guidelines to allow the installation of smart meters in our state. This is illegal and immoral.

Sincerely,

A handwritten signature in cursive script that reads "Josephine Capozzoli". The signature is written in dark ink and is positioned to the right of the word "Sincerely,".



Anthony J Capozzoli
625 Wimbrow Dr
Sebastian FL 32958-4255

ORLANDO FL 328

25 SEP 2014 PM 5 L



Florida Public Service Commission
2540 Schumard Oak Blvd.
Tallahassee, FL 32399

32399085099



Angela Charles

From: Ruth McHargue
Sent: Monday, September 29, 2014 11:47 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Friday, September 26, 2014 8:11 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1160870C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, September 25, 2014 6:19 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37060

CUSTOMER INFORMATION

Name: Stan Sutterfield
Telephone: 3863661252
Email: speedy11@aol.com
Address: 2891 Borman Ct Port Orange FL 32128

BUSINESS INFORMATION

Business Account Name: Stan Sutterfield
Account Number: 49348-82434
Address: 2891 Borman Court Port Orange Florida 32128

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I want to complain regarding the FPL additional charges for normal electric meters.

For decades, normal meters have served us well. The charges in the past were normal and expected.

With the addition of the "smart" meter, FPL now wants to charge an enrollment fee of \$95 for the normal meter even though I was already enrolled.

Additionally, they wish to charge an additional \$13 per month for retention of the normal meter. What has changed about the meter to justify charging extra fees for its use? NOTHING. I believe FPL envisions being able to reduce its workforce and thus reduce overhead costs. An admirable endeavor. Thus, in order to force everyone to abandon their normal meters FPL has imposed a penalty for using the normal meter. There are no increased costs related to use of the normal meter, only a reduction of costs related to use of the smart meter. I believe the proposed costs for a normal meter are an attempt by FPL to force everyone to bend to its demands and they are doing it via the pocketbook.

There are NO additional costs related to use of a normal meter - only reduced costs related to the smart meter.

Therefore, adding additional fees for using a normal meter is illogical. FPL should accept the savings gained with use of the smart meter and maintain the same costs as before with the normal meters.

Angela Charles

From: Carolyn Cannon
Sent: Monday, September 29, 2014 9:54 AM
To: Commissioner Correspondence
Subject: Complaint
Attachments: SKMBT_36314092908450.pdf

Good Morning:

Please place the attached Letter in docket correspondence consumers and their representatives in Docket No. 130223.

Thanks.
Carolyn Cannon

VERN H. GODING

648 Acacia Avenue
Email: vkgoding@sprynet.com

Melbourne Village, Florida 32904-2302

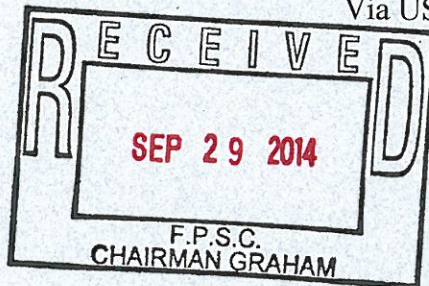
Tel: 321-725-1049
Fax: 321-726-9606

Docket # 130223

26 September 2014

Via USPS and FAX: 1-800-511-0809

Mr. Art Graham, Chariman
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850



Re: FPL "Smart Meter" charges and excess Tax %

Dear Chairman Graham:

First check, FS 366.81. Then check, C.F. Industries, Inc. v. Nichols, 536 So.2d 234, 238 (Fla., 1988), Tampa Electric Co. v. Cooper, 153 Fla. 81, 14 So.2d 388 (1943), section 210 of PURPA and FERC section 292.305. Including any other statutes and court decisions respective to discrimination against any class of customers on account of the use of such facilities, systems, or devices.

FPL employees have advised me, See previous letters, that FPL has cut jobs as many as 500 in just the meter reading department, which is in direct contradiction to Testimony FPL gave the PSC in County Commission Chambers, Viera, Florida. Be advised I personally attended said hearings.

I am attaching personal data from January 2012 thru Present. If requested I have data back to 1983. Please note charge data comparison for Aug.-2013 vs. Sept-2014 with identical KWH usage, bold and bordered.

Please note the tax charge percentage calculations before and after June 2014. These charges were increased by 105.5% to as much as 187.2% over pre-Smart Meter calculations. I consider this to be a totally illegal and fraudulent practice.

It is my opinion that FPL and it's representatives committed perjury and totally Lied to the PSC Commissioners directly and/or by and thru your Staff.

Respectfully;

Vern H. Goding

Attached:
FPL Charges Jan 2012-Present

\per\fp\smartMet-charge

Actual Charges PRIOR to Refusing SMART METER Installation

Charges based on % of Service Charge ONLY

% conversion = 100

Base % Charges>	2012	1.25	1.29	2.49	2.60	6.03	6.29	7.68	8.05
Average % used>	2013	1.34	1.29	2.65	2.61	6.41	6.33	8.90	8.82
	2014		1.34		2.60		6.29		8.52

Date / Item >	Service KWH	Service Cost	Storm Charge	% Storm Charge	Over Charge	Smart Meter Fee	Smart Mtr Sur-charge	Over Charge	Gross Rec Tx	% Gross Rec Tax	Over Charge	Franchise Chg	% Franchise Chg	Over Charge	Utility Tax	% Utility Tax	Over Charge	Total Over charge	Standard Total	Budget Total	Deferred Bal
Jan 2012	753	70.11	0.81	1.16					1.82	2.60		4.41	6.29		5.70	8.13			82.85	116.68	30.34
Feb 2012	625	59.19	0.68	1.15					1.54	2.60		3.72	6.28		4.84	8.18			69.97	113.17	73.54
Mar 2012	693	65.00	0.75	1.15					1.69	2.60		4.08	6.28		5.30	8.15			76.82	110.09	106.81
Apr 2012	863	79.49	0.93	1.17					2.08	2.62		5.00	6.29		6.44	8.10			93.92	107.77	120.66
May 2012	888	81.62	1.36	1.67					2.13	2.61		5.16	6.32		6.65	8.15			96.92	105.45	129.19
Jun 2012	1380	131.17	2.11	1.61					3.42	2.61		8.28	6.31		10.42	7.94			155.40	102.86	76.65
Jul 2012	1389	132.12	1.64	1.24					3.43	2.60		8.31	6.29		10.44	7.90			155.94	106.43	27.14
Aug 2012	1600	154.33	1.88	1.22					4.01	2.60		9.70	6.29		12.10	7.84			182.02	111.09	-43.79
Sep 2012	1349	127.91	1.59	1.24					3.32	2.60		8.04	6.29		10.13	7.92			150.99	115.08	-79.70
Oct 2012	1151	107.06	1.39	1.30					2.78	2.60		6.74	6.30		8.57	8.00			126.54	118.54	-87.70
Nov 2012	727	67.89	0.88	1.30					1.76	2.59		4.27	6.29		5.54	8.16			80.34	119.62	-48.42
Dec 2012	790	73.27	0.96	1.31					1.90	2.59		4.61	6.29		5.97	8.15			86.71	117.24	-17.89
Averages =	1017	95.76	1.25	1.29					2.49	2.60		6.03	6.29		7.68	8.05			113.20	112.00	23.90
Jan 2013	723	68.09	0.29	0.43					1.75	2.57		4.25	6.24		5.92	8.69			80.30	114.48	16.29
Feb 2013	696	65.81	0.27	0.41					1.68	2.55		4.10	6.23		5.72	8.69			77.59	112.26	50.96
Mar 2013	643	61.33	1.01	1.65					1.60	2.61		3.87	6.31		5.43	8.85			73.24	109.08	86.80
Apr 2013	737	69.27	1.16	1.67					1.81	2.61		4.36	6.29		6.11	8.82			82.73	105.16	109.23
May 2013	944	86.93	1.49	1.71					2.27	2.61		5.49	6.32		7.78	8.95			103.96	103.88	109.15
Jun 2013	1193	103.88	1.87	1.80					2.92	2.81		7.07	6.81		9.86	9.49			133.60	102.06	77.61
Jul 2013	1304	123.51	2.05	1.66					3.22	2.61		7.80	6.32		10.81	8.75			147.39	103.98	34.20
Aug 2013	1647	159.45	2.59	1.62					4.15	2.60		10.07	6.32		13.76	8.63			190.02	108.27	-47.55
Sep 2013	1670	161.84	1.78	1.10					4.20	2.60		10.16	6.28		13.87	8.57			191.85	118.48	-120.92
Oct 2013	1372	130.63	1.47	1.13					3.39	2.60		8.21	6.28		11.32	8.67			155.02	126.98	-148.96
Nov 2013	1072	99.21	1.14	1.15					2.57	2.59		6.23	6.28		8.76	8.83			117.91	132.44	-134.43
Dec 2013	913	84.31	0.97	1.15					2.19	2.60		5.30	6.29		7.50	8.90			100.27	132.36	-102.34
Averages =	1076	101.19	1.34	1.29					2.65	2.61		6.41	6.33		8.90	8.82			121.16	114.12	-5.83
Jan 2014	1043	101.33	0.88	0.87					2.62	2.59		6.35	6.27		8.58	8.47			119.76	132.98	-89.12
Feb 2014	852	83.39	0.71	0.85					2.16	2.59		5.22	6.26		7.11	8.53			98.59	133.63	-54.08
Mar 2014	902	87.85	1.22	1.39					2.28	2.60		5.53	6.29		7.54	8.58			104.42	133.30	-25.20
Apr 2014	936	92.03	1.28	1.39					2.39	2.60		5.80	6.30		8.58	9.32			109.53	133.13	-1.60
May 2014	1351	136.79	1.83	1.34					3.55	2.60		8.61	6.29		11.66	8.52			162.44	136.03	-28.01

Angela Charles

From: Betty Leland
Sent: Monday, September 29, 2014 8:10 AM
To: Commissioner Correspondence
Subject: FPL OPT-OUT FEES FOR NON-STANDARD METER PROGRAM
Attachments: SKMBT_36314092906460.pdf

Good Morning:

Please place the attached letter in docket correspondence consumers and their representatives in Docket No. 130223

Thanks.

E. Christine Carpenter
mailing address:
8805 Tamiami Trail N., #210
Naples, FL 34108
(239) 598-4799

September 22, 2014



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

RE: FPL OPT-OUT FEES FOR NON-STANDARD METER PROGRAM

TO THE FLORIDA PUBLIC SERVICE COMMISSION:

I am writing to file a complaint against FPL's \$95.00 "enrollment fee" and their \$13.00 monthly surcharge for meter reading in their non-standard meter program.

I own and live in a duplex in Naples Park. I live in one side of the duplex and use the other side for storage. I have two FPL accounts, one for each side of the duplex. I have two analog meters (one for each side of the duplex) that are installed on the north wall of the duplex, less than 16 inches apart (see enclosed photograph). Service addresses: 575 & 579 105th Avenue N., Naples, FL 34108. Account numbers: 26791-03461 and 87586-98289.

In June 2014, I was forced to pay \$190.00 in "enrollment fees" to FPL in order to keep these two analog meters -- \$95.00 for each meter. At the same time, I was also forced to start paying a \$26.00 monthly surcharge to FPL -- \$13.00 per meter. Neither of these fees makes any sense.

I'm told that the \$26.00 monthly surcharge is to cover the cost of meter reading. First of all, wasn't the expense of meter reading included in the rate that I've been paying FPL for years? It had to have been. Otherwise, FPL would've lost money, and we all know they didn't lose money. In January 2014, FPL reported net profits of \$1.35 billion for 2013, an 8.9 percent increase over 2012. For the first three months of 2014, FPL's total net income reached \$347 million, compared to FPL's net income of \$288 million during the same period in 2013. So please explain why FPL is being allowed to charge these fees?

It's bad enough to be charged one of these \$13.00 monthly surcharges, but being charged two of them is especially egregious. Again, I'd like to point out that my two meters are less than 16 inches apart. An FPL employee can park in one of my driveways, walk to the back of the building and read both meters while standing in ONE POSITION in my backyard. I know this is true because I've seen it done. Yet I am being charged the same amount of money that, for example, an owner of two single-family homes *on opposite sides of town* would pay for the same service. How is this fair?

The \$95.00 "enrollment fee" per meter also makes no sense. My understanding is that \$77.00 of each \$95.00 "enrollment fee," or \$154.00 in my case, was to cover the cost of a field visit by FPL to the meter location, whether or not that field visit was made. *Whether or not that field visit was made???* What other business is allowed to charge for services they may or may not perform? When you go to a restaurant and place your order but never receive it, are you still charged for it? When you take your car for an oil change and the work isn't done, would you expect to still have to pay for it? Of course not! So how can you justify allowing FPL to collect fees for work not done?

The FPL rates I've been paying for years on both of the FPL accounts for my duplex obviously already covered the cost of a field visit from FPL – to install smart meters. There was no charge for FPL to come out and install smart meters -- no one had to pay extra for *those* field visits. But I didn't want the smart meters, so I refused that field visit, which means that FPL didn't have to pay someone to come out to my duplex, even though they budgeted for it. That's money that stayed in FPL's pocket, and then they demanded two "enrollment fees" that included \$154.00 worth of field visits on top of it. Why are you essentially allowing FPL to charge me four times for field visits that may or may not happen?

FPL gave me only two choices: Pay the fees they demanded or accept the smart meters. To avoid one of the \$95.00 "enrollment fees" and one of the \$13.00 monthly surcharges, I considered turning off the power on the side of my duplex that I use for storage. When I told FPL that I wanted to cut off the power to the side of my duplex that I'm using for storage, FPL wouldn't hear of it. They said that if I closed my FPL account for the storage side of my duplex, they would come and install a smart meter on the inactive account. Do I not have ANY property rights? Why are they allowed to install this equipment on my property when it is not needed or wanted?

The state of Vermont doesn't allow opt-out fees at all. I agree with Vermont State Senator Robert Hartwell, who said, "The utilities didn't really care what the ratepayers thought. So since they're the ones who are trying to impose the new system, we think they're the ones who should absorb the costs." (Boston Globe interview, 5/13/12)

Many Floridians are still hurting in the current economy. Florida still has the highest overall level of foreclosure activity in the nation (Source: Forbes). Florida's unemployment rate for August 2014 is 6.3. (Source: Bureau of Labor Statistics)

Please do the right thing. You are the PUBLIC Service Commission -- be on the side of the PUBLIC on this. Make FPL stop charging these fees and demand that FPL refund the fees they've collected to date.

Thank you for your time and attention to this.

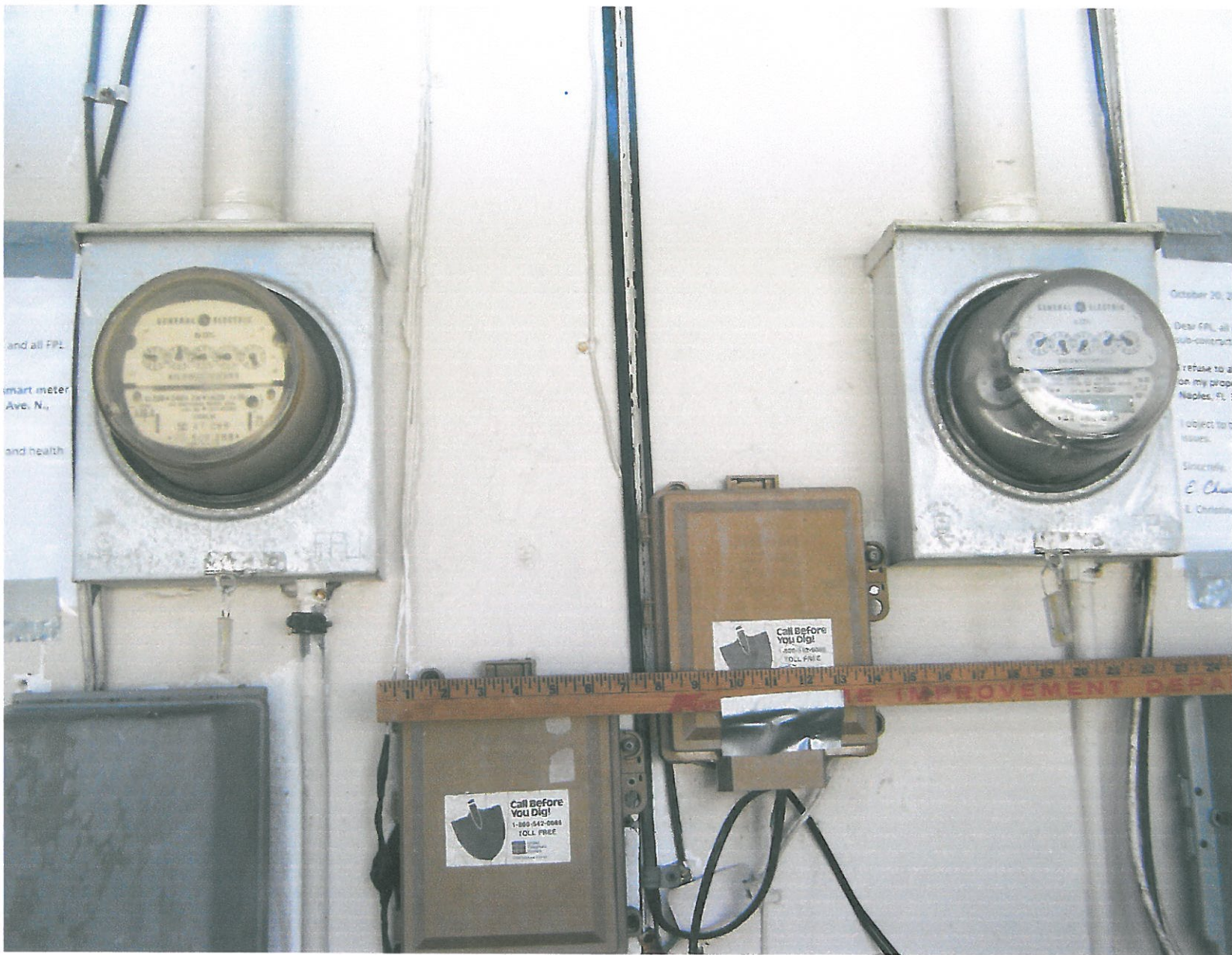
Sincerely,



E. Christine Carpenter

Enclosures: photograph of the meters at my duplex
copies of the most recent FPL bills for both sides of my duplex

cc: Governor Rick Scott
Public Counsel J.R. Kelly
All Florida Public Service Commissioners (Chairman Art Graham, Commissioner Eduardo E. Balbis, Commissioner Ronald A. Brisé, Commissioner Julie Imanuel Brown, Commissioner Lisa Polak Edgar)





/ 27

5401267910346100112000000

Please request changes on the back.
Notes on the front will not be detected.

The amount enclosed includes the following donation:
FPL Care To Share \$ _____

B 3,7 5401 0

AUTO **C0 0859
1 020839



E CHRISTINE CARPENTER
8805 TAMiami TRL N # 210
NAPLES FL 34108-2525

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



Account number	Total amount you owe	New charges due by	Amount enclosed
26791-03461	\$21.10	Sep 23 2014	\$

Your electric statement

For: Aug 01 2014 to Sep 02 2014 (32 days)

Customer name: E CHRISTINE CARPENTER

Service address: 575 105TH AVE N

Account number: 26791-03461

Statement date: Sep 02 2014

Next meter reading: Oct 01 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
21.57	21.57 CR	0.00	0.00	21.10	\$21.10	Sep 23 2014

Meter reading - Meter 5C41709

Current reading 15588
Previous reading - 15588
kWh used 0

Amount of your last bill 21.57
Payment received - Thank you 21.57 CR
Balance before new charges \$0.00

Energy usage

	Last Year	This Year
kWh this month	17	0
Service days	33	32
kWh per day	1	0

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount	7.57**
Non-std meter surcharge	13.00
Gross receipts tax	0.53
Total new charges	\$21.10

****The electric service amount includes the following charges:**

Customer charge: \$7.57
Non-fuel energy charge:

First 1000 kWh \$0.060770 per kWh
Over 1000 kWh \$0.071590 per kWh

Fuel charge:

First 1000 kWh \$0.029470 per kWh
Over 1000 kWh \$0.039470 per kWh

Total amount you owe \$21.10

- Payments received after **September 23, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Please have your account number ready when contacting FPL
Customer service: (239) 262-1322
Outside Florida: 1-800-226-3545
To report power outages: 1-800-4OUTAGE (468-8243)
Hearing/speech impaired: 711 (Relay Service)
Online at: www.FPL.com





2 020839

/ 27

8857 5401875869828934170200000

Please request changes on the back.
Notes on the front will not be detected.

The amount enclosed includes the following donation:

FPL Care To Share

\$ _____

B 3.7

5401 3

E CHRISTINE CARPENTER
8805 TAMiami TrL N # 210
NAPLES FL 34108-2525

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

Budget

Offer

Account number	Total amount you owe	New charges due by	Amount enclosed
87586-98289	\$207.14	Sep 23 2014	\$

Your electric statement

For: Aug 01 2014 to Sep 02 2014 (32 days)

Customer name: E CHRISTINE CARPENTER

Service address: 579 105TH AVE N

Account number: 87586-98289

Statement date: Sep 02 2014

Next meter reading: Oct 01 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
83.03	83.03 CR	0.00	0.00	207.14	\$207.14	Sep 23 2014

Meter reading - Meter 5C47268

Current reading 79059

Previous reading - 77257

kWh used 1802

Energy usage

	Last Year	This Year
kWh this month	1549	1802
Service days	33	32
kWh per day	47	56

****The electric service amount includes the following charges:**

Customer charge: \$7.57

Fuel: \$61.12

(First 1000 kWh at \$0.029470)

(Over 1000 kWh at \$0.039470)

Non-fuel: \$118.18

(First 1000 kWh at \$0.060770)

(Over 1000 kWh at \$0.071590)

Enroll now in FPL Budget Billing by paying \$88.57 in 1 payment by the due date instead of \$207.14. Your bill will be about the same each month & stabilized year-round. Learn more at FPL.com/bb

Amount of your last bill	83.03
Payment received - Thank you	83.03 CR
Balance before new charges	\$0.00

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount	186.87**
Storm charge	2.09
Non-std meter surcharge	13.00
Gross receipts tax	5.18
Total new charges	\$207.14

Total amount you owe \$207.14

- Payments received after **September 23, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Please have your account number ready when contacting FPL.

Customer service: (239) 262-1322

Outside Florida: 1-800-226-3545

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

Hearing/speech impaired: 711 (Relay Service)

Online at: www.FPL.com

Angela Charles

From: Pamela Paultre on behalf of Office of Commissioner Brisé
Sent: Friday, September 26, 2014 10:00 AM
To: Commissioner Correspondence
Subject: FW: Smart meters

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: Your Real estate advisor [<mailto:jingerk@msn.com>]
Sent: Thursday, September 25, 2014 12:22 PM
To: Office of Commissioner Brisé
Subject: Smart meters

Commissioner please do not punish me for having a disability that prevents me from having my home used as a tool for fpl's meter signal relay. It is not appropriate to fine someone for a disability nor do I think it is legal under the Ada which this company is beholden too

Please vote no on the fee which will predominantly punish those with health issues.

Jinger Knox
Melbourne Florida

Angela Charles

From: Office of Commissioner Balbis
Sent: Thursday, September 25, 2014 2:40 PM
To: Commissioner Correspondence
Subject: FW: Fees smart meter

Please place email below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-EI.

**Thank you,
Cristina**

From: Your Realestate advisor [<mailto:jingerk@msn.com>]
Sent: Thursday, September 25, 2014 12:40 PM
To: Office of Commissioner Balbis
Subject: Fees smart meter

Please don't charge me a fee because my disability requires me to decline the offer to be a part of fpl's smart meter program. I understand that you don't believe my health is your concern, ie. You don't believe researching the health effects of smart meters is your duty, however it doesn't change the fact that many disabled people are affected by this fee and you will be punishing people for a sensitivity they can not control. I'm sure if your family were affected your decision would be in favor of the individual not the corporation

Please remember the individual when making your decision

Jinger Knox
Melbourne Florida
Voting Republican

Angela Charles

From: Pamela Paultre
Sent: Thursday, September 25, 2014 11:37 AM
To: Commissioner Correspondence
Cc: Ellen Plendl
Subject: Docket Correspondence & complaint
Attachments: 9-24 Carpenter.pdf

Good morning,

This letter was received yesterday and you may have already addressed it. If not, please add it to docket #130223-EI under Docket Correspondence of Consumers.

Ellen, I am copying in case you believe it constitutes as a complaint that needs to be filed.

Thanks in advance for your assistance,

Pamela Paultre

Assistant to Commissioner Ronald Brisé
Florida Public Service Commission
(850) 413-6036

E. Christine Carpenter
mailing address:
8805 Tamiami Trail N., #210
Naples, FL 34108
(239) 598-4799

September 22, 2014

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



RE: FPL OPT-OUT FEES FOR NON-STANDARD METER PROGRAM

TO THE FLORIDA PUBLIC SERVICE COMMISSION:

I am writing to file a complaint against FPL's \$95.00 "enrollment fee" and their \$13.00 monthly surcharge for meter reading in their non-standard meter program.

I own and live in a duplex in Naples Park. I live in one side of the duplex and use the other side for storage. I have two FPL accounts, one for each side of the duplex. I have two analog meters (one for each side of the duplex) that are installed on the north wall of the duplex, less than 16 inches apart (see enclosed photograph). Service addresses: 575 & 579 105th Avenue N., Naples, FL 34108. Account numbers: 26791-03461 and 87586-98289.

In June 2014, I was forced to pay \$190.00 in "enrollment fees" to FPL in order to keep these two analog meters -- \$95.00 for each meter. At the same time, I was also forced to start paying a \$26.00 monthly surcharge to FPL -- \$13.00 per meter. Neither of these fees makes any sense.

I'm told that the \$26.00 monthly surcharge is to cover the cost of meter reading. First of all, wasn't the expense of meter reading included in the rate that I've been paying FPL for years? It had to have been. Otherwise, FPL would've lost money, and we all know they didn't lose money. In January 2014, FPL reported net profits of \$1.35 billion for 2013, an 8.9 percent increase over 2012. For the first three months of 2014, FPL's total net income reached \$347 million, compared to FPL's net income of \$288 million during the same period in 2013. So please explain why FPL is being allowed to charge these fees?

It's bad enough to be charged one of these \$13.00 monthly surcharges, but being charged two of them is especially egregious. Again, I'd like to point out that my two meters are less than 16 inches apart. An FPL employee can park in one of my driveways, walk to the back of the building and read both meters while standing in ONE POSITION in my backyard. I know this is true because I've seen it done. Yet I am being charged the same amount of money that, for example, an owner of two single-family homes *on opposite sides of town* would pay for the same service. How is this fair?

The \$95.00 "enrollment fee" per meter also makes no sense. My understanding is that \$77.00 of each \$95.00 "enrollment fee," or \$154.00 in my case, was to cover the cost of a field visit by FPL to the meter location, whether or not that field visit was made. *Whether or not that field visit was made???* What other business is allowed to charge for services they may or may not perform? When you go to a restaurant and place your order but never receive it, are you still charged for it? When you take your car for an oil change and the work isn't done, would you expect to still have to pay for it? Of course not! So how can you justify allowing FPL to collect fees for work not done?

The FPL rates I've been paying for years on both of the FPL accounts for my duplex obviously already covered the cost of a field visit from FPL -- to install smart meters. There was no charge for FPL to come out and install smart meters -- no one had to pay extra for *those* field visits. But I didn't want the smart meters, so I refused that field visit, which means that FPL didn't have to pay someone to come out to my duplex, even though they budgeted for it. That's money that stayed in FPL's pocket, and then they demanded two "enrollment fees" that included \$154.00 worth of field visits on top of it. Why are you essentially allowing FPL to charge me four times for field visits that may or may not happen?

FPL gave me only two choices: Pay the fees they demanded or accept the smart meters. To avoid one of the \$95.00 "enrollment fees" and one of the \$13.00 monthly surcharges, I considered turning off the power on the side of my duplex that I use for storage. When I told FPL that I wanted to cut off the power to the side of my duplex that I'm using for storage, FPL wouldn't hear of it. They said that if I closed my FPL account for the storage side of my duplex, they would come and install a smart meter on the inactive account. Do I not have ANY property rights? Why are they allowed to install this equipment on my property when it is not needed or wanted?

The state of Vermont doesn't allow opt-out fees at all. I agree with Vermont State Senator Robert Hartwell, who said, "The utilities didn't really care what the ratepayers thought. So since they're the ones who are trying to impose the new system, we think they're the ones who should absorb the costs." (Boston Globe interview, 5/13/12)

Many Floridians are still hurting in the current economy. Florida still has the highest overall level of foreclosure activity in the nation (Source: Forbes). Florida's unemployment rate for August 2014 is 6.3. (Source: Bureau of Labor Statistics)

Please do the right thing. You are the PUBLIC Service Commission -- be on the side of the PUBLIC on this. Make FPL stop charging these fees and demand that FPL refund the fees they've collected to date.

Thank you for your time and attention to this.

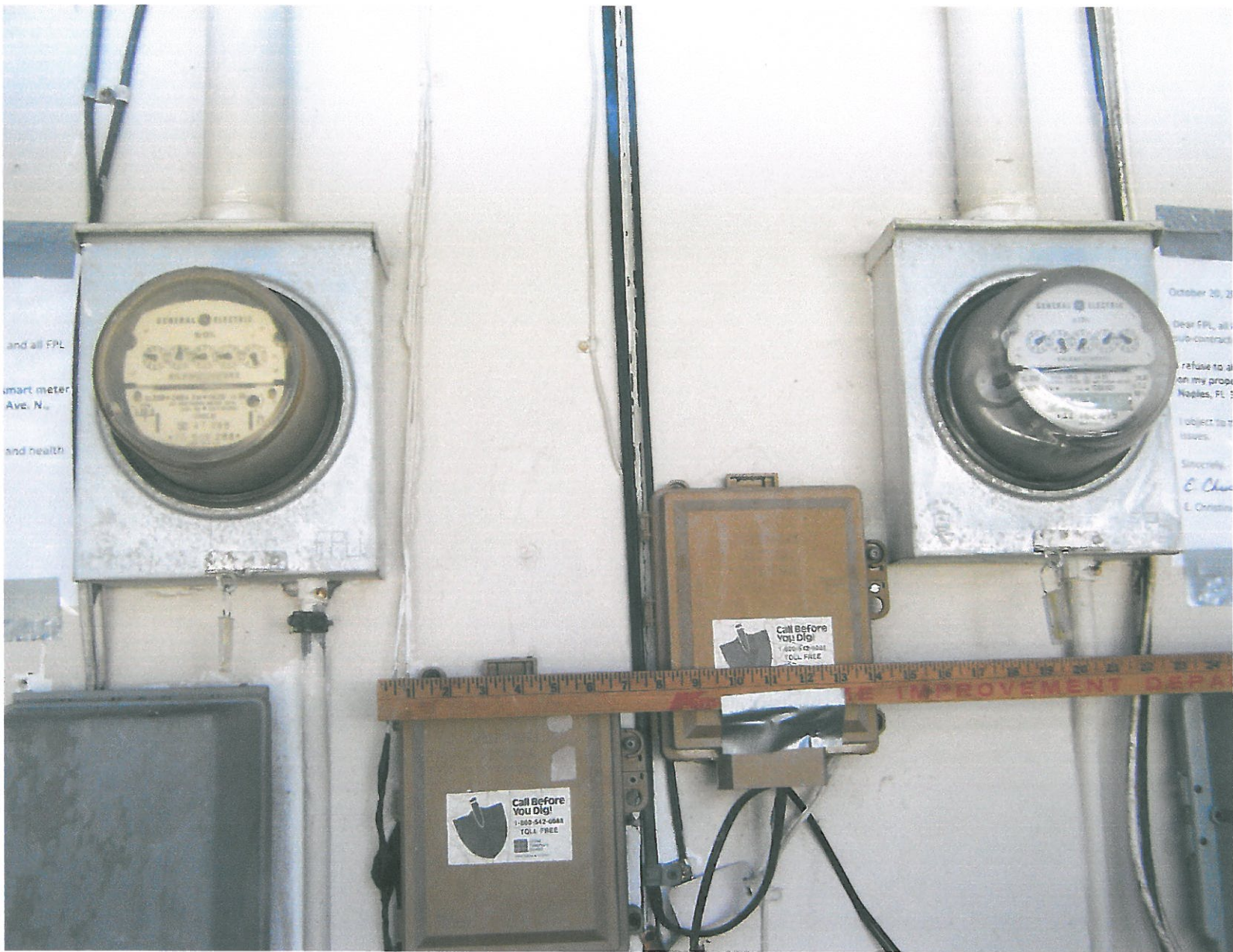
Sincerely,



E. Christine Carpenter

Enclosures: photograph of the meters at my duplex
copies of the most recent FPL bills for both sides of my duplex

cc: Governor Rick Scott
Public Counsel J.R. Kelly
All Florida Public Service Commissioners (Chairman Art Graham, Commissioner Eduardo E. Balbis,
Commissioner Ronald A. Brisé, Commissioner Julie Imanuel Brown, Commissioner Lisa Polak Edgar)





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Please request changes on the back.
Notes on the front will not be detected.

The amount enclosed includes the following donation:
FPL Care To Share \$ _____

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1 020839



E CHRISTINE CARPENTER
8805 TAMiami TrL N # 210
NAPLES FL 34108-2525

Make check payable to FPL in U.S. funds
and mail along with this coupon to:



FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

Account number	Total amount you owe	New charges due by	Amount enclosed
26791-03461	\$21.10	Sep 23 2014	\$

Your electric statement

For: Aug 01 2014 to Sep 02 2014 (32 days)

Customer name: E CHRISTINE CARPENTER

Service address: 575 105TH AVE N

Account number: 26791-03461

Statement date: Sep 02 2014

Next meter reading: Oct 01 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
21.57	21.57 CR	0.00	0.00	21.10	\$21.10	Sep 23 2014

Meter reading - Meter 5C41709

Current reading 15588

Previous reading - 15588

kWh used 0

Amount of your last bill

21.57

Payment received - Thank you

21.57 CR

Balance before new charges

\$0.00

Energy usage

	Last Year	This Year
kWh this month	17	0
Service days	33	32
kWh per day	1	0

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount	7.57**
Non-std meter surcharge	13.00
Gross receipts tax	0.53

Total new charges	\$21.10
-------------------	---------

****The electric service amount**

includes the following charges:

Customer charge: \$7.57

Non-fuel energy charge:

First 1000 kWh \$0.060770 per kWh

Over 1000 kWh \$0.071590 per kWh

Fuel charge:

First 1000 kWh \$0.029470 per kWh

Over 1000 kWh \$0.039470 per kWh

Total amount you owe**\$21.10**

- Payments received after **September 23, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.



Please have your account number ready when contacting FPL.

Customer service: (239) 262-1322

Outside Florida: 1-800-226-3545

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

Hearing/speech impaired: 711 (Relay Service)

Online at: www.FPL.com



2 020839

/ 27

8857 5401875869828934170200000

Please request changes on the back.
Notes on the front will not be detected.

The amount enclosed includes the following donation:

FPL Care To Share

\$ _____

B 3.7

5401 3

E CHRISTINE CARPENTER
8805 TAMiami TrL N # 210
NAPLES FL 34108-2525

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

Budget

Offer

Account number	Total amount you owe	New charges due by	Amount enclosed
87586-98289	\$207.14	Sep 23 2014	\$

Your electric statement

For: Aug 01 2014 to Sep 02 2014 (32 days)

Customer name: E CHRISTINE CARPENTER

Service address: 579 105TH AVE N

Account number: 87586-98289

Statement date: Sep 02 2014

Next meter reading: Oct 01 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
83.03	83.03 CR	0.00	0.00	207.14	\$207.14	Sep 23 2014

Meter reading - Meter 5C47268

Current reading 79059

Previous reading - 77257

kWh used 1802

Energy usage

	Last Year	This Year
kWh this month	1549	1802
Service days	33	32
kWh per day	47	56

****The electric service amount includes the following charges:**

Customer charge: \$7.57

Fuel: \$61.12

(First 1000 kWh at \$0.029470)

(Over 1000 kWh at \$0.039470)

Non-fuel: \$118.18

(First 1000 kWh at \$0.060770)

(Over 1000 kWh at \$0.071590)

Enroll now in FPL Budget Billing by paying \$88.57 in 1 payment by the due date instead of \$207.14. Your bill will be about the same each month & stabilized year-round. Learn more at FPL.com/bb

Amount of your last bill	83.03
Payment received - Thank you	83.03 CR
Balance before new charges	\$0.00

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount	186.87**
Storm charge	2.09
Non-std meter surcharge	13.00
Gross receipts tax	5.18
Total new charges	\$207.14

Total amount you owe \$207.14

- Payments received after **September 23, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.

Please have your account number ready when contacting FPL
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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: September 25, 2014
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Mark Futrell, Director, Office of Industry Development and Market Analysis *mf*
RE: Docket No. 130223-EI - Correspondence

Please place the attached letter in the correspondence file for Docket No. 130223-EI.

RECEIVED-FPSC
14 SEP 25 PM 12:52
COMMISSION
CLERK

6250 Arrowhead Lane
Vero Beach, FL 32967

Florida Public Service Commission
2540 Schumard Oak Blvd.
Tallahassee, FL 32399
Sept.22, 2014



Dear Commissioners,

Re: Enter under public comments for: Docket #130223

As public officials you are accountable to us. Individually and collectively, you are responsible for the health, safety and privacy of citizens within your jurisdiction as it pertains to the smart meter and grid.

This is a review of the known facts that have surfaced in the last 3 years:

*In 2011 the World Health Organization determined that radio frequency radiation is a Class 2B potential carcinogen.

*The American Academy of Pediatrics, in a written declaration (2012), warns of the dangers of wireless radiation to children.

*The FPSC is in receipt of a declaration from the American Academy of Environmental Medicine (2012) requesting a halt to Florida smart meter deployment.

*81 peer reviewed, full medical studies on non-thermal radiation were presented at your smart meter "workshop" in Sept. 2012. We asked for these to be assigned to a health department officer – our requests were ignored. To further insult the public, no Commissioners attended this meeting.

*FPL continues to ignore our requests for the transmission frequency (or interval) of their smart meter. Tampa Electric admits that their meters pulse every 4-6 seconds. PG&E admits up to 190,000 pulses per day per meter. FPL rate payers are not permitted to know this information. The smart meter's **constant millisecond pulse modulated RFR** produces harmful and observable biological effects. These meters are NEVER off and there is no reprieve. Meter retention employees use time averaging to convince the consumer that the meter is only on about 3 minutes per day. This is unethical at best! It appears that even the PSC staff believes this mantra. The human system perceives these pulses as a biological threat and goes into repair mode in response. Duration plays a major role.

*Nationwide fires and meltdowns are reported in the tens of thousands. Lakeland Electric reports that 10,000 meters are recalled in Aug.2014. Meltdowns are reported widely in the FPL service area but there is little or no reporting in the media. Where can we go for

documentation? Smart meter related deaths due to fires and shut offs are being reported around the nation and world

*Scientists, physicians and well known public figures are sounding the alarm regarding the effects of wireless RFR. The retired CEO of Microsoft Canada, Frank Clegg admits to never allowing WiFi in his own home and he now speaks out against all forms of wireless RFR including smart meters. Leading RFR expert, Devra Davis, PhD states that soon the public will demand independent testing. See: www.babysafeproject.org

***To rely on the FCC is to rely on outdated and nearly 20 year old data.** Who among you even had a cell phone 20 years ago? To our peril, public safety is being ignored. Children are now swimming in an experimental sea of **cumulative**, non-thermal radiation. The FCC has done no medical studies and they are not a health agency. For a compilation of studies and information on low intensity radiation from around the world see the Bioinitiative Report (2012). (www.bioinitiative.org)

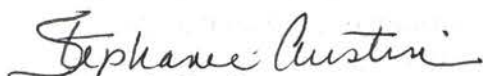
*Special mention must be given to those thousands of Floridians that are living and working next to large banks of co-located smart meters. Would you willingly raise your family in a condo next to 30 two way wireless transmitters that were emitting microwave radiation 24/7?

Most Floridians do not yet know that they even have a, so called, "smart" meter. They deserve the fundamental right to informed consent. It is our basic human right to reduce or even eliminate the proliferation of radio frequency radiation in our own homes. With **38,000** citizens on the initial delay list, this is likely Florida's largest consumer revolt.

FPL and other Florida utilities must stop the culture of blatant misinformation. There is little or no improved reliability or restoration of services noticeable to the consumer. There is no improved control of one's energy usage. The energy dashboard is an expensive failure. There is little or no measurable savings on monthly billings. There is no benefit to the consumer, period. **The public is due a lifetime free opt out for any reason or no reason.**

It took 40 years to prove cigarettes were the cause of lung disease and cancer...many died. We know right NOW that there is no safe level for radiation. I am not willing to expose my children for another day..... not for the convenience of FPL or for those promoting a surveillance device that is in violation of the 4th Amendment.

"The world is not dangerous because of those who do harm but because of those who look at it without doing anything" – Albert Einstein


Stephanie Austin

Angela Charles

From: Ruth McHargue
Sent: Thursday, September 25, 2014 11:35 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, September 25, 2014 11:18 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1160718C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, September 24, 2014 4:15 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37047

CUSTOMER INFORMATION

Name: Sandra Liscio
Telephone: 7724652748
Email: slis12345@yahoo.com
Address: 5901 Pinetree Drive Fort Pierce FL 34982

BUSINESS INFORMATION

Business Account Name: LISCIO
Account Number: 6365527511
Address: 5901 PINETREE DRIVE FORT PIERCE Florida 34982

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

Although Fpl Charged Me The 95 00 Up Front Charge To Keep My Meter That Was Bad Enough Now They Charge 13 00 Per Month To Read My Meter And They Dont Even Bother To Read It I Get Estimated Bills I Have Told Them Repeatedly That I Am Home And I Use To Have Dogs But They Were In The House I Have Seen The Meter Reader Drive By And Not Even Stop At My House I Get Frustrated Since I Am Helping To Keep Someone Else Keep Their Job They Least They Can Do Is Read My Meter Especially If The Are Billing Me For Nothing It Is A Disgrace This Consumer Board Have Allowed This Mega Profitable Corporation To Charge The Initial 95 And Then The Additional 13 00 Per Month There Is No Reason To Force The Public To Pay Additional Monies When We Are Complying With The Standard No Everyone Needs To Read Their Own Meters Or Have Access To All Of This Electronics My Meter Works Fine And Is Safe And Accurate It Just Peeves Me That I Now Am Forced To Pay More Money Without Receiving Any Benefit Fpl Is A Monopoly Which As I Understand The Law Is Against The Law However You The Public Service Commission Is Suppose To Protect The Public From Abuse Instead It Appears This Commission Rubber Stamps Rate Increases And

Then All This Smart Meter Stuff It Is A Disgrace The Bottom Line Is Flp Has Way More Money And Too Much Money For Us Simple Homeowners Who Are Trying To Make Ends Meet During This Extended Depression Shame On All Of You

Angela Charles

From: Ruth McHargue
Sent: Wednesday, September 24, 2014 2:08 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, September 24, 2014 1:07 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1160655C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, September 24, 2014 12:47 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37037

CUSTOMER INFORMATION

Name: William Hawryluk
Telephone:
Email:
Address: 1441 old kings rd Daytona beach FL 32117

BUSINESS INFORMATION

Business Account Name: William Hawryluk
Account Number: 07795-71108
Address: 1441 old kings rd Daytona Beach Florida 32117

COMPLAINT INFORMATION

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

I never agreed to the fees I am currently paying for the same meter I have had for years. I dont agree with the fees and would like a refund on the fees I have paid. Florida power & light has the power company is a monopoly and have people under their controll because they will refuse you lively hood if you dont agree with what they want. Docket #130223. Fpl is running a monopoly and this itself should be fixed.

Angela Charles

From: Ruth McHargue
Sent: Thursday, September 18, 2014 4:41 PM
To: Consumer Correspondence
Subject: FW: To CLK DOCKET 130223 (FPL - Smart Meter fees)

Customer correspondence

From: Consumer Contact
Sent: Wednesday, September 17, 2014 3:52 PM
To: Ruth McHargue
Subject: To CLK DOCKET 130223 (FPL - Smart Meter fees)

Copy on file, see 1159892C. DHood

From: TERRI - Heritage [<mailto:heritagesigns@earthlink.net>]
Sent: Wednesday, September 17, 2014 3:40 PM
To: Consumer Contact
Subject: DOCKET 130223 (FPL - Smart Meter fees)

To Whom It May Concern, (and my FL Congressmen & Governor),

These are my comments on this docket (FPL Fees/Smart Meters – Docket 130223):

- 1. First** off during a public hearing FPL stated we could Opt In. I did not Opt In and think the fees are outrageous. The \$ 95 is totally uncalled for. The \$13.00 a month is more than ridiculous and both very costly to protect this family's health. The FPL is making a fortune (and you know it).
- 2. ALSO** AS IMPORTANT: FPL is charging the taxes on these to amounts (\$95 and \$13 mo) and they should NOT BE. This needs to be stopped – it is not 'usage' of any kind!
- 3. ALSO** It appears they are charging TAXES ON THE SUM OF ALL TAXES! This needs to be stopped quickly!

FPL is already making a fortune and we are struggling out here and really canNOT afford anymore outlay of any kind.

Thank you, Terrance Fuller 1688 Pontiac Cir Melbourne, FL 32935

Angela Charles

From: Ruth McHargue
Sent: Wednesday, September 17, 2014 3:07 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: Docket 130223; E-Form Other Complaint TRACKING NUMBER 36959

[Customer correspondence](#)

From: Diane Hood
Sent: Tuesday, September 16, 2014 4:51 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

The attached emails have been filed as info requests to docket 130223, EI802, PR-69. DHood

Angela Charles

From: Laura Lopez <l2j3_god@yahoo.com>
Sent: Tuesday, September 16, 2014 4:14 AM
To: Consumer Contact
Subject: Docket 130223

If people don't want smart meters they should not be charged a service fee of \$95 and \$13 a month.

Smart Meters cause fires, a higher electric bill, illegal surveillance and lots of health problems - cause problems to your DNA, cancer, headaches and lots of other health problems.

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, September 16, 2014 11:08 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36959

CUSTOMER INFORMATION

Name: Jamie Lehman
Telephone: 561-848-6729
Email:
Address: 515 33rd Street west palm beach FL 33407

BUSINESS INFORMATION

Business Account Name: Logsdon-Lehman
Account Number:
Address: 237 east 25th street riviera beach Florida 33404

COMPLAINT INFORMATION

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

At the beginning of this summer when the rain and thunderstorms began, I had a refrigerator and range go out at one rental property, a new a/c mother board melt down with smoke filling the house via the a/c vents at a different property, and smoke coming through the a/c vents at yet a different property on the other side of the fpl plant. All three properties are within close proximity to the fpl plant. The first two properties have so-called Smart Meters. The third property is not supposed to have Radio frequency transmitting devices and is a digital meter. However, I believe the power switching supply causes electrical surges on the wires. The purely analog meters that I pay for in the same neighborhoods had NOTHING blow up. Blood will be on your and FPLs hands when one of the families residing in these properties dies from your Smart Meters. It is VERY CLEAR that these are not at all safe electrically or health wise. All Smart Meters need to be replaced with safe analog meters immediately.

Angela Charles

From: Ruth McHargue
Sent: Tuesday, September 16, 2014 12:58 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: NO SMART METER OPT-OUT FEES; Smart Meters, Docket #130233

[Customer correspondence](#)

From: Diane Hood
Sent: Monday, September 15, 2014 4:52 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

The attached emails have been filed as info requests to docket 130223, EI802, PR-69. DHood

Angela Charles

From: Gaye Ellis <gaybee@cox.net>
Sent: Monday, September 15, 2014 10:40 AM
To: Consumer Contact
Subject: NO SMART METER OPT-OUT FEES

There should be no fees associated with opting out of the despicable Smart Meters, which are nothing more than monitoring devices which will eventually be used to restrict our access to electric power.

Gaye Ellis
607 Overbrook Circle
Fort Walton Beach, FL 32547

This email is free from viruses and malware because avast! Antivirus protection is active.

<http://www.avast.com>

Angela Charles

From: Bob Root <taylorparty@hotmail.com>
Sent: Monday, September 15, 2014 11:12 AM
To: Consumer Contact
Subject: Smart Meters, Docket #130233

To whom it may concern,

Please register our objection to the opt out fees proposed for the smart meters. As you know the smart meters are a clear violation of the 4th amendment of the U.S. Constitution. It has been well established the anyone can receive and decode personal information from these wireless devices and we feel it is completely wrong that a customer should have to pay a fee of any kind for an unconstitutional mandate.

Sincerely,

Bob Root

Angela Charles

From: Ruth McHargue
Sent: Monday, September 15, 2014 10:25 AM
To: Consumer Correspondence
Cc: Angie Calhoun; Diane Hood
Subject: docket 130223

Customer correspondence

From: Laura Lopez [mailto:l2j3_god@yahoo.com]
Sent: Thursday, September 11, 2014 8:31 AM
To: Consumer Contact
Subject: Smart meters

They cause a lot of health problems: headaches, cancer, change your DNA - this is just to name a few among the many, many health problems.

They cause fires

They are a higher electric bill

There are several other problems with smart meters

It is not fair that FPL is charging a monthly service charge if you don't want a smart meter and a one time fee in the beginning. You should do something to get rid of these fees. Who would want a smart meter with all the health problems they cause and the fires they cause also. Smart meters should be removed from every home and should be banned, they should be illegal to put on anyone's home.

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: *Sept. 11, 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 SEP 11 PM 3:48
COMMISSION
CLERK



PAM BONDI
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL

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

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

September 4, 2014

Mr. John R. Vasconcellos
13446 Fillmore Avenue
Port Charlotte, Florida 33981

Dear Mr. Vasconcellos:

The Florida Attorney General's Office received your correspondence your concerns with Florida Power & Light. Attorney General Bondi asked that I respond.

We appreciate that you consider our office as a source of assistance, and I am sorry for your difficulties. I note that you have already contacted the Florida Public Service Commission (PSC) about your concerns. You may follow up with the PSC by telephone at (850) 413-6100, or toll-free at (800) 342-3552. The website address is www.psc.state.fl.us.

I am forwarding your correspondence to the Florida Office of Public Counsel, which provides legal representation for the people of the state in utility related matters. You may contact that office by telephone at (850) 488-9330, or toll-free within Florida at (800) 342-0222. The website address is www.floridaopc.gov.

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.

Thank you for sharing your concerns with Attorney General Bondi's Office.

Sincerely,

Gregory Powell

Gregory Powell
Office of Citizen Services



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

Florida Office of Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400



Office of the Attorney General

Please return completed consumer contact form to:
Office of Attorney General Pam Bondi
State of Florida
PL-01, The Capitol
Tallahassee, Florida 32399-1050

CS/Utility
SUB

Consumer Contact Form

The contact information MUST be provided as we correspond via U.S. mail. *Incomplete forms cannot be processed.* PLEASE WRITE LEGIBLY. Only one business per complaint form.

<u>Person Making Complaint:</u> Miss/Ms. Mrs./Mr. <u>VASCONCELLOS JOHN R.</u> Last Name, First Name, Middle Initial <u>13446 FILLMORE AVE</u> Mailing Address <u>PORT CHARLOTTE FL</u> City, County <u>FL 33981</u> State, Zip Code <u>941-730-3734</u> Home & Business Phone, including Area Code _____ Email Address	<u>Complaint is Against:</u> <u>FLORIDA POWER & LIGHT</u> <u>ALSO</u> <u>FLORIDA PUBLIC SERVICE COMMISSION</u> Name/Firm/Company <u>INFO ON ATTACHED LETTER</u> Mailing Address City, County State, Zip Code _____ Business Phone, including Area Code _____ Business Email or Web Address
---	--



Product or Service involved: ELECTRICITY Amount Paid: \$ _____

Date of Transaction: ONGOING I was contacted _____ Telephone _____ Mail _____ Other _____

Have you retained an attorney? ☐ Yes ☒ No

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☒ No

If you filed complaints with any other governmental and/or consumer agencies about this matter, please list those agencies: PORT CHARLOTTE POLICE DEPT

(ATTACH COPIES. DO NOT SEND ORIGINALS.)

Note:

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 837.06 Florida Statutes.

Please indicate if you are over the age of 60. Penalties can be enhanced for victimizing senior citizens. Over 60 ☒ Yes ☐ No

(PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & ATTACH YOUR SIGNATURE)

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or printed text on the paper. On the left edge, there is a faint vertical strip of color, possibly from a binder or folder. A small, dark smudge is visible near the top center of the page.

Signature: J. L. Vazquez

Date: _____

Crime Report

To; Charlotte County Sheriff's Office
7474 Utilities Road
Punta Gorda, Florida 33982

From; John and Patricia Vasconcellos
13446 Fillmore Ave.
Port Charlotte Florida 33981 Phone 941-830-3734

Date of Birth 4-29-39

Complaint Against
Florida Power & Light Co Inc.
General Mail Facility
Miami FL 33188-0001

Also Florida Public Service Commission
2540 Suhmard Oak Blvd.
Tallahassee, Fla. 32399-0850



Date of Crime: Ongoing

Description of Crime:

Sometime in the beginning of 2013 Florida Power and Light Co. Installed Smart Meters in Charlotte County Gulf Cove area. This was done without the permission of home owners. We were not informed about the potential ramifications of the Smart Meters. We have the right to know about all potential hazards, micro wave signals, electronic pulsating signals many times per second a grid, sending signals from house to house not knowing which house collects the signals, and then sends them to a main box, then to a satellite. Florida Power & Light, and FL Public Service Commission, fully knowing the hazards, and controversy it created in California, and Canada, Florida Public Service Commission still approved the alleged criminal agenda from FPL. What happened to protecting our children and Seniors. This is done with food and drugs, and all potential hazards. This was deliberately ignored by both parties disregarding public health, to avoid complaints and meet their agenda. The State and Federal government want it, because they can detect marijuana grow houses and other criminal behavior at our expense, thus violating our rights.

The Smart Meter is designed to detect every electronic movement in every home and business. Thus detecting every movement each family does on a daily basis. When you get up in the morning, turn on lights, shower turns on the hot water heater, toaster, microwave, computer charging phones, garage door, most of all when you leave your home or business, the information is sold, criminals can tap into it and find out what your pattern is or when you leave, rob your house or business.

It is a Violation our rights to privacy. It is a form of wire tapping. The only answer you get from FPL we can better direct power where it is needed, and tell where outages are. We don't have Smart Meters where I am now in Massachusetts we will be returning to Florida very shortly . We have more storms and outages and there is no problem getting power restored, without the alleged criminal activity of FPL & PSC.

When I found out what Florida Power and Light Smart Meters were, and their agenda was, I had FPL remove the Smart Meter, and re install the analog meter. Then they began sending Threatening propaganda, "you have a choice" put the Smart Meter back. If you keep the analog meter, you will have to pay 90 dollars penalty fee and 13 dollars a month for each meter every month. We have two meters. This amounts to 206.00 for the first month and 26.00 dollars for each month after. Our monthly bill is around 50 dollars add 26 dollars makes it 76 dollars plus per month.

FPL started charging these fees two months before the PSC approved them to do it.

We have paid our electric bill every month to date. We have not paid any of the Extortion fees. We received our last bill on 8-12-14 paid the electric bill. Bill stated that electricity wood be shut off, last call if we didn't pay the Extortion fees and late charges. This used to be the United States of America where these alleged criminals would be put in prison. Now the alleged criminals are the Government and whoever they can use to achieve their agenda. You need to make sure that my Electricity is not shut off.

I am 75 yrs old my wife is 73 this is abuse of the elderly, a violation of our privacy, a Form of wire tapping, extortion and intimidation, subjecting us to an unhealthy environment. Everyone's right to know was violated. All smart meters need to be removed and scraped. These alleged criminal acts are being done with malice and forethought. I am requesting that the Charlotte County sheriff dept, do a thorough investigation of the alleged criminal involvement.

Thank You

John and Patricia Vasconcellos

John Vasconcellos
Patricia A. Vasconcellos





John & Pat Vasconcellos
14 Gitche Gumee Rd.
Buzzards Bay, Mass.
02532

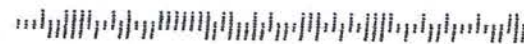
PROVIDENCE RI 028

22 AUG 2014 PM 3 L



*Office of Attorney General
PT 01 The Capitol
Tallahassee, Fla
32399-1050*

32399105099



Angela Charles

From: Ruth McHargue
Sent: Monday, September 08, 2014 11:29 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Monday, September 08, 2014 8:46 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1158521C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Sunday, September 07, 2014 5:29 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36898

CUSTOMER INFORMATION

Name: Linda Ippolito
Telephone: 386-672-8883
Email: linluv3@att.net
Address: 4 Barbara Court Ormond Beach FL 32174-4969

BUSINESS INFORMATION

Business Account Name: Linda Ippolito
Account Number: 43972-07681
Address: 4 Barbara Court Ormond Beach Florida 32174

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:
September 8, 2014
Florida Public Service Commission web: psc.state.fl.us/consumers/complaints

My complaint is the Smart Meter. I chose not to have this installed and I am paying an initial "fee" of \$95 and a \$13 per month "fee" for not using the Smart Meter. These "fees" include TAXES. I do not think that taxes should be charged as it has nothing to do with the electric usage.

Florida Public Service Commission has this issue under review but when will it actually be reviewed? I paid my usage charges but eliminated the "fees and taxes" and then received a letter that my electric would be turned off. Against my core beliefs I paid the fees. I have been a resident of Florida for over 30 years and never was late paying my due charges.

For health (cancer causing, nausea, ear ringing and etc), privacy, environment issues (continual radio waves, plant life affected as are bees and MY FAMILY'S lives, amongst many negative issues concerning safety issues with this meter, I am upset and that I must pay

to keep my analog meter. Also, these tapering meters have caused many people to lose their jobs. With the economy so critical now FPL adds to the Unemployed losing their jobs to unsafe technology.

I am upset with our Local, County and State that this decision has not been "totally" researched for all of the above but the Utilities wanted the subsidies from the US Government (which is OUR tax money. I am also extremely disgusted with our Government that they PUSHED this on all of the USA. Guess they want more cancer patients, and more control of our personal lives.

FPL is supposedly committed to the "fair treatment of all customers". Phooey.....

A quick note: I KNOW FOR A FACT THAT FPL HAS TRIED TO INSTALL IN MY HOME ON 2 DIFFERENT OCCASSIONS (after I rejected the smart meter and have a sign on my analog) TO TRY AND INSTALL THE SMART METER. THEY HAVE DONE THIS TO A NUMBER OF PEOPLE, IN MY SMALL CIRCLE, AND HAVE ACCOMPLISHED THEIR OBJECTIVE.

Enough said, but I do have more, I will close in disgust.
Linda Ippolito

Shawna Senko

From: George Fuller <grfuller1@msn.com>
Sent: Friday, August 29, 2014 4:14 PM
Subject: FPSC RULING IS UNJUST

To: rick.scott@eog.myflorida.com
CC: corporateresponsibility@nexteraenergy.com

August 29th, 2014

Governor Rick Scott

Re: FPSC Ruling That is Unjust

Governor Scott:

I know you are busy with the campaign kissing illegal alien babies and hoping to stay in office but this is a situation that just doesn't affect me personally rather thousands of other FPL customers that declined a new meter FPL refers to as being "smart."

I have been a customer of FPL for decades and never previously had a problem. Last year FPL wanted to switch out my analog meter and replace it with a new "smart meter" which I declined for various reasons.

Understand at this point I have not cost FPL one penny in the way of a new meter (approx. \$180 plus installation). ***They would stop by monthly, read the meter and then bill me for the amount due which included reading my meter.***

FPL was not happy thousands did not want to switch meters and so FPL went to the FPSC regulators to get approval to use an onerous financial means to force customers to switch. The FPSC regulators used their magic hocus pocus statistical analysis approach and eventually arrived at an additional \$13 per month charge as being the proper onerous charge to force customers to change.

Remember neither I nor any of the thousands of others being charged \$13 a month (approx. \$79K a month) for meters never installed (approx. \$1.2 Million) have incurred one penny of expense for FPL while they have laid out close to \$200 million to install meters in their service area. Yet, they want to punish us for not costing them new meters and installation costs. What message does that send?

Governor, you were a business person and I'm sure you can readily see something isn't right; people being made to pay an onerous charge for not doing anything except choosing to keep their current equipment. See that this stupid charge is eliminated. I'm sure you can if you want to.

George Fuller

Voter

CC James L. Robo

CC FPSC Staff

CC FL Reps and Senators.

CC Email distribution list

Angela Charles

From: Randy Roland
Sent: Friday, August 29, 2014 2:17 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223

Please add the below consumer correspondence to Docket 130223.

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

From: Consumer Contact
Sent: Friday, August 29, 2014 1:34 PM
To: Randy Roland
Subject: To CLK Docket 130223

Copy on file, see 1157648C. DHood

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

From: Benjamin Legaspi
Sent: Friday, August 29, 2014 1:26 PM
To: Consumer Contact
Cc: Mark Futrell; Walter Clemence
Subject: FW: My contact

Angie, Ruth,

I have cc'd Mark and Walter because I think the complaint refers to smart meters.

Benji

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

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Friday, August 29, 2014 11:44 AM
To: Webmaster
Cc: miltfarrow@blurredvisioncc.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Milton Farrow
Company: Non- Affiliated
Primary Phone: 321-537-2462
Secondary Phone: N/A
Email: miltfarrow@blurredvisioncc.com

Response requested? Yes

CC Sent? Yes

Comments:

Dear Commissioners: I was penalized with outright extortion by FPL and forced to pay 95.00 for a bullshit opt out fee (I NEVER opted IN) despite my argument to the contrary that I HAVE ALREADY BEEN BILLED AN EXCESS FEE FOR THE METER TO BE READ THE OFFICES OF PSC did not see fit to STOP THE UTILITY FROM EXTORTING ADDITIONAL FUNDS FROM ME. Since they have

stopped doing this I belong to a class that has been discriminated against- I need these funds to survive I want my fund returned to me, until the 'ENTIRE CLASS IS SETTLED-The manner in which the commission handled itself is a disgrace You all might as well go on their Corporate payroll-and we should change the Utility's name to Florida Plunder & Loot- The Commission is a disgrace, and we may as well not have a Citizen's advocate on the panel for all the good it does not do M.Farrow

Angela Charles

From: Betty Leland
Sent: Thursday, August 28, 2014 1:13 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 #130223.

Thanks.

From: James Arpaia [<mailto:arpaiajs@yahoo.com>]
Sent: Thursday, August 28, 2014 8:35 AM
To: David Dowds; ronald.renuart@myfloridahouse.gov ; thrasher.john.web@flsenate.gov ; Office Of Commissioner Graham
Subject: Smart Meters

Gentlemen,

I have repeatedly asked to be notified about the upcoming meeting regarding the "Smart Meter" opt-out "penalty charges" by FPL. I just received word that the FPSC is holding a meeting on this question on September 5th, next week! Of course had I known this in advance, I would have arranged my schedule so that I could attend. Certainly both the FPSC, and FPL knew of this meeting, and especially since I am one of the "less than 1/2 of 1%" of the people who are paying this "penalty" I was NOT notified!

This is just another example of a "Monopoly" being forced on a defenseless public without ANY representation.

My assessment that the FPSC is just a "rubber stamp" for the FPL is born out by the facts. The so-called "OPT OUT FEES" bear no resemblance to the facts. It is just a "PENALTY" for not wanting a meter paid for by the Federal Gov. with my tax dollars, that is an invasion of privacy, a known health hazard, and not "UL approved.

This "Penalty" fee should be eliminated immediately!

Sincerely,

James S. Arpaia arpaiajs@yahoo.com

Angela Charles

From: Ruth McHargue
Sent: Tuesday, August 26, 2014 2:30 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Monday, August 25, 2014 4:40 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1157052C. See 1157051E for the warm transfer. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, August 25, 2014 4:29 PM
Cc: fpl_fpssc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36772

Email sent to fpl_fpssc_correspondence@fpl.com with CC to PSC

CUSTOMER INFORMATION

Name: Benjamin Koubek
Telephone:
Email:
Address: 12864 Biscayne Blvd #231 North Miami FL 33181

BUSINESS INFORMATION

Business Account Name: Benjamin Koubek
Account Number:
Address: 14825 NE 9 Court Miami Florida 33161

COMPLAINT INFORMATION

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

The utility does not give adequate choice between the smart meter and a traditional meter. My preference is the traditional meter but the fees are excessive. The fines to have a traditional meter are unfair and my choices as a consumer are limited.

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: August 20, 2014
TO: Office of Commission Clerk
FROM: Suzanne Brownless, Senior Attorney, Office of General Counsel *SB*
RE: 130223-EI- Petition for approval of optional non-standard meter rider, by Florida Power & Light Company.

Please place the attached email on the correspondence side of the docket.

Diamond Lynn

From: Suzanne Brownless
Sent: Wednesday, August 20, 2014 2:53 PM
To: Diamond Lynn
Subject: FW: Staff pre-hearing statement 8/15

Can you please send this to the Clerk's office to be included on the correspondence side of docket?
Thanks.

Suzanne Brownless
Senior Attorney
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
Phone: (850) 413-6218
FAX: (850) 413-6219
Email: sbrownle@psc.state.fl.us

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

From: John Eastman [<mailto:john426@bellsouth.net>]
Sent: Friday, August 15, 2014 4:10 PM
To: Suzanne Brownless
Subject: Staff pre-hearing statement 8/15

Ms. Brownless,
In reviewing the pre-hearing statement, there are 2 important questions that were missed.

FPL has an initial charge for non smart meter customers. It is \$95 charge. I would ask that FPL must justify this charge. I have my original digital non smart meter on my home. I was charged this fee last month. FPL has not been to my home and has done none of the things mentioned such as calibration. They are simply sticking me with a charge because they can.

So the question should be,

Can FPL charge \$95 if no service work or changes are done at a customers service?

The next question is,

I just got my first surcharge bill. It included a \$13 meter reading charge. My bill indicates that the bill was estimated. FPL charged me \$13 for a reading and never actually did one. This should be addressed with a criminal complaint for fraud.

So the next question should be,

Does a customer have to pay \$13 reading charge when none is done and FPL estimates the bill.

I expect PSC to protect my family from these predatory fees. There are numerous options to avoid monthly meter reading. Some of your questions cover them very well.

Thanking you for your assistance,

John Eastman
President
Country Estates HOA
Southwest Ranches, FL

Angela Charles

From: Ruth McHargue
Sent: Monday, August 11, 2014 1:57 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Monday, August 11, 2014 10:07 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1155401C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Saturday, August 09, 2014 9:28 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36648

CUSTOMER INFORMATION

Name: Brad Beaver
Telephone: 4072567503
Email: beaverent@yahoo.com
Address: 7310 Lake Drive Sanford FL 32771

BUSINESS INFORMATION

Business Account Name: fpl
Account Number: 30328-90190
Address: 7310 Lake Drive Sanford Florida 32771

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

FPL rolled out the smart meter and I feel that it is not that smart. I had them take off the smart meter and they put on a digital meter and now they want to charge me for that. It really seems backwards. If they they given me a choice in the beginning they could have installed the right meter for me right off the bat. Instead they installed the smart meter without telling everything about it. I ran a home repair business for thirty years and never pulled any crap like that on my customers. I would of been out of business! I have health concerns about the RF waves. I have heart palpitations. Ive been hospitalized with it. I changed my lifestyle completely. I dont want anything to send me back to the hospital. RF waves are a health concern for me. It appears to be a money making venture without concern for anybodys health. I have to pay not to have pesticides on my food. Now I have to pay not to have RF waves attack me. Ive been paying for power my whole life. I am 56 and it adds up. I have been a long paying customer. They cant say for sure that it cant hurt you. They have no idea. Even though I took my meter off, my neighbors have them and now I live in an RF grid. They first said it went off once a day, now they are telling me it generally goes off 4 times a day. This is a pulse wave which is harmful to our bodies. It is a different type of wave than the cell phone wave. I do not think I should have to pay for a change that is harmful to my health.

Thanks Brad

Angela Charles

From: Ruth McHargue
Sent: Monday, August 11, 2014 10:41 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 130223
Attachments: 1408__ PSC.FPL Complaint.Slattery-signed.pdf

Customer correspondence

From: E. Yelena Slattery [<mailto:Lenochka47@hotmail.com>]
Sent: Monday, August 04, 2014 5:12 PM
To: Ruth McHargue
Subject:

Please take notice of the attached documents:

Thank you!

Eileen Slattery-Trustee
Free Indeed Pure Trust

To: Ruth McHargue
Public Service Commission

I Eileen Slattery, as trustee for Free Indeed Pure Trust, owner, and the Antolicks, renters, have been opposed to the smart meter and any charges for an Opt-Out since they became aware of it, see **exhibit A, B, and C**. FPL has given no options from which to choose except those which are unconscionable: either get the smart meter installed or pay fees, which others who have the smart meter installed don't have to pay. Neither option is acceptable. Complainants have not had afforded to them any leverage to negotiate any terms. The Antolicks are now "self-read" renters, doing the job that an FPL employee would be doing, which, according to the monthly fee, the job is worth \$13.00. Yet, I have documentation, **exhibit D**, that for a charge of \$15.00, FPL would do a lot more work than what it takes to read a meter card posted on a fence. I and Antolicks should not be penalized for saving FPL money by self-reading and for refusing to succumb to the will of a majority of FPL customers who did not indicate whether they wanted or did not want the smart meter. FPL just came onto their property and installed the meter, no questions asked or answered.

In his letter dated January 8, 2013, **exhibit E**, Mr. Scott Henneworth wanted to talk to the Antolicks about the "facts" concerning the smart meter. They spoke on the phone about their concerns about the safety of the meter and the possible vulnerability to unauthorized hacking or alteration. Mr. Henneworth provided the Sitesafe Florida Power & Light Advanced Meter Infrastructure & Distribution Automation RF Exposure Survey. This report only covers radio frequency. It does not address potential unauthorized access. On April 12, 2011, Gordon M. Snow, Assistant Director of the FBI's Cyber Division testified before the Senate Judiciary Committee's Subcommittee on Crime and Terrorism that "[n]ew "smart grid" and "smart home" products, designed to provide remote communication and control of devices in our homes... and critical infrastructure, must be developed and implemented in ways that will also provide protection from unauthorized use. Otherwise, each new device could become a doorway into our systems for adversaries to use for their own purpose." (See **exhibit F**, 2 of 7.) FPL has not provided to complainants any documentation showing how it has or will protect smart-meter transmissions from unauthorized access (hacked) and/or altered by people or devices, and whether it would take full responsibility for any and all damages for such occurrences should they be detrimental to complainants. If such protections are already in place, FPL has not provided any documentation that such intrusion has been prevented and/or successfully prosecuted.

When initiating this account, FPL never gave complainants notice, written or otherwise, that in initiating the account, complainants waived all rights under contract law, the most important being power and leverage to negotiate and reach "the meeting of the minds". Since complainants have no other choice of electricity provider that may make a better offer (is that not an element of a monopoly in violation of the Sherman Act?), the PSC venue is the only one available to complainants to address the unconscionable "on-the-phone agreement". There is no meeting of the minds here. There has never been any leverage for negotiations.

Along with its bill with the statement date as June 30, 2014, **exhibit G**, FPL sent a document entitled "Important Information About Your FLP Account". The first sentence of that document says, "Your electric bill this month includes an enrollment charge of \$95.00, reflecting

your enrollment in the Florida Power and Light Company's Non-Standard Meter Option."

FPL has no documentation showing that I or the Antolicks chose or gave permission to be automatically enrolled in this option, and it has no documentation showing that complainants chose the smart meter either. The document also states that the \$13.00 monthly charge includes:

1. "Set up and administer the Non-Standard Meter Option for each customer", which, by the mere longevity of complainants' account, it should already be set up and it definitely has been administered for years.
2. "Make changes to our outage management and restoration processes and systems to address outage and restoration issues that need to be manually resolved". Since outages are infrequent at the account location, accruing a monthly fee for events that are yet to happen is unreasonable. Previous, regular charges for the use of electricity covered those outages without any additional charges. The current monthly bill for electricity usage should already included funds for such events.
3. "Install a non-standard meter, if necessary." This location already has a non-standard meter installed.
4. "Modify the billing system and maintain the systems and processes needed to read the meter manually every month." Since it is obvious that the Trust got a bill, it seems that the billing system is already set up, which has been maintained for decades. As already stated, the Antolicks self-read the meter and provide the FPL employee with the reading, which should be a credit to the Trust account in the amount of \$13.00.

To pay additional unconscionable fees is bad enough. Much worse is facing the electric being cut off (perhaps, in retaliation). There is no choice here; no meeting of the minds.

Therefore, for the reasons stated above, complainants seek that they be granted an exemption for the \$95.00 one-time fee and the \$13.00 monthly charges.



Eileen Slattery, Trustee of Free Indeed Pure Trust

Date: August 4, 2014

Gmail

+Caridad

Move to Inbox

More

1 of 2

COMPOSE

Smart Meter Opt-Out Option

Inbox

Starred

Important

Sent Mail

Drafts (1)

Circles



Caridad Soler <vigilantrequest@gmail.com>

Jan 5



to mfutrell, chairman.brise, commissioner.b., commissioner.b., commissioner.g.

To whom it may concern:

I am very pleased that FPL came out with a Rider for the OPT OUT of the Smart Meter. However, I want NO Charge for OPTING OUT of the SMART METER. I am already paying for service and would be happy to read your meter to avoid paying for a meter reader. Nonetheless, the FPL employee that comes by every month is a very nice man and I'm sure he would like to keep his job reading the meter.

Thank you, and sincerely submitted,

Charles and Tayra Antolick
living at 113 Baker Road
Hawthorne, Florida

Exhibit A

Exhibit B

FLORIDA POWER & LIGHT COMPANY

Second Revised Sheet No. 9.500
Cancels First Revised Sheet No. 9.500

FPL RESIDENTIAL CONSERVATION SERVICE RECEIPT OF SERVICES

FPL Account Number

Customer Name:

Customer Address:

City:

State:

Zip Code:

I hereby acknowledge receipt from Florida Power & Light Company (FPL) of the following services:

1. An energy audit inspection of the building shell, and the space heating/cooling and water heating equipment of my residence at the address I have given above. This energy audit inspection was made

on _____ by FPL energy auditor _____ and covered the following conservation measures applicable to my residence (check all applicable):

- | | | |
|--|---|---|
| <input type="checkbox"/> Caulking | <input type="checkbox"/> Floor Insulation | <input type="checkbox"/> Solar Domestic Water Heating |
| <input type="checkbox"/> Weatherstripping | <input type="checkbox"/> Duct Insulation | <input type="checkbox"/> Window Heat Gain Retardants |
| <input type="checkbox"/> Furnace Efficiency Modification | <input type="checkbox"/> Water Heater Insulation | <input type="checkbox"/> Replacement solar swimming pool heater |
| <input type="checkbox"/> Replacement Central Air Conditioner | <input type="checkbox"/> Storm Windows | <input type="checkbox"/> Waste Heat Recovery Water Heating |
| <input type="checkbox"/> Ceiling Insulation | <input type="checkbox"/> Heat absorbing/reflective window/door material | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Wall Insulation | <input type="checkbox"/> Load Management Devices | <input type="checkbox"/> _____ |
| | <input type="checkbox"/> Clock Thermostats | <input type="checkbox"/> _____ |

The FPL energy auditor has explained to me why any of the above conservation measures not checked are not applicable to my residence.

2. A written audit report of the applicable energy conservation measures (checked above), the estimated cost of each measure, (based upon typical local prices for materials and installation), and the estimated energy savings from installing each measure (based upon FPL's currently effective tariff). This written audit report, a copy of which is attached, was provided to me at my residence by the FPL energy auditor at the conclusion of the energy audit inspection, and has been explained to me fully.
3. An information package containing a list of no cost/low cost conservation practices which are applicable to my residence.

In consideration of the above energy audit investigation, audit report, and information package, I understand and agree that a **\$15.00 SERVICE FEE** will be added to my FPL electric service bill. I further understand and agree to the following:

The procedures used to make the estimates of energy savings are consistent with Department of Energy criteria for residential energy audits. However, the actual installation costs incurred and energy savings realized from installing these measures may be different from the estimates contained in the audit report. Although the estimates are based on measurements of the house, they are also based on assumptions which may not be totally correct for the household. Further, the total energy cost savings from the installation of more than one program measure may be less than the sum of energy cost savings of each measure installed individually.

FPL accepts no responsibility for the quality of the workmanship or installation of any conservation measures it recommends nor for any consequential or incidental damages resulting from defects therein, and does not guarantee that such measures, even if free from defects and properly installed, will result in the energy savings estimated in the attached audit report.

Signed: _____
Customer Date



Exhibit C

January 8, 2013

FREE INDEED PURE TRUST
113 BAKER RD
HAWTHORNE FL 32640

Bill Account # 8837322521

Dear Residents,

I am writing to you in an effort to discuss your request to not have a new smart meter installed on your property. At FPL we take your concerns seriously, and I would like an opportunity to speak with you to address any questions or concerns you may have.

We are aware of a lot of inaccurate and misleading information circulating about smart meters, and we want to make sure you have the facts; So that you can take advantage of the benefits FPL's smart grid initiative will provide. They include:

- **Improved reliability.** Smart meters work with other components on the grid to help predict and prevent outages.
- **Faster restoration of power.** Smart meters and smart grid technologies will help us detect outages in the system so we can get to work restoring power faster.
- **Giving you more control over your energy use and electric bill.** By accessing the online energy dashboard, a new service made possible by smart meters, you can check your energy use down to the hour instead of waiting until the end of the month to learn how much energy you used. Customers are already using this tool to save money, as you can see on www.FPL.com/energysmart.

I urge you to contact me as soon as possible to discuss the facts and the benefits of smart meters, and so we can allay any concerns that you may have. I can normally be reached between the hours of 8am and 4:30pm Monday-Friday at 1-800-516-6250 ext 82.

Sincerely,

Scott Henneforth
FPL Customer Advocate

A handwritten signature in blue ink, appearing to be 'S. Henneforth'.

Florida Power & Light Company

P.O. Box 029100, Miami, FL 33102

Exhibit D



[Home](#) • [News](#) • [Testimony](#) • Cybersecurity: Responding to the Threat of Cyber Crime and Terrorism



Gordon M. Snow
Assistant Director, Cyber Division
Federal Bureau of Investigation

Statement Before the Senate Judiciary Committee,
Subcommittee on Crime and Terrorism
Washington, D.C.

April 12, 2011

Good afternoon Chairman Whitehouse, Ranking Member Kyl, and members of the subcommittee. I'm pleased to appear before you today to discuss the cyber threats facing our nation and how the FBI and our partners are working together to protect United States government and private sector networks.

Countering efforts by foreign countries to steal our nation's secrets, evaluating the capabilities of terrorists in a digital age, and fighting cyber crime are the FBI's highest priorities. It is difficult to overstate the potential impact these threats pose to our economy, our national security, and the critical infrastructure upon which our country relies.

The Cybersecurity Threat

As the subcommittee is aware, the number and sophistication of cyber attacks has increased dramatically over the past five years and is expected to continue to grow.

The threat has reached the point that given enough time, motivation, and funding, a determined adversary will likely be able to penetrate any system that is accessible directly from the Internet.

It is difficult to state with confidence that our critical infrastructure—the backbone of our country's economic prosperity, national security, and public health—will remain unscathed and always be available when needed.

The recent security breach by unauthorized intruders into the parent company of NASDAQ is an example of the kind of breaches directed against important financial infrastructure and illustrates the difficulty of determining clear attribution. As we would in response to any such breach, the FBI is working to identify the scope of the intrusion and assist the victim in the remediation process.

The FBI has identified the most significant cyber threats to our nation as those with high intent and

high capability to inflict damage or death in the U.S., to illicitly acquire assets, or to illegally obtain sensitive or classified U.S. military, intelligence, or economic information.

As both an intelligence and law enforcement agency, the FBI can address every facet of a cyber case—from collecting intelligence on the subjects in order to learn more about their networks to dismantling those networks and prosecuting the individual perpetrators. The ability to take action on the information we collect is critical because what may begin as a criminal investigation may become a national security threat.

In addition, the FBI's presence in legal attachés in 61 cities around the world assists in the critical exchange of case-related information and the situational awareness of current threats, helping to combat the global scale and scope of cyber breaches. The FBI is also changing to adapt to the ever-evolving technology and schemes used by cyber criminals. Intelligence now drives operations in the FBI. The Bureau is working in new ways with long-standing and new partners to address the cybersecurity threat.

Cyber Threats Against the Private Sector

Cyber criminal threats to the U.S. result in significant economic losses. But the threat against financial institutions is only part of the problem. Also of serious concern are threats to critical infrastructure, the theft of intellectual property, and supply chain issues.

Cyber Threats to U.S. Critical Infrastructure

U.S. critical infrastructure faces a growing cyber threat due to advancements in the availability and sophistication of malicious software tools and the fact that new technologies raise new security issues that cannot always be addressed prior to adoption. The increasing automation of our critical infrastructures provides more cyber access points for adversaries to exploit.

New “smart grid” and “smart home” products, designed to provide remote communication and control of devices in our homes, businesses, and critical infrastructures, must be developed and implemented in ways that will also provide protection from unauthorized use. Otherwise, each new device could become a doorway into our systems for adversaries to use for their own purposes.

Industrial control systems, which operate the physical processes of the nation's pipelines, railroads, and other critical infrastructures, are at elevated risk of cyber exploitation.

The FBI is concerned about the proliferation of malicious techniques that could degrade, disrupt, or destroy critical infrastructure. Although likely only advanced threat actors are currently capable of employing these techniques, as we have seen with other malicious software tools, these capabilities will eventually be within reach of all threat actors.

Intellectual Property Theft and Supply Chain Risks

Intellectual property rights violations, including theft of trade secrets, digital piracy, and trafficking counterfeit goods, also represent high cyber criminal threats, resulting in losses of billions of dollars in profits annually. These threats also pose significant risk to U.S. public health and safety via counterfeit pharmaceuticals, electrical components, aircraft parts, and automobile parts.

Cyber crime that manipulates the supply chain could pose a threat to national security interests and U.S. consumers. Poorly manufactured computer chips or chips that have been salvaged and repackaged infringe on intellectual property rights and could fail at critical times, posing a serious health and safety threat to U.S. citizens. Malware could be embedded on the chips to exfiltrate information from

computers and result in the theft of personally identifiable information (PII) that could then be used in future cyber crimes. As the quality of counterfeit goods increases, U.S. consumers may be challenged to tell the difference between authentic and fraudulent goods.

Operation Cisco Raider is a joint initiative between the U.S. and Canada that targets the illegal distribution of counterfeit network hardware manufactured by private entities in China. The use of counterfeit network components can lead to exploitation of cyber infrastructure vulnerabilities and even network failure. Since 2006, Operation Cisco Raider has seized over 3,500 network components amounting to \$3.5 million of Cisco retail products. Ten individuals have been convicted as a result of the joint initiative.

The Booming Business of Botnets

Botnets are networks of compromised computers controlled remotely by an attacker. Criminals use botnets to facilitate online schemes that steal funds or data, to anonymize online activities, and to deny access by others to online resources. The botnets run by criminals could be used by cyber terrorists or nation states to steal sensitive data, raise funds, limit attribution of cyber attacks, or disrupt access to critical national infrastructure. Today's botnets are often modular and can add or change functionality using internal update mechanisms.

Today's cyber criminals are business savvy. These criminals are building businesses based on the development, management, and sale of botnets. These criminal groups have programmers who write the malicious software, salespeople who sell the code or lease out botnet services, and, in some instances, dedicated support personnel. These criminals are working to make botnets easier to deploy and more difficult to detect.

Successful botnet development and operations use techniques similar to legitimate businesses, including the involvement of personnel with various specialties, feature-based pricing structures, modularization, and software copy protection. The development and sale of kit-based botnets has made it easier for criminals with limited technical expertise to build and maintain effective botnets. Botnet development and management is approached in a business-like fashion. Some criminals rent or sell their botnets or operate them as a specialized portion of an ad hoc criminal organization. At least one botnet kit author implemented a copy protection scheme, similar to major commercial software releases, which attempts to limit unauthorized use of the botnet kit.

Botnets that specialize in data exfiltration are able to capture the contents of encrypted webpages and modify them in real time. When properly configured, criminals can ask additional questions at login or modify the data displayed on the screen to conceal ongoing criminal activity. Criminals purchase the base kits for a few thousand dollars and can pay for additional features to better target specific webservices.

The “Not for Profit” Cyber Criminal

Hactivist groups such as Anonymous undertake protests and commit computer crimes as a collective unit. Anonymous does not have a leader or a controlling party, but instead relies on the collective power of individual participants. Its members utilize the Internet to communicate, advertise, and coordinate their actions. Anonymous has initiated multiple criminal Distributed Denial of Service attacks against the Recording Industry Association of America, the Motion Picture Association of America, the Church of Scientology, and various businesses in support of WikiLeaks.

Just last month, Anonymous hacked into the website of a U.S. security firm with U.S. government

contracts and stole approximately 72,000 e-mails from the company and posted them online. This attack was in response to the claim that a researcher at the company had identified key members of Anonymous.

Financial Estimates of Damages

Cyber criminals are forming private, trusted, and organized groups to conduct cyber crime. The adoption of specialized skill sets and professionalized business practices by these criminals is steadily increasing the complexity of cyber crime by providing actors of all technical abilities with the necessary tools and resources to conduct cyber crime. Not only are criminals advancing their abilities to attack a system remotely, but they are becoming adept at tricking victims into compromising their own systems. Once a system is compromised, cyber criminals will use their accesses to obtain PII, which includes online banking/brokerage account credentials and credit card numbers of individuals and businesses that can be used for financial gain. As cyber crime groups increasingly recruit experienced actors and pool resources and knowledge, they advance their ability to be successful in crimes against more profitable targets and will learn the skills necessary to evade the security industry and law enforcement.

The potential economic consequences are severe. The sting of a cyber crime is not felt equally across the board. A small company may not be able to survive even one significant cyber attack. On the other hand, companies may not even realize that they have been victimized by cyber criminals until weeks, maybe even months later. Victim companies range in size and industry.

Often, businesses are unable to recoup their losses, and it may be impossible to estimate their damage. Many companies prefer not to disclose that their systems have been compromised, so they absorb the loss, making it impossible to accurately calculate damages.

As a result of the inability to define and calculate losses, the best that the government and private sector can offer are estimates. Over the past five years, estimates of the costs of cyber crime to the U.S. economy have ranged from millions to hundreds of billions. A 2010 study conducted by the Ponemon Institute estimated that the median annual cost of cyber crime to an individual victim organization ranges from \$1 million to \$52 million.

According to a 2011 publication released by Javelin Strategy and Research, the annual cost of identity theft is \$37 billion. This includes all forms of identity theft, not just cyber means. The Internet Crime Complaint Center (IC3), which aggregates self-reported complaints of cyber crime, reports that in 2010, identity theft schemes made up 9.8 percent of all cyber crime.

Addressing the Threat

Although our cyber adversaries' capabilities are at an all-time high, combating this challenge is a top priority of the FBI and the entire government. Thanks to Congress and the administration, we are devoting significant resources to this threat. Our partnerships within industry, academia, and across all of government have also led to a dramatic improvement in our ability to combat this threat.

The FBI's statutory authority, expertise, and ability to combine resources across multiple programs make it uniquely situated to investigate, collect, and disseminate intelligence about and counter cyber threats from criminals, nation-states, and terrorists.

The FBI is a substantial component of the Comprehensive National Cybersecurity Initiative (CNCI), the interagency strategy to protect our digital infrastructure as a national security priority. Through the CNCI, we and our partners collaborate to collect intelligence, gain visibility on our adversaries, and facilitate dissemination of critical information to decision makers.

The FBI has cyber squads in each of our 56 field offices, with more than 1,000 advanced cyber-trained FBI agents, analysts, and forensic examiners. We have increased the capabilities of our employees by selectively seeking candidates with technical skills and enhancing our cyber training.

In addition, as part of the FBI's overall transformation to an intelligence-driven organization, the Cyber Division has implemented Threat Focus Cells, which bring together subject matter experts from various agencies to collaborate and address specific identified cyber threats.

Partnerships

However, one agency cannot combat the threat alone. Through the FBI-led National Cyber Investigative Joint Task Force, we coordinate our efforts with 20 law enforcement and intelligence community (IC) entities, including the Central Intelligence Agency, Department of Defense, Department of Homeland Security (DHS), and the National Security Agency. The FBI also has embedded cyber staff in other IC agencies through joint duty and detailee assignments.

We have also enhanced our partnership with DHS, forming joint FBI-DHS teams to conduct voluntary assessments for critical infrastructure owners and operators who are concerned about the network security of their industrial control systems. DHS has provided more than 30 FBI agents and intelligence analysts with specialized training in these systems.

In addition, because of the frequent foreign nexus to cyber threats, we work closely with our international law enforcement and intelligence partners.

We currently have FBI agents embedded full-time in five foreign police agencies to assist with cyber investigations: Estonia, the Netherlands, Romania, Ukraine, and Colombia. These cyber personnel have identified cyber organized crime groups targeting U.S. interests and supported other FBI investigations. We have trained foreign law enforcement officers from more than 40 nations in cyber investigative techniques over the past two years.

We have engaged our international allies, including Australia, New Zealand, Canada, and the United Kingdom, in strategic discussions that have resulted in increased operational coordination on intrusion activity and cyber threat investigations.

Government and Private Sector Information Sharing

The FBI has developed strong relationships with private industry and the public. InfraGard is a premier example of the success of public-private partnerships. Under this initiative, state, local, and tribal law enforcement, academia, other government agencies, communities, and private industry work with us through our field offices to ward off attacks against critical infrastructure. Over the past 15 years, we have seen this initiative grow from a single chapter in the Cleveland Field Office to more than 86 chapters in 56 field offices with 42,000 members.

The exchange of knowledge, experience, and resources is invaluable and contributes immeasurably to our homeland security. Notably, DHS has recognized the value of the program and recently partnered with the InfraGard program to provide joint training and conferences during this fiscal year.

With outside funding from DHS, the newly formed Joint Critical Infrastructure Partnership will host five regional conferences this year along with representation at a number of smaller venues. The focus of the program is to further expand the information flow to the private sector by not only reaching out to the current InfraGard membership but also reaching beyond current members to local critical infrastructure and key resource owners and operators. The goal is to raise awareness of risks to the

nation's infrastructure and to better educate the public about infrastructure security initiatives. This partnership is a platform which will enhance the risk management capabilities of local communities by providing security information, education, training, and other solutions to protect, prevent, and respond to terrorist attacks, natural disasters, and other hazards, such as the crisis currently facing Japan. Ensuring that a country's infrastructure is protected and resilient is key to national security.

Experience has shown that establishing rapport with the members translates into a greater flow of information within applicable legal boundaries, and this rapport can only be developed when FBI personnel have the necessary time and resources to focus on the program. This conduit for information results in the improved protection of the infrastructure of the U.S.

In addition to InfraGard, the FBI participates in other activities with the private sector, like the Financial Services Information Sharing and Analysis Center (FS-ISAC). A good example of this cooperation is the FBI's identification of a bank fraud trend in which U.S. banks were unaware that they were being defrauded by businesses in another country. As a result of FBI intelligence analysis, a joint FBI/FS-ISAC document was drafted and sent to the FS-ISAC's membership, alerting them to these crimes and providing recommendations on how to protect themselves from falling victim to the same scheme.

In the last few years, there has been a push to partner FBI intelligence analysts with private sector experts. This is an opportunity for the intelligence analysts to learn more about the industries they are supporting. They then can better identify the needs of those industries as well as FBI information gaps. Additionally, they develop points-of-contact within those industries who can evaluate and assist in timely analysis, and the analysts mature into subject matter experts.

Other successful cyber partnerships include the IC3 and the National Cyber-Forensics and Training Alliance (NCFTA). Established in 2000, the IC3 is a partnership between the FBI and the National White Collar Crime Center that serves as a vehicle to receive, develop, and refer criminal complaints regarding cyber crime. Since it began, the IC3 has processed more than two million complaints. Complaints are referred to local, state, federal, and international law enforcement and are also the basis for intelligence products and public service announcements. The FBI's IC3 unit works with the private sector, individually and through working groups, professional organizations, and InfraGard, to cultivate relationships, inform industry of threats, identify intelligence, and develop investigative information to enhance or initiate investigations by law enforcement.

The NCFTA is a private, non-profit organization composed of representatives of industry and academia which partners with the FBI. The NCFTA, in cooperation with the FBI, develops responses to evolving threats to the nation's critical infrastructure by participating in cyber-forensic analysis, tactical response development, technology vulnerability analysis, and the development of advanced training. The NCFTA work products can be provided to industry, academia, law enforcement, and the public as appropriate.

The FBI also partners with the U.S. private sector on the Domestic Security Alliance Council (DSAC). This strategic collaboration enhances communications and promotes effective exchanges of information in order to prevent, detect, and investigate criminal acts, particularly those affecting interstate commerce, while advancing the ability of the U.S. private sector to protect its employees, assets, and proprietary information.

The DSAC is in a unique position to speak on behalf of the private sector because the DSAC members are the highest ranking security executives of the member companies, who directly report to the leaders of their organizations.

Successes

Our partnerships and joint initiatives are paying off, especially in the national security realm. In 2010, the FBI strengthened our efforts to counter state-sponsored cyber threats, increasing the number of national security computer intrusion cases by 60 percent.

While we increased our emphasis on national security, we continued to see successes on the criminal side. In 2010, we arrested a record 202 individuals for criminal intrusions, up from 159 in 2009. We obtained a record level of financial judgments for such cases of \$115 million, compared to \$85 million in 2009. Those arrests included five of the world's top cyber criminals. Among them were the perpetrators of the Royal Bank of Scotland WorldPay intrusion. Due to our strong partnership with the Estonian government on cyber matters, the case resulted in one of the first hackers extradited from Estonia to the United States.

Conclusion

As the subcommittee knows, we face significant challenges in our efforts to combat cyber crime. In the current technological environment, there are numerous threats to private sector networks, and the current Internet environment can make it extremely difficult to determine attribution.

We are optimistic that by strengthening relationships with our domestic and international counterparts, the FBI will continue to succeed in identifying and neutralizing cyber criminals, thereby protecting U.S. businesses and critical infrastructure from grave harm.

To bolster our efforts, we will continue to share information with government agencies and private industry consistent with applicable laws and policies. We will continue to engage in strategy discussions with other government agencies and the private sector to ensure that American ingenuity will lead to new solutions and better security. We will continue to build a skilled workforce to operate in this challenging environment.

We look forward to working with the subcommittee and Congress as a whole to determine a successful course forward for the nation that allows us to reap the positive economic and social benefits of the Internet while minimizing the risk posed by those who would use it for nefarious purposes.

[Accessibility](#) | [eRulemaking](#) | [Freedom of Information Act](#) | [Legal Notices](#) | [Legal Policies and Disclaimers](#) | [Links](#) |
[Privacy Policy](#) | [USA.gov](#) | [White House](#)
FBI.gov is an official site of the U.S. government, U.S. Department of Justice

Close

Exhibit E



March 14, 2013

Scott Henneforth
FPL Customer Advocate
P.O. Box 029100
Miami, Florida 33102

Florida Public Service Commission
Fax: 1-800-511-0809

Dear Mr. Henneforth:

On or about October 17, 2005, FP&L Area Manager Dennis M. Fedak sent me a letter stating that "...we're doing all we can to earn your trust..." after a malfunction of the transformer in front of trust property located at 113 Baker Road, Hawthorne, Florida, causes several electrical units and oven owned by my wife and I were destroyed.

The wife Tayra Antolick has informed me that she got a call from a woman sometime in January wanting to set up an appointment to install a "smart meter" on the house. Mrs. Antolick told the woman that she did not want the smart meter installed because it would track their private use of electricity. To that refusal, the woman told Mrs. Antolick that she was a minority and that she had to do what the majority wants. To which my wife responded, "would you say that to a black man?" The FP&L caller slammed the phone on my wife.

On or about January 16 or 17, 2013, a man by the name of Delmar Brent Employee #213780 came unto the property by climbing the closed gate with all the equipment to install the smart meter. The gate has attached to it No Trespassing and Dog on Premises signs. Mr. Brent climbed the locked gate assuming we were not home to see him trespass into the property. When I found him out trespassing on the property with the dog barking at him, he left. On our subsequent phone conversation, after telling you what this FP&L employee did in violation of Florida Law, you said that Mr. Brent was not an FP&L employee but a subcontractor hired to install these "smart meters". My wife asked you to send her evidence that FP&L disciplined this man for trespassing. You sent us information about radio frequency transmission, but no mention of the violation of Florida Law. Nothing in above incidents fosters trust. Since you have not earned our trust, we have no reason whatsoever to trust anything you say about the "smart meter".

Most importantly, the Public Service Commission as a governmental agency should not approve these devices at all because they digitize private activity that can be hacked or obtained without the inhabitants' consent or knowledge. Government as well as devious individuals can analyze the usage of the transmitted wattage without there being any hint that that is happening, violating the Constitution of the United States of America and of The State of Florida. As per their oaths, Floridians' privacy must be considered above all things. Convenience cannot supersede and displace the protections that government must ensure when regulating a power company. There never was a meeting of the minds in the oral contract with FP&L allowing it to install a device that invades privacy through digital means.

Sincerely,

Charles-William: Antolick ❖ c/o 113 Baker Road ❖ Hawthorne, Florida [32640]



DELMAR BRENT
213780

For questions regarding smart meters,
please call **1-800-871-5711** or go to

www.FPL.com/energysmart

800.516.6250 Fedak x95, Scott x82

Free Indeed Pure Trust

March 18, 2013

Scott Henneforth
FPL Customer Advocate
P.O. Box 029100
Miami, Florida 33102

Florida Public Service Commission
Fax: 1-800-511-0809

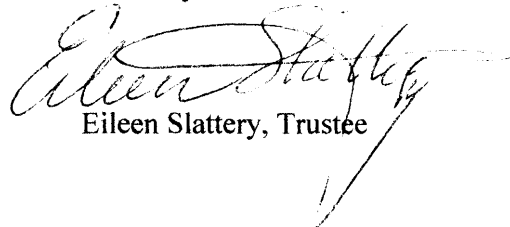
Dear Mr. Henneforth:

I am the Trustee of Free Indeed Pure Trust, the owner of the property located at 113 Baker Road, Hawthorne, Florida. The couple inhabiting the property have informed of FP&L's trespass violation in the attempt to install a "smart meter" which they do not want installed. Their concern is the monitoring of their electric usage by unauthorized entities without their knowledge and consent.

I personally have concern of the health repercussions of the radio frequency emissions, and there are some court cases concerning those concerns. I do not want the "smart meter" installed on the trust property until those court cases are adjudicated, in that, if I allow you to install these "smart meters" and there is evidence that the emissions are harmful, I, as trustee and perhaps in my personal capacity, may be liable for any harm these meters cause to health. I may also be liable for any harm that may come to the inhabitants of the property in the event that the tracking of power use will result in loss of property or life.

FP&L is putting me and the trust in a very precarious position, which was not any part of the "meeting of the minds" when the trust entered into an oral agreement with you to provide electricity. I cannot take on such liability just because "the majority wants it." To make things worse, the trust does not have the resources to acquire alternative power. The current system seems to be the safest all around. Therefore, I am vehemently opposed to this device to be installed on trust property.

Sincerely,



Eileen Slattery, Trustee

Exhibit F, 2 of 2

BELLEVUE MAIN PO
BELLEVUE, Florida
34208998

03/19/2013 11:35:10 AM 08:47:44 AM
119 710-0009

Product Description	Qty	Unit Price	Total Price
(Forever) Earthscan	1	\$0.46	\$0.46
PSA			
MIAMI FL 3rd Zone 3			\$0.46
First-Class Letter			
0.40			
Exp. Date	03/22/13		
Ret. Date	03/22/13	\$2.55	
@ Self Fee		\$3.10	
Label #	7011157000120259360		
Issue Pmt		\$6.11	
Total		\$6.57	

Paid by:
Debit Card
Account #: XXXXXXXXXX
Approval #: 126098
Transaction #: 23 903300291
Receipt #: 005995

@ For tracking or inquiries go to
USPS.com or call 1-800-222-8811.

Order stamps at usps.com/shop or 1-800-Stamp24. Go to usps.com/shipping to print shipping labels with postage. For other information call 1-800-ASK-USPS.

Bill #: 100100599445
Clerk: 07

All sales final on stamps and postage
Refunds for guaranteed services only
Thank you for your business.
HELP US SERVE YOU BETTER

Go to: <https://postal.experience.com/Pcs>
TELL US ABOUT YOUR RECENT
POSTAL EXPERIENCE

YOUR OPINION COUNTS

Customer Copy

7011 1570 0001 2025 9360

U.S. Postal Service™ CERTIFIED MAIL™ RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)	
For delivery information visit our website at www.usps.com	
MIAMI FL 33102	
Postage \$	\$0.46
Certified Fee	\$3.10
Return Receipt Fee (Endorsement Required)	\$2.55
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees \$	\$6.11
0310 07	
MAR 19 2013	
BELLEVUE FL 34208	
Sent to: Scott Henneforth - FPL	
Street, Apt. No.: P.O. Box 029100	
City, State, ZIP+4: Miami, FL 33102	
PS Form 3810, August 2005	
See Reverse for Instructions	

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Scott Henneforth - FPL
P.O. Box 029100
Miami, FL 33102

2. Article Number

(Transfer from service label)

PS Form 3811, February 2004

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

B. Received by (Printed Name)

D. Is delivery address different from item 1? If YES, enter delivery address below:

3. Service Type

- ☒ Certified Mail ☐ Express Mail
☐ Registered ☒ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

7011 1570 0001 2025 9360

Domestic Return Receipt

102595-02-M-1540

Your electric statement

For: May 30 2014 to Jun 30 2014 (31 days)

Customer name: FREE INDEED PURE TRUST

Service address: 113 BAKER RD

Account number: 88373-22521

Statement date: Jun 30 2014

Next meter reading: Jul 31 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
50.70	50.70 CR	0.00	0.00	177.45	\$177.45	Jul 21 2014

Meter reading - Meter 5C59426

Current reading 28869

Previous reading - 28242

kWh used **627**

Customer read

Energy usage

	Last Year	This Year
kWh this month	367	627
Service days	28	31
kWh per day	13	20

**The electric service amount includes the following charges:

Customer charge: \$7.57

Fuel: \$18.48

(First 1000 kWh at \$0.029470)

(Over 1000 kWh at \$0.039470)

Non-fuel: \$38.10

(First 1000 kWh at \$0.060770)

(Over 1000 kWh at \$0.071590)

Amount of your last bill 50.70

Payment received - Thank you 50.70CR

Balance before new charges \$0.00

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount 64.15**

Storm charge 0.86

Non-std meter enrollment fee 95.00

Non-std meter surcharge 13.00

Gross receipts tax 4.44

Total new charges \$177.45

Total amount you owe

\$177.45

- Payments received after **July 21, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- Eligible customers can choose between the standard smart meter, for no additional fees, or a non-standard meter, for an enrollment fee of \$95 and a monthly surcharge of \$13. The option has been approved but is under review by the PSC. Learn more at FPL.com/meteroption.

Exhibit G, 1 of 2

Please have your account number ready when contacting FPL.

Customer service: 1-800-226-3545

Outside Florida: 1-800-226-3545

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

Hearing/speech impaired: 711 (Relay Service)

Online at: www.FPL.com





June 30, 2014

FREE INDEED PURE TRUST
PO BOX 651
HAWTHORNE FL 32640-0651

Re: FPL Account Number: 88373-22521
Service Address: 113 BAKER RD

Important information about your FPL account!

Dear Free Indeed Pure Trust :

Your electric bill this month includes an enrollment charge of \$95.00, reflecting your enrollment in Florida Power & Light Company's Non-Standard Meter Option. In addition, effective this month, your bill will include a monthly surcharge of \$13.00. These fees cover the costs necessary to:

- Set up and administer the Non-Standard Meter Option for each customer
- Make changes to our outage management and restoration processes and systems to address outage and restoration issues that need to be manually resolved
- Install a non-standard meter, if necessary
- Modify the billing system and maintain the systems and processes needed to read the meter manually every month

These fees have been approved but remain under review by the Florida Public Service Commission. If the FPSC should make any changes that result in a reduction to the fees, you would receive a refund for that amount.

Please be aware that FPL technicians do not carry non-standard meters on our service trucks. If it is necessary to replace your meter during a service call, we may need to temporarily install a smart meter. If that occurs, we will come back out to replace the smart meter with a non-standard meter as soon as possible.

Your satisfaction is very important to us. If you wish to change your enrollment status, please go to www.fpl.com/meteroption or call us at 1-866-252-6047.

Sincerely,

Florida Power & Light Company

**USEFUL TELEPHONE NUMBERS**

Customer Service : 1-800-226-3545

Outside Florida: 1-800-226-3545

Hearing/Speech Impaired: 711 (Relay Service)

Visit FPL's Web Site at <http://www.fpl.com>

Angela Charles

From: Randy Roland
Sent: Friday, August 08, 2014 9:42 AM
To: Consumer Correspondence
Subject: Docket 130223
Attachments: To CLK Docket 130223

Please add the attached consumer correspondence to Docket 130223.

Angela Charles

From: Consumer Contact
Sent: Thursday, August 07, 2014 4:48 PM
To: Randy Roland
Subject: To CLK Docket 130223

Copy on file, see 155096C. DHood

From: Driftwoodkennels@aol.com [<mailto:Driftwoodkennels@aol.com>]
Sent: Thursday, August 07, 2014 9:35 AM
To: Consumer Contact
Subject: smart meters

good afternoon!

as a resident of Florida for over 40 years, i would like to comment about the smart meters and in particular the charges incurred since we decided NOT to have one installed !

i investigated the smart meters, and found them not acceptable for my family for a number of reasons. i have read all the information provided by fpl concerning the smart meters.

my point is this ! EVERY person should be allowed to refuse the smart meters, and remain with the old type - those of us who choose to do so should NOT be required to pay an extra fee to KEEP our presently installed meters, and to also have to pay a fee each month to keep them !! those who want the smart meter should be paying an installation fee and monthly charge!

fpl sent out a notice explaining the fees -- all of which should be charged to the new installation and management of the smart meters, not charged to the already existing and working systems!! in my mind, this is extortion!

we have been extremely pleased with our fpl service for all these years - this is very disappointing.

we would hope you will reconsider your position in allowing fpl to do this.

thanks for your time !

fred and rita figg
laurel, fl

Angela Charles

From: Ellen Plendl
Sent: Thursday, August 07, 2014 2:58 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: philip-restino.pdf; cheryl-taft.pdf

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

Philip C. Restino
27 Bay in the Wood
Port Orange, FL 32129
Ph: (386) 788-2918
Email: RestinoP@aol.com

COPY

June 26, 2014

Kenneth M. Rubin
Senior Counsel
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420

RE: FPL ACCOUNT #77508-07922; NON-CONSENT TO SMART METER; PAYMENT OF
ADDITIONAL FEES CHARGED BY FPL ONLY UNDER DURESS AND PROTEST

(Sent USPS Certified Mail, Return Receipt Requested # 7014-0150-0002-0118-4062)

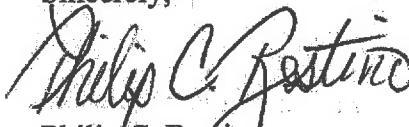
Dear Mr. Rubin:

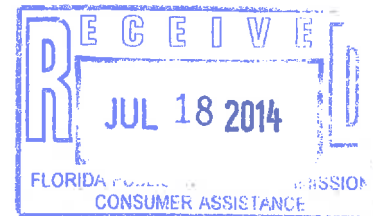
I am in receipt of your letter stating I have a choice of meter to measure my electric usage. In reality, I do not have a choice but rather I am being forced by Florida Power & Light to decide between accepting one of your new "smart meters" which does more than simply measure my consumption of electric energy or pay a one-time \$95 enrollment fee and an additional \$13 monthly surcharge simply to keep my existing meter. According to our long-standing contract, FPL needs only the kilowatt hours used as measured just fine by my existing meter in order to accurately bill me for usage.

Due to FPL being a controlled monopoly, I am at the disadvantage of not being able to obtain my electricity needs from another provider should I decide to stay at my current address. I have no plans to move, so my "choice" is under duress and coercion. The option you have presented to me is an onerous and abusive one. For the safety of my family and the security of my private information, I will reluctantly pay the \$95 enrollment fee and the additional \$13 monthly surcharge only under duress and protest and by separate payments for each according to FPL's "Non-Standard" meter option.

Enclosed please find my check #1282 for \$240.24 representing what I owe FPL for my electric usage through June 3, 2014 and check #1283 for \$95 and check #1284 for \$13 as payment respectively for FPL's one-time \$95 enrollment fee and \$13 monthly surcharge under the "Non-Standard" meter option. Going forward, I would also like FPL to issue me separate invoices aside from my monthly invoice for my actual electric usage so as to reflect the additional fees being paid by me under duress and protest.

Sincerely,


Philip C. Restino
FPL Account #77508-07922



Cc: Marlene M. Santos – VP Customer Service, Florida Power & Light
Florida Public Service Commission
Florida Dept of Agriculture and Consumer Services
Senator Dorothy L. Hukill – Florida State Senate, District 8
Representative Charles David Hood, Jr. – Florida State House, District 25

Cheryl L. Taft
244 Lexington Drive, #U
Daytona Beach, FL 32114
Ph: (386) 212-4800
Email: cheryltaft@yahoo.com

COPY

June 26, 2014

Kenneth M. Rubin
Senior Counsel
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420

RE: FPL ACCOUNT #59693-12163; NON-CONSENT TO SMART METER; PAYMENT OF
ADDITIONAL FEES CHARGED BY FPL ONLY UNDER DURESS AND PROTEST

(Sent USPS Certified Mail, Return Receipt Requested # 7014-0150-0002-0118-4109)

Dear Mr. Rubin:

I am in receipt of your letter stating I have a choice of meter to measure my electric usage. In reality, I do not have a choice but rather I am being forced by Florida Power & Light to decide between accepting one of your new "smart meters" which does more than simply measure my consumption of electric energy or pay a one-time \$95 enrollment fee and an additional \$13 monthly surcharge simply to keep my existing meter. According to your long-standing contract, FPL needs only the kilowatt hour used as measured just fine by my existing meter in order to accurately bill me for usage.

Due to FPL being a controlled monopoly, I am at the disadvantage of not being able to obtain my electricity needs from another provider should I decide to stay at my current address. I have no plans to move, so my "choice" is under duress and coercion. The option you have presented to me is an onerous and abusive one. For the safety of my family and the security of my private information, I will reluctantly pay the \$95 enrollment fee and the additional \$13 monthly surcharge only under duress and protest and by separate payments for each according to FPL's "Non-Standard" meter option.

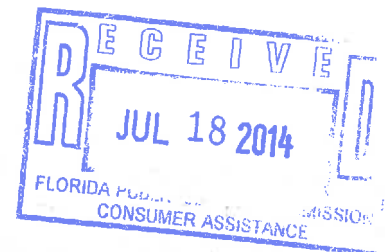
Enclosed please find my check #1097 for \$95 and check #1098 for \$13 as payment respectively for FPL's one-time \$95 enrollment fee and \$13 monthly surcharge under the "Non-Standard" meter option. Going forward, I would also like FPL to issue me separate invoices aside from my monthly invoice for my actual electric usage so as to reflect the additional fees being paid by me under duress and protest.

Sincerely,



Cheryl L. Taft
FPL Account #59693-12163

Cc: Marlene M. Santos – VP Customer Service, Florida Power & Light
Florida Public Service Commission
Florida Dept of Agriculture and Consumer Services
Senator Dorothy L. Hukill – Florida State Senate, District 8
Representative Dwayne L. Taylor – Florida State House, District 26



Angela Charles

From: Randy Roland
Sent: Wednesday, August 06, 2014 9:29 AM
To: Consumer Correspondence
Subject: Docket 130223
Attachments: RE To CLK Docket 130223- Response requested; RE To CLK Docket 130223- Response requested

Please add the attached consumer correspondence to Docket file 130223.

Angela Charles

From: Walter Clemence
Sent: Wednesday, August 06, 2014 9:13 AM
To: 'helmutbader@att.net'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland
Subject: RE: To CLK Docket 130223- Response requested

Mr. Bader,

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

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

Thank you again for expressing your concerns.

Sincerely,

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

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]

Sent: Tuesday, August 05, 2014 12:07 PM

Cc: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 36601

CUSTOMER INFORMATION

Name: Helmut Bader
Telephone: 772-4290268
Email: helmutbader@att.net
Address: 10950 Schwab Road Fort Pierce FL 34945

BUSINESS INFORMATION

Business Account Name: Helmut Bader

Account Number: 4919605453

Address: 10950 Schwab Road Fort Pierce Florida 34945

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

Dear Sir,

Only today I was aware that FPL switched time ago my Power Meter from Analog to a Smart Meter without giving me any information and without my consent.

Since several weeks I sleep not well and I was asking myself about the cause. I found no answer, till my neighbore told my about to look if I have a Smart Meter outside. Yes I have. I dont know this is the reason or not for my shortcoming sleep but I like to complain about to be not informed about the meter change and not having the option to opt-out after installation.

I like to sleep again well. Please tell me which option I have to reverse this process??

Thankfully a Florida citizen

Helmut Bader

Angela Charles

From: Mark Futrell
Sent: Wednesday, August 06, 2014 8:54 AM
To: 'akruzel@gmail.com'
Cc: Rhonda Hicks; Cindy Muir; Brenda Stallcup; Randy Roland; Diane Hood
Subject: RE: To CLK Docket 130223- Response requested

Ms. Katzman,

Thank you for your email below regarding smart meters.

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the Florida Public Service Commission (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 has gone into effect.

The tariff has since been protested by two customer groups and an evidentiary hearing will be held on September 30, 2014. During the hearing, the FPSC will consider FPL's assumptions regarding the different cost components of the tariff. A decision by the FPSC on the NSMR tariff will occur at a later date.

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.

Sincerely,
Mark Futrell
mfutrell@psc.state.fl.us

1154941C

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

From: Alisa [<mailto:akruzel@gmail.com>]
Sent: Tuesday, August 05, 2014 9:47 PM
To: Consumer Contact
Subject: Smart Meters

Hi,

I moved into a new home a week ago and found that a smart meter is right outside of my baby's room. She has been waking up throughout the night since she has been in her new room. FPL is charging a high fee as well as monthly maintenance to get rid of the smart meter. I am very upset about this. What action can I take against the smart meter?

Thank you,
Alisa Katzman

Angela Charles

From: Hong Wang
Sent: Tuesday, August 05, 2014 4:23 PM
To: Angela Charles
Cc: Carlotta Stauffer; Crystal Card; Rachel Arnold; Cindy Muir; Rhonda Hicks; Ruth McHargue
Subject: FW: Consumer correspondence - Docket No. 130223-EI
Attachments: FW To CLK Docket 130223

Angela, please handle.

Thanks!

From: Mark Futrell
Sent: Tuesday, August 05, 2014 4:10 PM
To: Carlotta Stauffer
Cc: Hong Wang; Rachel Arnold; Cindy Muir; Rhonda Hicks; Ruth McHargue
Subject: Consumer correspondence - Docket No. 130223-EI

Carlotta,

Please have the attached email placed in the customer correspondence file for Docket No. 130223-EI.

Thanks,
Mark Futrell

Angela Charles

From: Rhonda Hicks
Sent: Friday, August 01, 2014 10:27 AM
To: Mark Futrell; Cindy Muir
Subject: FW: To CLK Docket 130223

Please see customer's comment below. Customer asks to include comments as testimony.

From: Ruth McHargue
Sent: Friday, August 01, 2014 9:35 AM
To: Rhonda Hicks
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Please review, customer is requesting this be included in the docket file as testimony.

From: Consumer Contact
Sent: Friday, August 01, 2014 9:27 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1154587C. DHood

From: Milt Farrow [<mailto:miltfarrow@blurredvisioncc.com>]
Sent: Friday, August 01, 2014 9:06 AM
To: Consumer Contact
Subject: Fwd: Fw: SaskPower ordered to remove all 105,000 smart meters Hernando county does not have an opt out option -call our commissioners and ask for one-k

Please include this news report concerning the "Smart Meter" issue- As party having vested rights in "the appeal" process, I wish this to be included in the record as if it was testimony already received and logged into the transcription of the minutes-

Milt Farrow
4430 Elliot Ave Titusville
FL 32780

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

Subject: Fw: SaskPower ordered to remove all 105,000 smart meters Hernando county does not have an opt out option -call our commissioners and ask for one-k

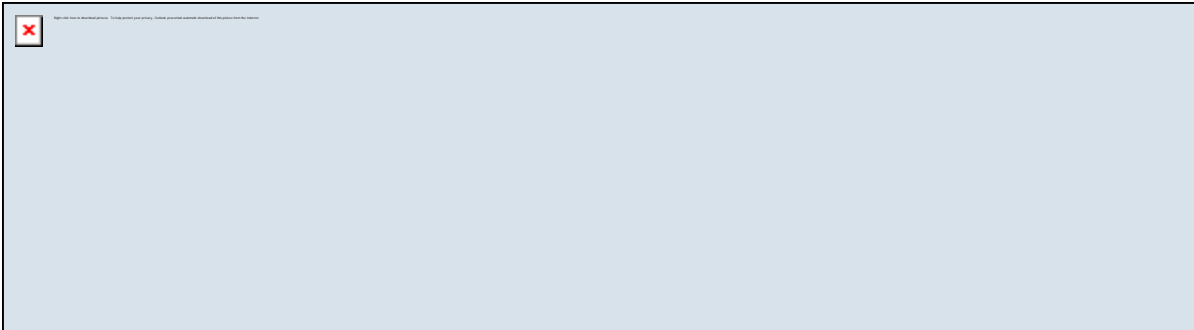
Date: Fri, 1 Aug 2014 00:45:03 -0400

From: Karlene & Earl Nordgren <pigpen34@bellsouth.net>

To: <Undisclosed-Recipient:>

From:

From: Take Back Your Power [mailto:info=takebackyourpower.net@mail59.atl31.mcdlv.net] **On Behalf Of** Take Back Your Power
Sent: Thursday, July 31, 2014 10:03 AM
To: Tony
Subject: SaskPower ordered to remove all 105,000 smart meters



Dear Tony,

After multiple house fires in Saskatchewan caused directly by "smart" meters, SaskPower is **recalling and removing all 105,000 meters** which have been installed throughout the province:

<http://www.takebackyourpower.net/news/2014/07/30/breaking-saskpower-ordered-remove-smart-meters-province/>

We applaud Bill Boyd, Minister Responsible for Energy and Resources, for his abilities to use **logic and foresight in ordering the removal**. Other public servants and utilities (and the individual executives) who have kept streamrolling the agenda despite being made aware of the facts will later regret those decisions, as they will be held fully liable.

* * *

At 1:45 into this **King5 TV News clip**, a group of 45 inspired souls (including myself) speak with one voice and notify Seattle City Council and Seattle City Light that "we will hold each of you financially and criminally liable for all harm" should installation plans proceed:

<http://www.takebackyourpower.net/news/2014/07/01/king-5-tv-news-group-voices-opposition-seattle-city-light-smart-meters/>

In Illinois, ComEd has apparently decided that it's easier to propagandize people **if you give them free ice cream**:

<http://www.takebackyourpower.net/news/2014/07/30/comed-smart-meter-propaganda-goes-better-with-ice-cream/>

Hundreds of citations of critical problems with "smart" meters are in this

outstanding 170+ page December 2012 report entitled "***Analysis: Smart Meter and Smart Grid Problems***":

<http://smartmeterharm.files.wordpress.com/2012/12/1-smart-meter-problems-dec-2012-final.pdf>

Thanks for meeting me here. Make it a great day,

Josh del Sol, producer & director

TakeBackYourPower.net

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[Donate](#) // [Buy DVDs](#) // [Volunteer](#)

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(<http://takebackyourpower.net>). Thank you for your support!!

Take Back Your Power

#241 - 16625 Redmond Way Suite M

Redmond, WA 98052

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Shawna Senko

From: Shawna Senko
Sent: Tuesday, July 29, 2014 2:31 PM
To: 'Cynthia & Doug Alonzi'
Cc: Consumer Contact
Subject: RE: Docket # 130223

Complaints serve as a valuable source of information to the Florida Public Service Commission (PSC). In order to allow the PSC to more efficiently process its complaints, we have forwarded your complaint to our Office of Consumer Assistance and Outreach.

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

From: Cynthia & Doug Alonzi [<mailto:dalonzi@cfl.rr.com>]
Sent: Tuesday, July 29, 2014 2:25 PM
To: Records Clerk
Subject: Docket # 130223

Please allow this email to serve as complaint to the PSC in regard to FPL and their billing practice. In specific to their smart/non-smart meter program. In addition to being a customer and having little voice against rate increases, I feel with this topic I need to stress the importance of my feelings. Account number 54127-56321, service address 220 Riggs Avenue, Melbourne Beach, FL 32951, selected to remain with a non-smart meter. I was given the option to elect and receive a new smart meter free of charge from FPL. Due to many concerns I have regarding RF waves and any potential if/if not they cause, I requested to not do so. FPL informed me their policy was to charge a one time fee of \$95 and a monthly fee of \$13 for remaining with a non-smart meter. This was according to FPL approved for by the PSC. I have called and spoken with numerous FPL personnel in regard to my avid complaint and disgust at their methods of extortion. Not to mention my dislike for the PSC approving these fees.

I have submitted a complaint via online thru the PSC website concerning the above referenced docket number. I'm told of a tracking number 36559 I have concerning this matter as well. I'm not sure how much voice it gives me but I feel as a customer, taxpayer, constituent somehow my concern needs to be addressed and remedied. I have no other choice of electric provider. The provider I have has updated and improved their infrastructure. I'm sure FPL is committed to bringing the best possible service to its customers and doing it with efficiency and any cost cutting measures they can provide. It seems too similar to extortion to mandate certain costs only go to certain customers who have no choice but to pay said extorted amounts or have their service(power) shut off (I was told this by several FPL employees via phone conversations). Why are those who selected to go with smart meters not charged any costs for this expensive upgrade FPL has done? Why are those who selected (FPL customers) to assist FPL in making sure they get almost a complete compliance with its customers; changing their energy equipment over to smart meters thus allowing FPL to begin eliminating their meter reading positions if not reducing? It's only the customs who have chosen to remain with non-smart meter equipment thus making FPL continue their meter reader positions, who have been charged with any fees!

I do understand the notion as a business FPL wants to operate at efficient costs and continue income growth. I'm sure updating all their equipment to go with this smart meter program was expensive costs to FPL. But it is very bias as to who those costs will be offset by. I believe the PSC should have seen this and assisted its constituents, even for an appointed commissioners board. The PSC is to represent the residents of this state. Where is the representation of all as opposed to the greater half when it comes to business profits? Possibly to close of a political relationship between the two parties involved FPL and the PSC.

I am not a politician but a lifelong resident of this state. Married, three children, reside in Brevard County, employed as a Dade County firefighter, I believe this is wrong and should be changed. Thank you.

Doug Alonzi
220 Riggs Ave
Melbourne Bch, FL 32951
321.698.1631
dalonzi@cfl.rr.com

Angela Charles

From: Ruth McHargue
Sent: Tuesday, July 29, 2014 3:05 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223
Attachments: E-Form Improper Billing TRACKING NUMBER 36559; RE Docket # 130223

[Customer correspondence](#)

From: Diane Hood
Sent: Tuesday, July 29, 2014 2:36 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1154263C. DHood

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, July 29, 2014 12:22 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36559

CUSTOMER INFORMATION

Name: Douglas Alonzi
Telephone: 3214095850
Email: dalonzi@cfl.rr.com
Address: 220 Riggs Avenue Melbourne Bch FL 32951

BUSINESS INFORMATION

Business Account Name: Douglas Alonzi
Account Number: 54127-56321
Address: 220 Riggs Avenue Melbourne Bch Florida 32951

COMPLAINT INFORMATION

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

As a consumer and customer of FPL, I feel it is an outrage the PSC allows FPL to charge customers who choose to remain with non-smart meters a charge of \$95 and then a monthly charge of \$13. I do understand FPL has invested a significant amount of money into updating their infrastructure and wants to remain efficient in its operating costs. But it is extortion when those costs are only offset to consumers who remain with their original equipment and do not except the new smart meter option. My family and I are strongly against the smart meter for various health reasons. A simply solution could have been to charge all customers a small \$2 to \$4 charge, etc., to offset costs by FPL, not just to penalize customers who have paid their bill timely for many years and choose their own measure of health and safety when it comes to RF waves. With all do respect neither myself, FPL or the PSC truly knows the long term damage RF waves will play upon our society. I am not willing to allow my three (3) children to be used as test subjects and further to pay additional fees for it either. Please take my complaint with full sincerity, thank you. Doug Alonzi

PSC was contacted previously

Angela Charles

From: Shawna Senko
Sent: Tuesday, July 29, 2014 2:31 PM
To: 'Cynthia & Doug Alonzi'
Cc: Consumer Contact
Subject: RE: Docket # 130223

Complaints serve as a valuable source of information to the Florida Public Service Commission (PSC). In order to allow the PSC to more efficiently process its complaints, we have forwarded your complaint to our Office of Consumer Assistance and Outreach.

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

From: Cynthia & Doug Alonzi [<mailto:dalonzi@cfl.rr.com>]
Sent: Tuesday, July 29, 2014 2:25 PM
To: Records Clerk
Subject: Docket # 130223

Please allow this email to serve as complaint to the PSC in regard to FPL and their billing practice. In specific to their smart/non-smart meter program. In addition to being a customer and having little voice against rate increases, I feel with this topic I need to stress the importance of my feelings. Account number 54127-56321, service address 220 Riggs Avenue, Melbourne Beach, FL 32951, selected to remain with a non-smart meter. I was given the option to elect and receive a new smart meter free of charge from FPL. Due to many concerns I have regarding RF waves and any potential if/if not they cause, I requested to not do so. FPL informed me their policy was to charge a one time fee of \$95 and a monthly fee of \$13 for remaining with a non-smart meter. This was according to FPL approved for by the PSC. I have called and spoken with numerous FPL personnel in regard to my avid complaint and disgust at their methods of extortion. Not to mention my dislike for the PSC approving these fees.

I have submitted a complaint via online thru the PSC website concerning the above referenced docket number. I'm told of a tracking number 36559 I have concerning this matter as well. I'm not sure how much voice it gives me but I feel as a customer, taxpayer, constituent somehow my concern needs to be addressed and remedied. I have no other choice of electric provider. The provider I have has updated and improved their infrastructure. I'm sure FPL is committed to bringing the best possible service to its customers and doing it with efficiency and any cost cutting measures they can provide. It seems too similar to extortion to mandate certain costs only go to certain customers who have no choice but to pay said extorted amounts or have their service(power) shut off (I was told this by several FPL employees via phone conversations). Why are those who selected to go with smart meters not charged any costs for this expensive upgrade FPL has done? Why are those who selected (FPL customers) to assist FPL in making sure they get almost a complete compliance with its customers; changing their energy equipment over to smart meters thus allowing FPL to begin eliminating their meter reading positions if not reducing? It's only the customs who have chosen to remain with non-smart meter equipment thus making FPL continue their meter reader positions, who have been charged with any fees!

I do understand the notion as a business FPL wants to operate at efficient costs and continue income growth. I'm sure updating all their equipment to go with this smart meter program was expensive costs to FPL. But it is very bias as to who those costs will be offset by. I believe the PSC should have seen this and assisted its constituents, even for an appointed commissioners board. The PSC is to represent the residents of this state. Where is the representation of all as opposed to the greater half when it comes to business profits? Possibly to close of a political relationship between the two parties involved FPL and the PSC.

I am not a politician but a lifelong resident of this state. Married, three children, reside in Brevard County, employed as a Dade County firefighter, I believe this is wrong and should be changed. Thank you.

Doug Alonzi
220 Riggs Ave
Melbourne Bch, FL 32951
321.698.1631
dalonzi@cfl.rr.com

Angela Charles

From: Office of Commissioner Brown
Sent: Monday, July 28, 2014 2:54 PM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: holly biltz, Roman Scharf...

Please place the email correspondence below in Docket Correspondence of Consumers and their Representatives in Docket No. 130223-EI.

Thank you,
Terry

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

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: holly biltz [mailto:mail@changemail.org]
Sent: Monday, July 28, 2014 2:33 PM
To: Office of Commissioner Brown
Subject: 5 new petition signatures: holly biltz, Roman Scharf...

5 new people recently 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.

There are now 85 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>

Dear Julie Imanuel Brown,

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://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,

85. holly biltz saint cloud, Florida

84. Roman Scharf Melbourne, Florida

83. Donna Wiegman Pompano Beach, Florida

82. doug tessler boca ratón, Florida

81. Simm Gottesman Boca Raton, Florida

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: *July 24, 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 JUL 24 AM 11:50
COMMISSION
CLERK



PAM BONDI
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL

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

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

July 16, 2014

Mr. and Mrs. Victor Kushner
8 Deerwood Street
Palm Coast, Florida 32137

Dear Mr. and Mrs. Kushner:

The Florida Attorney General's Office received your correspondence regarding your concerns with Florida Power & Light. Attorney General Bondi asked that I reply.

We appreciate that you consider our office as a source of assistance, and I am sorry for your difficulties. I am forwarding your correspondence to the Attorney General's Consumer Protection Division for review. I am also forwarding your correspondence to the Florida Public Service Commission (PSC) for review. The PSC regulates investor-owned utilities in this state. You may follow up with the PSC by telephone at (850) 413-6100, or toll-free at (800) 342-3552. The website address is www.psc.state.fl.us.

In addition, I am forwarding your correspondence to the Florida Office of Public Counsel, which provides legal representation for the people of the state in utility related matters. You may contact that office by telephone at (850) 488-9330, or toll-free at (800) 342-0222. The website address is www.floridaopc.gov.

Thank you for sharing your concerns with Attorney General Bondi's Office.

Sincerely,

Gregory Powell

Gregory Powell
Office of Citizen Services

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

Florida Office of Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400

Florida Office of the Attorney General
Consumer Protection Division





Office of the Attorney General

Please return completed consumer contact form to:
Office of Attorney General Pam Bondi
State of Florida
PL-01, The Capitol
Tallahassee, Florida 32399-1050

cs/utiles
8/63

The contact information MUST be provided as we correspond via U.S. mail. Incomplete forms cannot be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

<u>Person Making Complaint:</u> Miss/Ms. <u>KUSHNER VICTOR, Tatiana</u> Mrs./Mr. <u>Last Name, First Name, Middle Initial</u> <u>8 DEERWOOD ST</u> Mailing Address <u>PALM COAST, FLAGLER CNTY</u> City, County <u>FL. 32137</u> State, Zip Code <u>904 471-0172</u> Home & Business Phone, including Area Code Email Address <u>VKUSHNER@CFL.RR.COM</u>	<u>Complaint is Against:</u> <u>Florida Power & Light Co</u> Name/Firm/Company <u>FPL General Mailing Facility</u> Mailing Address <u>Miami FL 33188-0001</u> City, County State, Zip Code <u>386 252-1541</u> Business Phone, including Area Code <u>FPL.COM</u> Business Email or Web Address
---	--

Product or Service involved: SMART meter Amount Paid: \$ 95.00

Date of Transaction: _____ I was contacted by: _____ Telephone _____ Mail _____ Other _____

Have you retained an attorney? ☐ Yes ☒ No

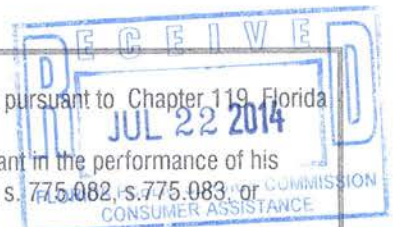
Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☐ No

If you filed complaints with any other governmental and/or consumer agencies about this matter, please list those agencies: _____

(ATTACH COPIES. DO NOT SEND ORIGINALS.)

Note:

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 837.06 Florida Statutes.



Please indicate if you are over the age of 60. Penalties can be enhanced for victimizing senior citizens. Over 60 ☐ Yes ☐ No

(PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & ATTACH YOUR SIGNATURE)

The Florida Power and Light Co. (FPL) asked us to sign our consent to replace our old meter with a new smart meter. They are being very vague about smart meter. We don't want this meter.

We already have been unwitting subjects of testing this smart meter a few years back. The experience was not good. We had frequent power fluctuations resulting in appliances and computer shut off. Our electrical bill got higher than usual.

Another concern is that this meter has potential in monitoring our daily life, like what appliance we using, how much time we spent on computer, when we are at home or leave on vacation.

There is something fishy about the whole business. They never ask our consent to replace meters before. To keep our old meter FPL added \$13.00 surcharge which about 20% increase to our bill and FPL come up with \$95.00 special program enrolment fee which they added to our bill too.

We consider it intimidation and extortion. If we don't pay, they will cut off the power. This is a clear violation of our consumer rights.

Victor Rusher 6/29/2014
Tatiana Rusher





/ 27

1115619239733612870200000

Please request changes on the back.
Notes on the front will not be detected.

The amount enclosed includes the following donation:

FPL Care To Share

\$ _____

B 2,3,7,8 1115 4



AUTO **R0 3708
1 029006

TATIANA KUSHNER
8 DEERWOOD ST
PALM COAST FL 32137-2609

Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001



Account number	Total amount you owe	New charges due by	Amount enclosed
61923-97336	\$207.82	Jul 11 2014	\$

Your electric statement

For: May 21 2014 to Jun 20 2014 (30 days)

Customer name: TATIANA KUSHNER

Service address: 8 DEERWOOD ST

Account number: 61923-97336

Statement date: Jun 20 2014

Next meter reading: Jul 22 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
61.51	61.51 CR	0.00	0.00	207.82	\$207.82	Jul 11 2014

Meter reading - Meter 7C44577

Current reading 83955
Previous reading - 83005
kWh used 950

Amount of your last bill 61.51
Payment received - Thank you 61.51 CR
Balance before new charges \$0.00

Energy usage

	Last Year	This Year
kWh this month	907	950
Service days	29	30
kWh per day	31	32

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount 93.31**
Storm charge 1.31
Non-std meter enrollment fee 95.00
Non-std meter surcharge 13.00
Gross receipts tax 5.20

Total new charges \$207.82

**The electric service amount includes the following charges:

Customer charge: \$7.57
Fuel: \$28.00
(First 1000 kWh at \$0.029470)
(Over 1000 kWh at \$0.039470)
Non-fuel: \$57.74
(First 1000 kWh at \$0.060770)
(Over 1000 kWh at \$0.071590)

Total amount you owe

\$207.82

- Payments received after **July 11, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- Eligible customers can choose between the standard smart meter, for no additional fees, or a non-standard meter, for an enrollment fee of \$95 and a monthly surcharge of \$13. The option has been approved but is under review by the PSC. Learn more at FPL.com/meteroption.



Please have your account number ready when contacting FPL.

Customer service: (386) 252-1541

Outside Florida: 1-800-226-3545

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

Hearing/speech impaired: 711 (Relay Service)

Online at: www.FPL.com





2 029006

June 20, 2014

TATIANA KUSHNER
8 DEERWOOD ST
PALM COAST FL 32137-2609

Re: FPL Account Number: 61923-97336
Service Address: 8 DEERWOOD ST

Important information about your FPL account!

Dear Tatiana Kushner :

Your electric bill this month includes an enrollment charge of **\$95.00**, reflecting your enrollment in Florida Power & Light Company's Non-Standard Meter Option. In addition, effective this month, your bill will include a monthly surcharge of **\$13.00**. These fees cover the costs necessary to:

- Set up and administer the Non-Standard Meter Option for each customer
- Make changes to our outage management and restoration processes and systems to address outage and restoration issues that need to be manually resolved
- Install a non-standard meter, if necessary
- Modify the billing system and maintain the systems and processes needed to read the meter manually every month

These fees have been approved but remain under review by the Florida Public Service Commission. If the FPSC should make any changes that result in a reduction to the fees, you would receive a refund for that amount.

Please be aware that FPL technicians do not carry non-standard meters on our service trucks. If it is necessary to replace your meter during a service call, we may need to temporarily install a smart meter. If that occurs, we will come back out to replace the smart meter with a non-standard meter as soon as possible.

Your satisfaction is very important to us. If you wish to change your enrollment status, please go to www.fpl.com/meteroption or call us at 1-866-252-6047.

Sincerely,

Florida Power & Light Company



L072.201406



USEFUL TELEPHONE NUMBERS
Customer Service : (386)252-1541
Outside Florida: 1-800-226-3545
Hearing/Speech Impaired: 711 (Relay Service)
Visit FPL's Web Site at <http://www.fpl.com>

Victor or Tatiana Kushner
8 Deerwood St.
Palm Coast, FL 32137

ORLANDO FL 328

30 JUN 14 PM 8 L



Office of the Attorney General
State of Florida
PL-01, The Capitol
Tallahassee, FL 32399-1050



3065966571



CERTIFIED MAIL

Final Notice: If you do not reply, you will be automatically enrolled in and billed for the Non-Standard Meter Option beginning with your June bill.

CHANGING THE CURRENT. FPL.

Tatiana Kushner
8 Deerwood St
Palm Coast, FL 32137-2609



Dear Tatiana Kushner:

Service Address: 8 Deerwood St
Palm Coast, FL 32137

We have written to you previously to advise you that Florida Power & Light Company (FPL) is now able to offer eligible customers an alternative to the smart meter, which is FPL's standard electric meter. If you want to keep the non-standard meter currently at your location, you may do so by enrolling in FPL's Non-Standard Meter Option program, which requires additional fees. The program has been approved but is under review by the Florida Public Service Commission.

We're concerned that we have not heard from you. It is important that you please notify us of your choice. If you do not reply, we will assume you wish to keep the non-standard meter, and we will enroll you automatically in the Non-Standard Meter Option. Unless you inform us that you choose to have FPL install a standard meter (smart meter), you will be billed an enrollment fee of \$95 and a monthly surcharge of \$13 starting in June.

If you have already notified us of your choice, please disregard this letter. We are reaching out in multiple ways and apologize if it seems that we're over-communicating, but we want to make sure you understand your options.

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

1 - Get the facts

Smart meters provide important customer benefits. 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 provides. There are no additional fees for the smart meter service.

Some customers have concerns about false information they have seen or heard. Here are the facts: Just like older meters, FPL's smart meters measure the amount of electricity you use, except they measure it more frequently. They only measure the electricity used in your home or business, not individual appliances or electronics. They transmit the usage data to FPL using a low-power, wireless radio signal—the same technology used in wireless computer systems, garage door openers and baby monitors. For more information, including fact sheets and independent third-party data, go to the Resource Library section of www.FPL.com/EnergySmart or call us at **1-866-252-6047**.

2 - Compare the costs and benefits

If you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13, and the benefits of smart meters will not be available to you. These charges would be included on your electric bill.

3 - Notify us of your decision

Your satisfaction is very important to us. Please notify us of your decision by:

- » Filling out the simple online form at **FPL.com/meteroption**. If you're not already registered on FPL.com, please have your account number handy so you can register your account. Your account number is on this letter.
- » Calling **1-866-252-6047**, or
- » Completing the form below and using the envelope we've provided to mail it to us. We'll pay the postage for you.

Thank you in advance for taking the time to notify us of your decision.

Sincerely,

Maria Gomez
Director, Customer Service
Florida Power & Light Company

6192397336

Tatiana Kushner

Phone number: _____ Email address: _____
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 \$13 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: _____

Print Name: _____

Angela Charles

From: Ruth McHargue
Sent: Tuesday, July 22, 2014 11:03 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: Smart Meters DOC# 130223; E-Form Other Complaint TRACKING NUMBER 36202

From: Diane Hood
Sent: Tuesday, June 10, 2014 1:14 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Ms Goldberg sent the PSC two –protests to Docket 130223. Both are combined in the info request- 1149540C. DHood

Angela Charles

From: Diane Goldberg <digoldberg@bellsouth.net>
Sent: Tuesday, June 10, 2014 11:41 AM
To: Consumer Contact
Subject: Smart Meters DOC# 130223

Please add this protest to Doc# 130223. FPL representative Gallene Delva is making false statements. She said that besides the 200 million dollars FPL received from the federal government, all other monies FPL spent on the purchase, installation & maintenance of the smart meter system were from FPL investment. She was not allowed to say what those investment were. This information is not true.
The rate payers are all paying for the \$650 million spent on AMI infrastructure. It was approved for cost recovery in the 2008 rate case.

Diane Goldberg
772-343-8666
6470 NW Volucia Drive
Port St Lucie, FL34986
digoldberg@bellsouth.net

Angela Charles

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, June 10, 2014 12:04 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36202

CUSTOMER INFORMATION

Name: Diane Goldberg
Telephone: 772-343-8666
Email: digoldberg
Address: 6470 NW Volucia Drive Port St Lucie FL 34986

BUSINESS INFORMATION

Business Account Name: Diane Goldberg
Account Number: 40048-79351
Address: 6470 NW Volucia Drive Port St Lucie Florida 34986

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I complained to Gallene Delva at FPL on 6/9/14 about being double billed: Once for the smart meter system & also for having a non-standard meter. When I said that the customers were paying for the smart meter system as part of there electricity charges, she falsely advised me that 600 million all came from FPL investments, but she was not allowed to say what those investments were. I have since found out that the rate payers are all paying for the \$650 million spent on AMI infrastructure. It was approved for cost recovery in the 2008 rate case. I am filing an official complaint on the PSC website against FPL for their customer service reps giving out false info to the public.

Angela Charles

From: Ruth McHargue
Sent: Tuesday, July 22, 2014 10:18 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, July 22, 2014 10:05 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1149791C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, June 12, 2014 11:44 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36220

CUSTOMER INFORMATION

Name: Ruth Carroll
Telephone:
Email: Pinkthreads@cfl.rr.com
Address: 155 Anderson ave. Palm Bay FL 32907-3070

BUSINESS INFORMATION

Business Account Name: Ruth A Carroll
Account Number: 0390411031
Address: 155 Anderson ave. Palm Bay Florida 32907-3070

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I was forced to sign their smart meter extortion letter because we cannot afford the extortion fees.

Angela Charles

From: Ruth McHargue
Sent: Tuesday, July 22, 2014 10:04 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, July 22, 2014 9:55 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1153536C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, July 21, 2014 8:00 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36513

CUSTOMER INFORMATION

Name: Derek Veneziano
Telephone:
Email: derek.veneziano@gmail.com
Address: 1114 Mary Joye Ave Indian Harbour Beach FL 32937

BUSINESS INFORMATION

Business Account Name: Derek Veneziano
Account Number: 5190484047
Address: 1114 Mary Joye Ave Indian Harbour Beach Florida 32937

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:
Since FPL installed a smartmeter, I have had trouble with radio devices in my house. They will not remove it.

Angela Charles

From: Randy Roland
Sent: Friday, July 18, 2014 3:23 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223

Please add the below consumer correspondence to Docket File 130223.

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

From: Consumer Contact
Sent: Friday, July 18, 2014 3:12 PM
To: Randy Roland
Subject: To CLK Docket 130223

Copy on file, see 1153193C. Also see 1153192E for the warm transfer. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, July 17, 2014 3:47 PM
Cc: fpl_fpesc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36487

Email sent to fpl_fpesc_correspondence@fpl.com with CC to PSC

CUSTOMER INFORMATION

Name: Eric Simmons
Telephone: 386-566-4985
Email: ericdustinlane@bellsouth.net
Address: 136 Lagoon Ave. Oak Hill FL 32759

BUSINESS INFORMATION

Business Account Name: Eric Simmons
Account Number:
Address: 136 Lagoon Ave. Oak Hill Florida 32759

COMPLAINT INFORMATION

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

We requested to not have a smart meter installed on our house. We now have been levied a 95.00 charge and a 13.00 a month charge for not wanting to have one installed. I am assuming the charge is for reading etc...but what was the one time charge of 95.00 for? I am also assuming they installed these meters to save them money, however no savings was past on to the customers that had them installed. FPL was a profitable company prior to smart meters. The fine passed on to the customers for not installing equipment they want was done so to scare or force customers that did not want to pay the 95.00 to having them installed was extortion. FPL does not want customers with the old meters so they are trying to force them to get rid of them by making them pay extra. They were not losing money with the old meters, no savings were passed on to customers that took the smart meters, they just took them without knowing anything about them(FPL installed ours while no one was home and we did know until my wife had health issues immediately upon return home that day) or complained had them removed then was threatened with the fine and monthly charge so they had to get them if they could not afford it. This was extortion, you either take what they force on you or you will be fined into it.

Angela Charles

From: Randy Roland
Sent: Thursday, July 17, 2014 10:26 AM
To: Consumer Correspondence
Subject: CLK Docket 130223

Please add the below consumer correspondence to Docket File 130223.

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

From: Consumer Contact
Sent: Thursday, July 17, 2014 9:53 AM
To: Randy Roland
Subject: To CLK Docket 130223

Copy on file, see 1153074C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, July 17, 2014 9:42 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36484

CUSTOMER INFORMATION

Name: paul Spengler
Telephone: 904-669-1857
Email: paul@aug.com
Address: 5479 4th st St Augustine FL 32080

BUSINESS INFORMATION

Business Account Name: paul Spengler
Account Number:
Address: 5479 4th st St Augustine Florida 32080

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

Florida power & light Smart meter program Smart Meters are surveillance devices which violate Federal and State wiretapping laws by recording and storing databases of private and personal activities and behaviors. There is no reason for a power company to collect and store information of the power use of its customers. The program is faulted to require a payment be made not to be monitored. There needs to be a option to not be monitored 24/7 and the information not stored or made available online or to anyone

Crystal Card

From: Ellen Plendl
Sent: Wednesday, July 16, 2014 2:39 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW 71614 1st email 7 pages, received error message on a returned email in my inbox that the 13 pages were too big to send 6 pages will follow this email; FW 2nd email 6 pages 71614 1st email was sent with 7 pages, between both emails I've sent you they total to 13 pages; FW Smart Meters Health & Safety for all disabled; RE Smart Meters Health & Safety for all disabled

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

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Wednesday, July 16, 2014 9:13 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: 7/16/14 1st email 7 pages, received error message on a returned email in my inbox that the 13 pages were to big to send 6 pages will follow this email
Attachments: Governor Rick Scott 1 st email 7 16 14 7 pages 2nd email to fo.pdf

From: sue [<mailto:scoak@comcast.net>]
Sent: Wednesday, July 16, 2014 1:50 AM
To: Governor Rick Scott
Subject: 7/16/14 1st email 7 pages, received error message on a returned email in my inbox that the 13 pages were to big to send 6 pages will follow this email

Governor Scott,

Sending you 2 emails, tried sending 13 pages but I received an error email back saying the file was to big. I'm sure you are busy but being I can't get any answers from the FPSC I thought I might see what you have to say about the discrimination the Florida Public Service Commission has proved against the disabled . Please review or please let me know which Florida agency regulates FPL being I'm not getting through to FPL in reference to not only the disabled but all of Floridians safety and health issues...

Appreciate your time,
Regards,

Susan Coakley
772-257-5649

7/15/2014

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

Governor Scott's email
Rick.Scott@eog.myflorida.com

Ref: FPL smart meter program

" 1st Email " 7 pages
Received Email
saying it was too large
only 8 x 11 + 13 pages -
2nd Email will follow
from S. Cook @
Comment at
6 pages -

Dear Governor Scott,

I have been working on the issues that are attached for months and have not gotten anywhere with any of the agencies that I have contacted. Governor, I feel that what the Florida Public Services Commission has put online is showing discrimination to all the disabled people in our state, (see attached).

As far as FPL, I'm told from many in Tallahassee that FPL is not regulated. If they are I'd appreciate to know who regulates them to protect the citizens of Florida.

I'm disabled since 2008, my medication costs are unreal. I cannot believe that FPL will not work with the disabled and many others who live on a fixed income. The \$95.00 opt out penalty, of which I can't afford and I also can't afford the extra \$13.00 a month, is unrealistic to me. According to the ADA, what FPL is doing, is against the Americans with Disability Act.

I have suggested that FPL let me pay a flat fee of \$25.00 for opting out of the smart meter program. We all know that they have only done one independent study on microwaves and cell phones; the study was not performed on the smart meter itself.

There are many online scientists and engineers who have stated that the smart meters are unsafe to everyone's health & safety. i.e., Homes and Appliances have burned because of the smart meters getting too hot. Additionally, many citizens of our country, including Florida are becoming very ill because of the smart meter.

I myself have numerous medical conditions, some of which include a weakened immune system, Sjogrens syndrome, Chronic Pancreatitis along with many other medical conditions. I don't have a note from a doctor, but I do have reports, CT scans, MRI's, Pet scans and lots of blood work results. I have also been to Johns' Hopkins's in Baltimore to be diagnosed along with Shands in Gainesville at the University of Florida. I refuse to have the smart meter put on my home for fear of compromising mine and my family's health, and the safe integrity of my home dwelling.

Not only is FPL not working with the disabled they are also putting all of the meter readers out of work and I thought that I had read that you were creating jobs. Being no one in Tallahassee is helping or doing anything to address these health & safety issues that the smart meters are creating for anyone who is disabled is just amazing to me.

Just handling the task of getting this out to all who should be concerned about it has made me very weak. I have asked FPL for a copy of the study by which they are basing their determinations but they don't have a copy, all I'm ever told by anyone I speak to from FPL is that the smart meters are safe. If they are, FPL should have to prove it in many different ways for the sake of everyone in Florida.

Thanks for your time and it will be interesting to see what you can get done for the disabled regarding the charges FPL is asking for from every Floridian who does not want the smart meter. Maybe Florida should look into bringing in more power companies so that FPL can't monopolize the state of Florida with their high charges and keep many meter readers employed.

The main issues here are being disabled and on a fixed income... if I pay FPL what they are asking, that means I go without some of my medication along with specialist visits that I need because of my disabilities.

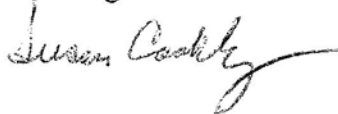
Thanks again, I'm also emailing you what was sent to the ADA in Washington, FPL and the FPSC today. I also want you to know that many faxes were sent to Tallahassee in April of 2014, being as I sent the fax to the agriculture Dept, I only received emails that stated they were working on these issues, I would have thought that maybe because the actual FPSC should have been contacted that my fax would have been sent to the right department, but that didn't happen.

Also note the attached resolution NO 2012-032 of the Indian River County Board of Commissioners.

Regards,
Susan Coakley my email is scoak@comcast.net

My home number is 772-257-5649 but I will only talk to anyone who has received a fax on the above issues and what's been faxed today and a record of the discussion is kept and made available to all parties including myself.

Thanks again



7/14/2014

American's with Disability Act (ADA) (Complaint on Citizens with Disabilities)

Fax # 1-202-307-1198 Attention Veronica phone # 1-202-307-0663

Florida Power & Light (Complaint of Citizens with disabilities)

Fax #'s ~~1-800-516-6250~~ ~~1-561-640-2400~~ ~~1-561-640-2197~~ Please fax to all upper

Executives- Mr. Eric Silagy and all leadership personal, corporate would not give me

there fax #. Resolution Dep please also fax to all upper Executives fax # ~~1-305-442-5241~~

Does not work

Florida Public Service Commission (Complaint on Citizens with many Disabilities) see

attached online add the FPSC put up which is discrimination to all disabled

~~1-800-599-0804~~ *Does Not work*

~~1-850-487-1716~~

~~1-808-586-2670~~
Does Not work

850 413 6122

1-800-511-0809

If anyone would like to contact me feel free to email me at scoak@comcast.net, only recorded phone calls will be accepted. Thanks for your time, faxing 11 pages attached

Susan Coakley

scoak@comcast.net

772-257-5649 only recorded phone from all above will be accepted... *OR Followed up*

with a Card # + files

U.S. Department of Justice
Civil Rights Division
Disability Rights Section

OMB No. 1190-0009

**Title II of the Americans with Disabilities Act
Section 504 of the Rehabilitation Act of 1973
Discrimination Complaint Form**

Instructions: Please fill out this form completely, in black ink or type. Sign and return to the address on page 3.

Complainant: Susan Coakley and Timothy Coakley (7/14/14 faxed to all below)

Address: PO Box 701105

City, State and Zip Code: Wabasso, FL 32970

Telephone: Home: 772-257-5649

Business:

Person Discriminated Against:
(if other than the complainant)

~~Same~~

Address:

City, State, and Zip Code:

Telephone: Home:

Business:

Government, or organization, or institution which you believe has discriminated:

Name: Florid Power & Light

9250 w Flagler st

Address: Attention to all Mr. Eric Silagy and all FPL's leaderships executives

fax # 1-800-516-6250 1-561-640-2400 please forward to the above Executives

<http://www.ada.gov/t2cmpfrm.htm> 1-561-640-2197

6/13/2014

County: Dade CountyCity: MiamiState and Zip Code: FI 33174Telephone Number: 305-442-5241 Delores , miss Cole ext # 88170 mRs Rubby Ext # 4151
corporate office, no one would provide me with the corporate fax #When did the discrimination occur? Date: 04/11/2012 and 4/10/2014Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated (use space on page 3 if necessary): discriminating against my disabilities along with my incomeFPL want s to charge everyone who opted out of the smart meter to pay which is foraccording the center for independent living and the disabled I'm askingfor reasonable accomadations , Indian River county Attorney states we have the right to opt out without risk or threat of negative reprisals or other consequences.

Have efforts been made to resolve this complaint through the internal grievance procedure of the government, organization, or institution?

Yes X No X FPL has done nothing said it doesn't matter if I'm disabled or live on a fixed incomeIf yes: what is the status of the grievance? Health & Safety Issues along with a fixed income YI have many medical issues since 2004 and I have more then a doctors note

Has the complaint been filed with another bureau of the Department of Justice or any other Federal, State, or local civil rights agency or court?

Yes X No If yes: Florida
Agency or Court: Public Service Commission but the Agriculture & consumer affairs handled it when I
stated in the fax to please forward onto which department would handle thisContact Person: Cassie Miller - Miss Miller Should Still have the original Fax
that was sent to her on 4-10-14Address: 2005 Apalachee PKWY Tallahassee, FI fax # 850-487-1716 see attached on more
discrimination from the FPSC which is discriminating against all disabled citizens, also not the county
resolution No 2012-032 along with the abbreviations on the wording

City, State, and Zip Code: see above

Telephone Number: see above fax #'s

Date Filed: 4/10/2014

Do you intend to file with another agency or court?

Yes ☒ No ☐

Agency or Court: Americans with Disabilities Act (ADA)

Address:

City, State and Zip Code: Washington, DC

Telephone Number: 202-307-0663 fax # 1-202-307-1198 (sent 4/10/14 to Veronica) *fax on*

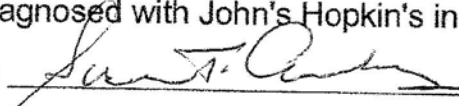
Additional space for answers:

Right now I've been dealing with Sherry Myers in Pensacola FL

I also have our counties Attorneys letter with his exceptions as to anyone has
the right to opt out and should be punished in any way, especially the disabled *Not*

Please ~~not~~ all attached especially the discrimination that the FPSC has put online, along with the county

I live in which is Indian River County there resolution # 2012-032 with the meaning on what is in this resolution. As of today I'm waiting for FPL advocacy dept to call me back on payments arrangements which takes 2 business days. I might be able to pay them \$5.00 a month which all depends on my medical and medications, If you would like a list of all of my immune issues, let me know and I can fax them, along with many I'd say over 70 on CT scans, MRI's, pets scans and sonograms results, also diagnosed with John's Hopkin's in Baltimore & Shands at the University of FL in Gainesville FL

Signature: 

Date: 7-14-14

Return to:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Disability Rights - NYAV
Washington, D.C. 20530

Paperwork Reduction Act Statement:

A federal agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Public burden for the collection of this information is estimated to average 45 minutes per response. Comments regarding this collection of information should be directed to the Department Clearance Officer, U.S. Department of Justice, Justice Management Division, Office of the Chief Information Officer, Policy and Planning Staff, Two Constitution Square, 145 North Street, N.E., Room 2E-508, Washington, D.C. 20530.

OMB No. 1190-0009. Expiration Date: May 31, 2015.

last updated May 7, 2012

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Wednesday, July 16, 2014 9:13 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: 2nd email 6 pages 7/16/14 1st email was sent with 7 pages , between both emails I've sent you they total to 13 pages
Attachments: Rick Scott 2 nd email 6 pages 7 16 14.pdf

From: sue [<mailto:scoak@comcast.net>]
Sent: Wednesday, July 16, 2014 2:02 AM
To: Governor Rick Scott
Subject: 2nd email 6 pages 7/16/14 1st email was sent with 7 pages , between both emails I've sent you they total to 13 pages

Governor Rick Scott,

Please review the 2nd email of 6 pages in this email, the 1st email I sent to you had 7 pages a total of 13 pages... This is in reference to the Smart Meters and the online article the "Florida Public Service commission" published to the disabled, get a lawyer and sue us. To me this is a discrimination to all disabled citizens. Appreciate your time, please review all 13 pages..

Regards,

Susan Coakley

772-257-5649

Re-Susan Coukly "2nd Email" 6 pages total of 13 pages

Florida Public Service Commission to the Disabled – Get a Lawyer and Sue Us!

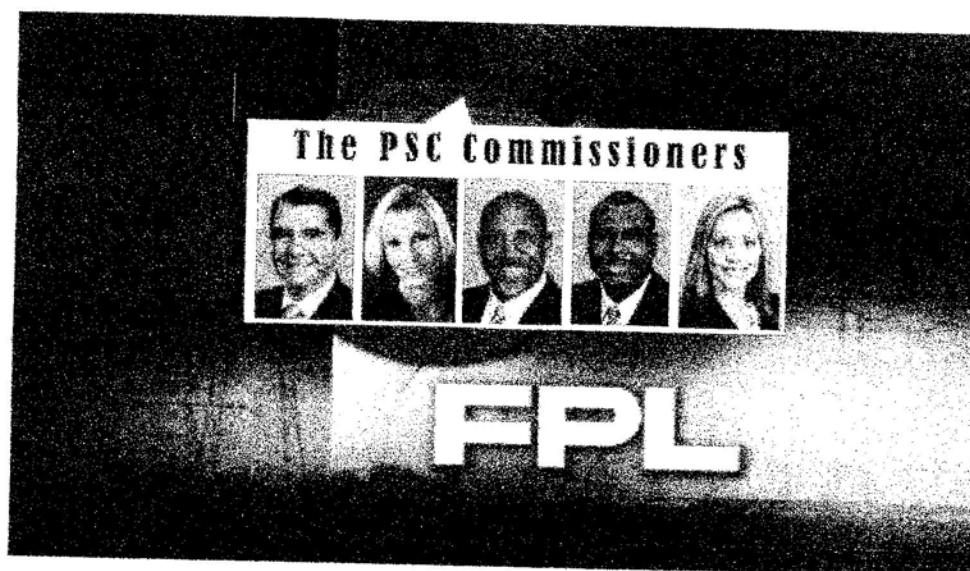
Posted on April 26, 2014 by micr0573

which is
to me
IS DISCRIMINATION
TO ALL Disabled

ORIGINALLY POSTED HERE:

<http://drrichswier.com/2014/04/25/florida-public-service-commission-to-the-disabled-get-a-lawyer-and-sue-us/>

April 25, 2014 By Marilynne Martin



As reported here earlier, [see: <http://microwavechasm.org/2014/04/14/an-open-letter-to-tallahassee-the-fpsc-claims-it-has-no-jurisdiction-over-health-safety-and-privacy/>] the Florida Public Service Commission (FPSC) has rejected all arguments of health, safety and privacy in our protest of the Florida Power & Light (FP&L) smart meter and FP&L Non-Standard Meter extortion fees. The FPSC has determined that they will only allow costs issues to go forward into the hearings set for September. In our Petition for Reconsideration, we requested that they at least consider medical exemptions to be heard as a term and condition of the tariff.

Specifically we wrote:

Petitioners also believe the Commission overlooked the evidence provided through public comments received in this case, as well as some of the Martin Petitioners claims, which cite doctors advice to avoid RF radiation. The Petitioners believe adequate evidence exists in this case, which was overlooked by the Commission, to require a determination as to whether medical exemptions due to existing medical conditions or medical implants, should be required. Considering special provisions for medical reasons is not outside the scope of

this proceeding. The Petitioners note that such considerations have been addressed in the past with matters such as collection tariffs where customers utilizing certain medical equipment are afforded special provisions.

In addition Petitioners ask the Commission to reconsider the American With Disabilities Act ("ADA") dispute raised, which was not addressed. By the nature of utilizing a postpone list FP&L effectually granted an accommodation to those requesting the meter not be installed or be removed under the ADA laws. By the Commission approving this tariff which requires a penalty charge for refusal of the smart meter, without any consideration for medical exemptions, the approved tariff violates the ADA rights of the disabled to that accommodation, without charge and without retaliation or coercion.

Yesterday, the Florida Public Service Commission Staff submitted their recommendation to the Commission on the Petition's for Reconsideration. Regarding those disabled or with notes from doctors to avoid wireless and RF radiation they state:

* With regard to ADA compliance terms and conditions, customers of FPL who believe that the terms and conditions of the NSMR tariff violate their ADA rights are able to sue in federal district court for both exemption from the tariff and recovery of any monetary damages incurred as a result of the violations of the ADA. Neither the Commission nor any other state agency is the proper forum for the relief that the Protestors appear to be seeking.

It is simply amazing that the staff of the Public Service Commission would write this stuff. Many FP&L customers are legally disabled with multiple conditions and have doctor's notes stating to avoid wireless and they tell them to go sue! Problem is – when you are disabled, you are usually poor. They know this. Perhaps there is an attorney out there with some compassion that would be willing to take this on.

Notice they avoid the doctors note and medical exemption argument altogether. That is how they operate. They ignore things that they don't have an answer for.

The Commission rules on this issue on May 9th in their Agenda Conference. If you have some compassion for others, tell them what you think. Do you agree? Can the Commission have authority to mandate a product and then not allow a medical exemption for those whose doctors tell them to avoid that product? You can voice your opinion with the Commission at <http://www.floridapsc.com/consumers/complaints/index2.aspx>

===

ABOUT THE AUTHOR / MARILYNNE MARTIN



Marilynne Martin is a retired CPA who currently resides in Venice, Fl. She has 30 years experience in accounting and auditing working in senior financial management positions for multi-national corporations such as Estee Lauder Companies Inc. and NYNEX Corporation (Verizon). She has been researching smart meter issues for the past 18 months.

This entry was posted in [Fire Hazard](#). Bookmark the [permalink](#).

RESOLUTION NO. 2012 - 032

**A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF
INDIAN RIVER COUNTY, FLORIDA, IN SUPPORT OF THE RIGHT OF
CITIZENS IN INDIAN RIVER COUNTY AND SURROUNDING AREAS
TO OPT OUT OF FLORIDA POWER & LIGHT'S SMART METER
PROGRAM**

WHEREAS, as a result of certain orders of the Florida Public Service Commission and a franchise granted by the Indian River County Board of County Commissioners ("Board") Florida Power & Light ("FPL") has a monopoly to provide electric service to most areas of Indian River County; and

WHEREAS, FPL is in the process of implementing its Automated Metering Infrastructure program, generally known as the "smart meter" program, in Indian River County; and

WHEREAS, the Board is mindful that, pursuant to section 366.04(1), Florida Statutes, authority to regulate and supervise the smart meter program is vested solely in the Florida Public Service Commission; and

WHEREAS, through several public meetings at which smart meters have been discussed, the Board has become acutely aware of the strongly held, good faith beliefs of certain citizens in Indian River County and surrounding areas that smart meters present health, safety, privacy and financial concerns; and

WHEREAS, while the Board takes no position on the validity or non-validity of such concerns, the Board strongly believes that, given FPL's monopoly to provide electric service not only in most areas of Indian River County, but also throughout the rest of FPL's service area, citizens should not be forced to accept smart meters against their will and strongly held, good faith beliefs; and

WHEREAS, accordingly, the Board has adopted this resolution urging FPL to implement, and the Florida Public Service Commission to require, that citizens opposing smart meters be given the freedom of choice to opt out of the smart meter program, without risk or threat of negative reprisals or other consequences,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF INDIAN RIVER COUNTY, FLORIDA THAT:

1. **Recitals.** The above recitals are incorporated as the findings of the Board.
2. **Opt Out of Smart Meter Program.** It is the position of the Indian River County Board of County Commissioners that, given the monopoly that Florida Power & Light has in its service areas, and the corresponding lack of choice that citizens in such areas have with respect to electric service providers, and further

RESOLUTION NO. 2012 -032

given the strongly held, good faith concerns that some citizens have with respect to smart meters, Florida Power & Light should implement, and the Florida Public Service Commission should require, that citizens who are opposed to smart meters be given the freedom of choice to permanently opt out of the smart meter program, without risk or threat of negative reprisals or other consequences.

3. **Copy of Resolution.** A certified copy of this resolution shall be provided immediately to Florida Power & Light, the Florida Public Service Commission and all members of the Indian River County Legislative Delegation.

The foregoing resolution was moved for adoption by Commissioner Solari, and the motion was seconded by Commissioner O'Bryan, and, upon being put to a vote, the vote was, as follows:

Chairman Gary C. Wheeler
Vice Chairman Peter D. O'Bryan
Commissioner Wesley S. Davis
Commissioner Joseph E. Flescher
Commissioner Bob Solari

Aye

Aye

Aye

Aye

Aye

The Chairman thereupon declared the resolution duly passed and adopted this 10th day of April, 2012.

ATTEST: Jeffrey K. Barton
Clerk of Court

BOARD OF COUNTY COMMISSIONERS
INDIAN RIVER COUNTY, FLORIDA

By: Jeana Coleman
Deputy Clerk

By: Gary C. Wheeler
Gary C. Wheeler, Chairman



Approved as to form and legal sufficiency.

By: Alan S. Polackwich, Sr.
Alan S. Polackwich, Sr., County Attorney



STATE OF FLORIDA INDIAN RIVER COUNTY	
THIS IS TO CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE ORIGINAL ON FILE IN THIS OFFICE	
JEFFREY K. BARTON, CLERK	
By: <u>Jeana Coleman</u>	D.C.
DATE: <u>4/12/12</u>	

INDIAN RIVER COUNTY RESOLUTION NO. 2012-032

See attached

Verbiage used and meanings of same

'without risk'

* Risk - to expose somebody or something to harm, danger, or loss.

* *'threat of negative reprisals'*

Threat - an indication that something unpleasant or dangerous is going to happen.

* Reprisal - punishment

'other consequences'

Consequences - something that follows as a result.

US Dept of Just- Info Line

Disability Rights Section

800 514-0301

*9:30 AM
5:30 PM*

"State + Local entities"

~~*1-800-669-9777*~~

ADA Specialist

*(FP+L
Private
Business)* *(I'm the
Consumer)*

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Wednesday, July 16, 2014 9:15 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meters/ Health & Safety for all disabled

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

From: Susan Coakley [<mailto:scoak@comcast.net>]
Sent: Tuesday, July 15, 2014 12:47 PM
To: Governor Rick Scott
Subject: Smart Meters/ Health & Safety for all disabled

From: Susan Coakley <scoak@comcast.net>

County: Indian River

Zip Code: 32970

Phone Number: 772-257-5649

Message Body: This is in reference to the smart meters. I'm scanning faxes sent today to ADA in Washington, FPL, and the Florida Public Service Commission, along with the Resolution 2012-032 from Indian River County Commissioners and the online article in which the FPSC has made a few discrimination comments, I was given your email Rick.Scott@eog.myflorida.com

Crystal Card

From: Walter Clemence
Sent: Wednesday, July 16, 2014 2:36 PM
To: 'scoak@comcast.net'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Dick Durbin
Subject: RE: Smart Meters/ Health & Safety for all disabled

Ms. Coakley,

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 Florida Public Service Commission, in addition to the Governor's office received your faxed copy of the Americans with Disabilities Act- Discrimination Complaint Form you faxed to the US Department of Justice.

For more information on Florida Power & Light's (FPL) non-standard meter rider 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 for expressing your concerns.

Sincerely,

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

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

From: Governor Rick Scott [<mailto:Rick.Scott@eog.myflorida.com>]
Sent: Wednesday, July 16, 2014 9:15 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meters/ Health & Safety for all disabled

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County: Indian River

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Angela Charles

From: Cristina Slaton
Sent: Wednesday, July 16, 2014 1:55 PM
To: Commissioner Correspondence
Subject: Docket Correspondence 130223-EI
Attachments: Saunders - Smart Meter.pdf

Please place the attached correspondence received in Commissioner Balbis' office 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
FX: (850) 413-6005
cslaton@psc.state.fl.us

Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Smart Meters:

We had a smart meter installed by FPL a couple of years ago and my wife had headaches every night because of it. The meter is installed right outside our bedroom wall. When we complained to FPL they said no problem they would remove it. It was removed and the headaches stopped. Now we have refused the installation of the Smart Meter again and now FPL wants to charge us a fee for keeping the meter we have. On top of that they want a monthly fee to read the meter. This seems very unfair and I do not understand why more investigation was not made into this situation.

They say less harm than a cell phone, we don't keep our cell phone in our bedroom for one thing. It is proven to us that it causes problems why else would the headaches come and then go when the Smart Meter was removed.

If people want Smart Meters, good for them, but why should we pay extra just to keep what we have. There should be some way to avoid this fee. I can read the meter myself and they can check it from time to time, not a problem for me.

Please offer some kind of alternative for us that do not want the Smart Meter other than giving FPL the right to charge more.

Your responsibility to the citizens of Florida would at least be to investigate further and push back on these charges. If the Smart Meters are so great then give a discount to people who use them, not a charge for people who do not.

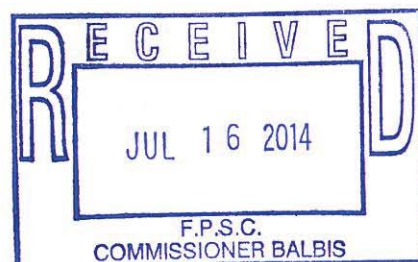
Thank you for Listening,

Ed and Louise Saunders

12906 154th Road N

Jupiter, Florida 33478

561-744-6015



Angela Charles

From: Terry Holdnak
Sent: Wednesday, July 16, 2014 1:45 PM
To: Commissioner Correspondence
Subject: Docket No. 130223-EI
Attachments: Saunders Letter - Smart Meters.pdf

Please place the attached correspondence received in Commissioner Brown's office 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
(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.

Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Smart Meters:

We had a smart meter installed by FPL a couple of years ago and my wife had headaches every night because of it. The meter is installed right outside our bedroom wall. When we complained to FPL they said no problem they would remove it. It was removed and the headaches stopped. Now we have refused the installation of the Smart Meter again and now FPL wants to charge us a fee for keeping the meter we have. On top of that they want a monthly fee to read the meter. This seems very unfair and I do not understand why more investigation was not made into this situation.

They say less harm than a cell phone, we don't keep our cell phone in our bedroom for one thing. It is proven to us that it causes problems why else would the headaches come and then go when the Smart Meter was removed.

If people want Smart Meters, good for them, but why should we pay extra just to keep what we have. There should be some way to avoid this fee. I can read the meter myself and they can check it from time to time, not a problem for me.

Please offer some kind of alternative for us that do not want the Smart Meter other than giving FPL the right to charge more.

Your responsibility to the citizens of Florida would at least be to investigate further and push back on these charges. If the Smart Meters are so great then give a discount to people who use them, not a charge for people who do not.

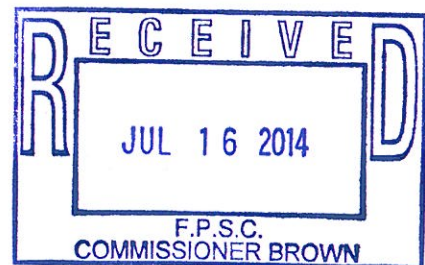
Thank you for Listening,

Ed and Louise Saunders

12906 154th Road N

Jupiter, Florida 33478

561-744-6015



Angela Charles

From: Ruth McHargue
Sent: Wednesday, July 16, 2014 10:59 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, July 16, 2014 10:16 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1152957C. See 1152954E for improper billing issue. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, July 16, 2014 9:38 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36478

CUSTOMER INFORMATION

Name: christian carson
Telephone: 3213058718
Email: carsonchristian96@yahoo.com
Address: 4714 overlook dr palm bay FL 32905

BUSINESS INFORMATION

Business Account Name: christian carson
Account Number: 94167-86201
Address: 4714 overlook dr palm bay Florida 32905

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

fpl is ripping me off, this is bs. the past 2 months my electric bill went from 62 dollars to 81 dollars and 63 dollars to 91 dollars compared to last year this time. I complained, they sent out a rep to inspect my home, everything checked out just fine. that's a huge increase when you are on a fixed income. If April and May were hot months I could understand it, but they were not exceptionally hot. Fact is that they can do pretty much what they want with these smart meters they have. I think they were setting me up last December when they sent me a letter offering me a flat rate of 74 dollars a month yearly. 20 dollars might not be a lot of money to them but it sure is to me. If they were made to offer the old style mechanical meters free of charge I promise you I would not be writing this letter. please help me out here I need some groceries. sincerely, j carson

Angela Charles

From: Carolyn Cannon
Sent: Wednesday, July 16, 2014 10:57 AM
To: Commissioner Correspondence
Subject: Smart Meters
Attachments: SKMBT_36314071609340.pdf

Good Morning,

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

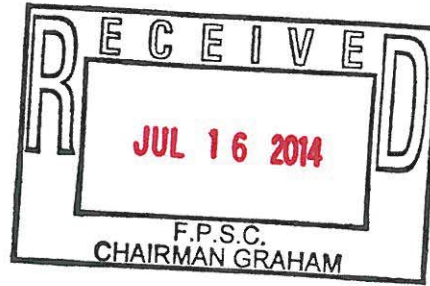
Carolyn Cannon,
Staff Assistant
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
(850) 413-6012

130223

Florida Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850



Smart Meters:

We had a smart meter installed by FPL a couple of years ago and my wife had headaches every night because of it. The meter is installed right outside our bedroom wall. When we complained to FPL they said no problem they would remove it. It was removed and the headaches stopped. Now we have refused the installation of the Smart Meter again and now FPL wants to charge us a fee for keeping the meter we have. On top of that they want a monthly fee to read the meter. This seems very unfair and I do not understand why more investigation was not made into this situation.

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Thank you for Listening,

Ed and Louise Saunders

12906 154th Road N

Jupiter, Florida 33478

561-744-6015

Crystal Card

From: Ruth McHargue
Sent: Tuesday, July 15, 2014 3:37 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: FAX-2014-07-15 10_30_49.tif

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, July 15, 2014 2:30 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1152884C. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Tuesday, July 15, 2014 10:31 AM
To: Consumer Contact
Subject: FPSC , 11 page(s)

New Fax Received!

You have received a 11 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

7/14/2014

American's with Disability Act (ADA) (Complaint on Citizens with Disabilities)

✓ Fax # **1-202-307-1198** Attention Veronica phone # 1-202-307-0663

Florida Power & Light (Complaint of Citizens with disabilities)

Fax #'s ~~1-800-516-6250~~ ~~1-561-640-2400~~ - ~~1-561-640-2197~~ Please fax to all upper Executives- Mr. Eric Silagy and all leadership personal, corporate would not give me there fax #. Resolution Dep please also fax to all upper Executives fax # ~~1-305-442-5241~~ ~~870-3447~~

Does Not work

Florida Public Service Commission (Complaint on Citizens with many Disabilities) see attached online add the FPSC put up which is discrimination to all disabled

~~1-800-599-0804~~ Does Not work

~~1-800-487-1746~~

~~1-808-586-2670~~
Does Not work

850 413 6122

1 800 511-0809

If anyone would like to contact me feel free to email me at scoak@comcast.net, only recorded phone calls will be accepted. Thanks for your time, faxing 11 pages attached

Susan Coakley

scoak@comcast.net

772-257-5649 only recorded phone from all above will be accepted...

U.S. Department of Justice
Civil Rights Division
Disability Rights Section

OMB No. 1190-0009

**Title II of the Americans with Disabilities Act
Section 504 of the Rehabilitation Act of 1973
Discrimination Complaint Form**

Instructions: Please fill out this form completely, in black ink or type. Sign and return to the address on page 3.

Complainant: Susan Coakley and Timothy Coakley (7/14/14 faxed to all below)

Address: PO Box 701105

City, State and Zip Code: Wabasso, FL 32970

Telephone: Home: 772-257-5649

Business:

Person Discriminated Against:
(if other than the complainant)

~~Same~~

Address:

City, State, and Zip Code:

Telephone: Home:

Business:

Government, or organization, or institution which you believe has discriminated:

Name: Florid Power & Light

9250 w Flagler st

Address: Attention to all Mr. Eric Silagy and all FPL's leaderships executives

fax # 1-800-516-6250 1-561-640-2400 please forward to the above Executives

http://www.ada.gov/t2cmpfrm.htm 1-561-640-2197

6/13/2014

Jul 15 14 10:11a

Tim/Susan Oakley

772-257-5649

p.3

GUIDANCE AND SUPPORT SERVICES FOR STUDENTS

City, State, and Zip Code: see above

Telephone Number: see above fax #'s

Date Filed: 4/10/2014

Do you intend to file with another agency or court?

Yes ☒ No ☐

Agency or Court: Americans with Disabilities Act (ADA)

Address:

City, State and Zip Code: Washington, DC

Telephone Number: 202-307-0663 fax # 1-202-307-1198 (sent 4/10/14 to Veronica) *fax on*

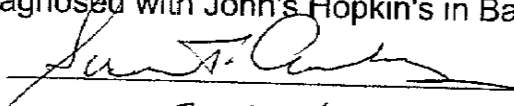
Additional space for answers:

Right now I've been dealing with Sherry Myers in Pensacola FL

I also have our counties Attorneys letter with his exceptions as to anyone has the right to opt out and should be punished in any way, especially the disabled *Not*

Please ~~not~~ all attached especially the discrimination that the FPSC has put online, along with the county

I live in which is Indian River County there resolution # 2012-032 with the meaning on what is in this resolution. As of today I'm waiting for FPL advocacy dept to call me back on payments arrangements which takes 2 business days. I might be able to pay them \$5.00 a month which all depends on my medical and medications, If you would like a list of all of my immune issues, let me know and I can fax them, along with many I'd say over 70 on CT scans, MRI's, pets scans and sonograms results, also diagnosed with John's Hopkin's in Baltimore & Shands at the University of FL in Gainesville FL

Signature: 

Date: 7-14-14

Return to:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Disability Rights - NYAV
Washington, D.C. 20530

<http://www.ada.gov/t2cmpfrm.htm>

6/13/2014

Paperwork Reduction Act Statement:

A federal agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Public burden for the collection of this information is estimated to average 45 minutes per response. Comments regarding this collection of information should be directed to the Department Clearance Officer, U.S. Department of Justice, Justice Management Division, Office of the Chief Information Officer, Policy and Planning Staff, Two Constitution Square, 145 North Street, N.E., Room 2E-508, Washington, D.C. 20530.

OMB No. 1190-0009. Expiration Date: May 31, 2015.

last updated May 7, 2012

Florida Public Service Commission to the Disabled – Get a Lawyer and Sue Us!

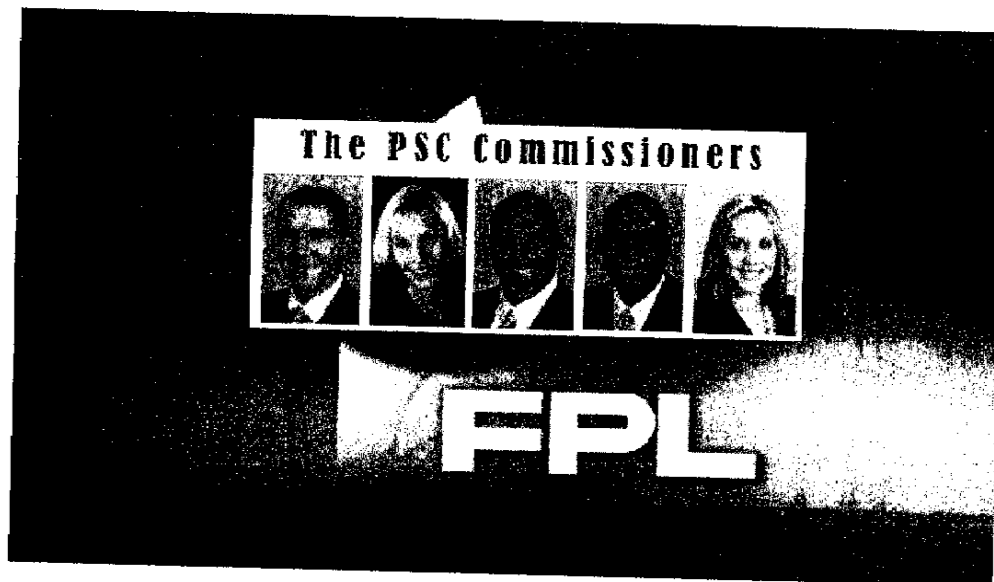
Posted on April 26, 2014 by micr0573

*which is
to me
IS DISCRIMINATING
TO ALL DISABLED*

ORIGINALLY POSTED HERE:

<http://drrichswier.com/2014/04/25/florida-public-service-commission-to-the-disabled-get-a-lawyer-and-sue-us/>

April 25, 2014 By Marilynne Martin



As reported here earlier, [see: <http://microwavechasm.org/2014/04/14/an-open-letter-to-tallahassee-the-fpsc-claims-it-has-no-jurisdiction-over-health-safety-and-privacy/>] the Florida Public Service Commission (FPSC) has rejected all arguments of health, safety and privacy in our protest of the Florida Power & Light (FP&L) smart meter and FP&L Non-Standard Meter extortion fees. The FPSC has determined that they will only allow costs issues to go forward into the hearings set for September. In our Petition for Reconsideration, we requested that they at least consider medical exemptions to be heard as a term and condition of the tariff.

Specifically we wrote:

Petitioners also believe the Commission overlooked the evidence provided through public comments received in this case, as well as some of the Martin Petitioners claims, which cite doctors advice to avoid RF radiation. The Petitioners believe adequate evidence exists in this case, which was overlooked by the Commission, to require a determination as to whether medical exemptions due to existing medical conditions or medical implants, should be required. Considering special provisions for medical reasons is not outside the scope of

this proceeding. The Petitioners note that such considerations have been addressed in the past with matters such as collection tariffs where customers utilizing certain medical equipment are afforded special provisions.

In addition Petitioners ask the Commission to reconsider the American With Disabilities Act ("ADA") dispute raised, which was not addressed. By the nature of utilizing a postpone list FP&L effectually granted an accommodation to those requesting the meter not be installed or be removed under the ADA laws. By the Commission approving this tariff which requires a penalty charge for refusal of the smart meter, without any consideration for medical exemptions, the approved tariff violates the ADA rights of the disabled to that accommodation, without charge and without retaliation or coercion.

Yesterday, the Florida Public Service Commission Staff submitted their recommendation to the Commission on the Petition's for Reconsideration. Regarding those disabled or with notes from doctors to avoid wireless and RF radiation they state:

* With regard to ADA compliance terms and conditions, customers of FPL who believe that the terms and conditions of the NSMR tariff violate their ADA rights are able to sue in federal district court for both exemption from the tariff and recovery of any monetary damages incurred as a result of the violations of the ADA. Neither the Commission nor any other state agency is the proper forum for the relief that the Protestors appear to be seeking.

It is simply amazing that the staff of the Public Service Commission would write this stuff. Many FP&L customers are legally disabled with multiple conditions and have doctor's notes stating to avoid wireless and they tell them to go sue! Problem is – when you are disabled, you are usually poor. They know this. Perhaps there is an attorney out there with some compassion that would be willing to take this on.

Notice they avoid the doctors note and medical exemption argument altogether. That is how they operate. They ignore things that they don't have an answer for.

The Commission rules on this issue on May 9th in their Agenda Conference. If you have some compassion for others, tell them what you think. Do you agree? Can the Commission have authority to mandate a product and then not allow a medical exemption for those whose doctors tell them to avoid that product? You can voice your opinion with the Commission at <http://www.floridapsc.com/consumers/complaints/index2.aspx>

===

ABOUT THE AUTHOR / MARILYNNE MARTIN



Marilynne Martin is a retired CPA who currently resides in Venice, FL. She has 30 years experience in accounting and auditing working in senior financial management positions for multi-national corporations such as Estee Lauder Companies Inc. and NYNEX Corporation (Verizon). She has been researching smart meter issues for the past 18 months.

This entry was posted in [Fire Hazard](#). Bookmark the [permalink](#).

INDIAN RIVER COUNTY RESOLUTION NO. 2012-032

See attached

Verbiage used and meanings of same

'without risk'

* Risk - to expose somebody or something to harm, danger, or loss.

* *'threat of negative reprisals'*

Threat - an indication that something unpleasant or dangerous is going to happen.

* Reprisal - punishment

'other consequences'

Consequences - something that follows as a result.

US Dept of Just- Info Line

Disability Rights Section

800 514-0301

9:30 AM
5:30 PM

"State + Local entities"

~~1-800-669-9777~~

ADA Specialist

(FP+L
Private
Business)

(I'm the
Consumer)

RESOLUTION NO. 2012 - 032

**A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF
INDIAN RIVER COUNTY, FLORIDA, IN SUPPORT OF THE RIGHT OF
CITIZENS IN INDIAN RIVER COUNTY AND SURROUNDING AREAS
TO OPT OUT OF FLORIDA POWER & LIGHT'S SMART METER
PROGRAM**

WHEREAS, as a result of certain orders of the Florida Public Service Commission and a franchise granted by the Indian River County Board of County Commissioners ("Board") Florida Power & Light ("FPL") has a monopoly to provide electric service to most areas of Indian River County; and

WHEREAS, FPL is in the process of implementing its Automated Metering Infrastructure program, generally known as the "smart meter" program, in Indian River County; and

WHEREAS, the Board is mindful that, pursuant to section 366.04(1), Florida Statutes, authority to regulate and supervise the smart meter program is vested solely in the Florida Public Service Commission; and

WHEREAS, through several public meetings at which smart meters have been discussed, the Board has become acutely aware of the strongly held, good faith beliefs of certain citizens in Indian River County and surrounding areas that smart meters present health, safety, privacy and financial concerns; and

WHEREAS, while the Board takes no position on the validity or non-validity of such concerns, the Board strongly believes that, given FPL's monopoly to provide electric service not only in most areas of Indian River County, but also throughout the rest of FPL's service area, citizens should not be forced to accept smart meters against their will and strongly held, good faith beliefs; and

WHEREAS, accordingly, the Board has adopted this resolution urging FPL to implement, and the Florida Public Service Commission to require, that citizens opposing smart meters be given the freedom of choice to opt out of the smart meter program, without risk or threat of negative reprisals or other consequences,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF INDIAN RIVER COUNTY, FLORIDA THAT:

1. **Recitals.** The above recitals are incorporated as the findings of the Board.
2. **Opt Out of Smart Meter Program.** It is the position of the Indian River County Board of County Commissioners that, given the monopoly that Florida Power & Light has in its service areas, and the corresponding lack of choice that citizens in such areas have with respect to electric service providers, and further

RESOLUTION NO. 2012 -032

given the strongly held, good faith concerns that some citizens have with respect to smart meters, Florida Power & Light should implement, and the Florida Public Service Commission should require, that citizens who are opposed to smart meters be given the freedom of choice to permanently opt out of the smart meter program, without risk or threat of negative reprisals or other consequences.

3. **Copy of Resolution.** A certified copy of this resolution shall be provided immediately to Florida Power & Light, the Florida Public Service Commission and all members of the Indian River County Legislative Delegation.

The foregoing resolution was moved for adoption by Commissioner Solari, and the motion was seconded by Commissioner O'Bryan, and, upon being put to a vote, the vote was, as follows:

Chairman Gary C. Wheeler

Aye

Vice Chairman Peter D. O'Bryan

Aye

Commissioner Wesley S. Davis

Aye

Commissioner Joseph E. Flescher

Aye

Commissioner Bob Solari

Aye

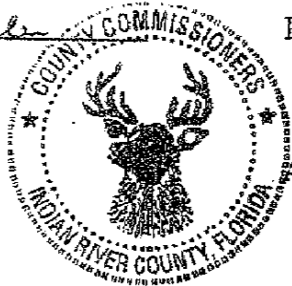
The Chairman thereupon declared the resolution duly passed and adopted this 10th day of April, 2012.

ATTEST: Jeffrey K. Barton
Clerk of Court

BOARD OF COUNTY COMMISSIONERS
INDIAN RIVER COUNTY, FLORIDA

By: [Signature]
Deputy Clerk

By: [Signature]
Gary C. Wheeler, Chairman



Approved as to form and legal sufficiency.

By: [Signature]
Alan S. Polackwich, Sr., County Attorney



STATE OF FLORIDA INDIAN RIVER COUNTY	
THIS IS TO CERTIFY THAT THIS IS A TRUE AND CORRECT COPY OF THE ORIGINAL ON FILE IN THIS OFFICE	
JEFFREY K. BARTON, CLERK	
By: <u>[Signature]</u>	D.C.
DATE <u>4/12/12</u>	

Crystal Card

From: Ruth McHargue
Sent: Friday, July 11, 2014 2:02 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Friday, July 11, 2014 1:10 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1152556C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, July 11, 2014 11:48 AM
Cc: fpl_fpvc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36448

Email sent to fpl_fpvc_correspondence@fpl.com with CC to PSC

CUSTOMER INFORMATION

Name: Ellen Snyder
Telephone: 5612369061
Email:
Address: 6815 Starpass Court Lake Worth FL 33463

BUSINESS INFORMATION

Business Account Name: Ellen Snyder
Account Number:
Address: 6815 Starpass Court Lake Worth Florida 33463

COMPLAINT INFORMATION

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

Why are you allowing FPL to force Floridians to accept the "smart meter". I dont want one but cannot afford the opt out fees. Seems like extortion to me. This meter is not about safety, efficiency, or anything good...its about control! Maybe a class action suit against FPL and the state of Florida is in order? Forcing people to accept this meter is the same as FORCING Americans to buy health insurance they dont want or need. FPL is out of control and as our sovereign government representative you need to have FPL CEASE AND DESIST IMMEDIATELY!

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:

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-PPSC
14 JUL 11 PM 1:00
COMMISSION
CLERK

copy

VIA CERTIFIED MAIL

624 SW St Lucie Crescent
Unit 401
Stuart, FL 34994
July 7, 2014

FPL
General Mail Facility
Miami, FL 33188-0001

Re: Payment of June 25, 2014 Electric Bill Acct. No. 83886-52383

Dear FPL Representative:

Attached is check number 2524 for payment of the June 25, 2014 Electric Bill, Account Number 83886-52383.

This payment includes what I consider to be an extortionist fee and other charges for opting out of the "smart meter" installation. Since the very costly "smart meter" choice was made by FPL for their benefit, without input from the public, and without economic justification, I dispute that the fee and charges are justified to us as consumers. I, therefore, am making the payment of the fee and charges under duress.

Full reimbursement is expected upon settlement of the Docket Case no. 130223 which is now before the Florida Public Service Commission.

Sincerely,

signed by BWH

Billy W Harrell

Attachment (check no. 2524)/

cc: (w/o attachment)

Florida Public Service Commission ✓

2540 Shumard Oak Blvd.

Tallahassee, FL 32399-0850





FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

BILLY W HARRELL
624 SW SAINT LUCIE CRES APT 401
STUART FL 34994-2861

Hello Billy W Harrell,
Here's what you owe for this billing period.

Amount of your last bill	\$137.78
Payments	\$137.78
New charges	\$175.69
Total amount you owe	\$175.69

Amount of your last bill	137.78
Payment received - Thank you	-137.78
Balance before new charges	\$0.00

NEW CHARGES

Rate: RS-1 RESIDENTIAL SERVICE

Customer charge:

\$7.57

Non-fuel: (First 1000 kWh at \$0.060770)
(Over 1000 kWh at \$0.071590)

\$21.27

Fuel: (First 1000 kWh at \$0.029470)
(Over 1000 kWh at \$0.039470)

\$10.31

Electric service amount

39.15

Storm charge

0.49

Non-std meter enrollment fee

95.00

Non-std meter surcharge

13.00

Gross receipts tax

3.79

Franchise charge

9.01

Utility tax

15.25

Taxes and charges

136.54

Total new charges

\$175.69

Total amount you owe

\$175.69



Jun 25, 2014 Electric Bill

For: May 27, 2014 to Jun 25, 2014 (29 days)

Service Address

624 SW SAINT LUCIE CRES APT 401
STUART, FL 34994

Account Number 83886-52383

Questions? Contact Us

Reliable energy is affordable energy.

Learn how we save you money at fpl.com/savings

Meter Summary

Meter reading - Meter 7C30225 Next meter reading Jul 25, 2014

Current reading 47779

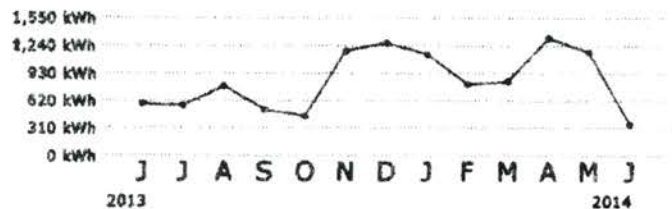
Previous reading -47429

kWh used 350

Energy Usage Comparison

	This Month Jun 25, 2014	Last Month May 27, 2014	Last Year Jun 25, 2013
Service to	350	1164	578
kWh Used	29	33	28
Service days	12	35	21
kWh/day	\$175.69	\$137.78	\$66.93
Amount			

Energy Usage History



Important Messages

EDI File Transmitted Separately

Keep In Mind

- Payments received after July 16, 2014 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- Eligible customers can choose between the standard smart meter, for no additional fees, or a non-standard meter, for an enrollment fee of \$95 and a monthly surcharge of \$13. The option has been approved but is under review by the PSC. Learn more at FPL.com/meteroption.

Welcome to the new FPL Email Bill®



We've created a new program with a new look and lots of great features.
Tell us what you think

Enjoy your new one-page bill



The redesigned one-page bill is now easier to download, print and save.
Learn more

Changing the current for you



See how we're changing Florida's energy today to create a better tomorrow for all of us.
See how

Useful Links

[Billing and service details](#)

[Energy News](#)

[View back of the bill](#)

Important Numbers

Customer Service:

(772) 287-5400

Outside Florida:

1-800-226-3545

To report power outages:

1-800-4OUTAGE (468-8243)

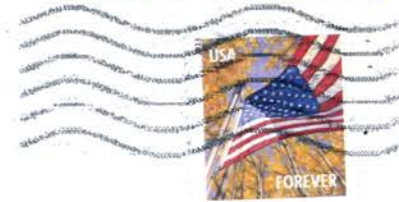
Hearing/speech impaired:

711 (Relay Service)

Billy W Harrell
624 SW St Lucie Crescent
Unit 401
Stuart, FL 34994

WESTCHESTER NY 105

07 JUL 2014 PM 4 L



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

32399085099



Crystal Card

From: Ruth McHargue
Sent: Friday, July 11, 2014 10:56 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Friday, July 11, 2014 10:29 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1152519C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, July 11, 2014 9:17 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36446

CUSTOMER INFORMATION

Name: Paula Zernich
Telephone: 561-676-1013
Email: paulamz03@aol.com
Address: 5440 Cicada Way Palm Beach Gardens FL 33418

BUSINESS INFORMATION

Business Account Name: Paula Zernich
Account Number:
Address: 5440 Cicada Way Palm Beach Gardens Florida 33418

COMPLAINT INFORMATION

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

I have chosen to opt out of the Smart Meter Program due to health concerns relating to EMFs. My meter has never been changed to a smart meter, as I opposed this from the beginning. FPL has chosen to charge a \$95 "enrollment fee" and "\$13 surcharge". I highly oppose this action. In addition, I telephoned FPL and spoke to a representative, Shakita, who could not (after 21 minutes of searching) explain why I was being billed these charges. I was transferred to Maria who could not help. I was then transferred to Jennifer, who again could not explain the \$95 enrollment fee with any sign of competence.

Crystal Card

From: Ellen Plendl
Sent: Thursday, July 10, 2014 9:19 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW FPL exhorbident enrollment fees for no change to CURRENT service.; RE FPL exhorbident enrollment fees for no change to CURRENT service.

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

Crystal Card

From: Walter Clemence
Sent: Thursday, July 10, 2014 8:51 AM
To: 'hlbrady63@gmail.com'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl
Subject: RE: FPL exhorbident "enrollment" fees for no change to CURRENT service.

Ms. Brady,

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

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

Thank you again for expressing your concerns.

Sincerely,

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

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

From: Heather Brady [<mailto:hlbrady63@gmail.com>]
Sent: Monday, July 07, 2014 8:25 PM
To: Governor Rick Scott
Subject: FPL exhorbident "enrollment" fees for no change to CURRENT service.

From: Heather Brady <hlbrady63@gmail.com>

County: Brevard

Zip Code: 32953

Phone Number:

Message Body: This is a Cc from contents of dispute on FPL bill:
To Whom It May Concern:

I dispute the legal authority to charge the following:

- Non-std meter enrollment fee 95.00

I have been “enrolled” in the service you claim I now must pay an additional fee to “enroll” in even though NOTHING is changing from my current service and the service I have retained for almost 19 years. There have been no proven new or additional fees or expenses related to the retention of the equipment I currently have and which is functioning properly.

I am willing to pay a monthly fee of \$13.00 to retain a meter reader HOWEVER, I believe this is exorbitant in as much as the cost has always been there, is already adjusted into your current “rate”, and to-date I do not believe FPL has proved this is a “new” cost nor more expensive per State regulation.

I am paying this now \$213.00 (with a \$5.00 late fee) HOWEVER, I fully expect to see a reimbursement in the very near future.

Sincerely,
Heather Brady
hlbrady63@gmail.com
Cc: Governor Rick Scott

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Wednesday, July 09, 2014 10:35 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: FPL exhorbident "enrollment" fees for no change to CURRENT service.

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

From: Heather Brady [<mailto:hlbrady63@gmail.com>]
Sent: Monday, July 07, 2014 8:25 PM
To: Governor Rick Scott
Subject: FPL exhorbident "enrollment" fees for no change to CURRENT service.

From: Heather Brady <hlbrady63@gmail.com>

County: Brevard

Zip Code: 32953

Phone Number:

Message Body: This is a Cc from contents of dispute on FPL bill:
To Whom It May Concern:

I dispute the legal authority to charge the following:

- Non-std meter enrollment fee 95.00

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I am willing to pay a monthly fee of \$13.00 to retain a meter reader HOWEVER, I believe this is exorbitant in as much as the cost has always been there, is already adjusted into your current "rate", and to-date I do not believe FPL has proved this is a "new" cost nor more expensive per State regulation.

I am paying this now \$213.00 (with a \$5.00 late fee) HOWEVER, I fully expect to see a reimbursement in the very near future.

Sincerely,
Heather Brady
hlbrady63@gmail.com
Cc: Governor Rick Scott

Crystal Card

From: Ruth McHargue
Sent: Wednesday, July 09, 2014 4:54 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

From: Consumer Contact
Sent: Wednesday, July 09, 2014 1:06 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1152327C. DHood

From: Your Realestate advisor [<mailto:jingerk@msn.com>]
Sent: Wednesday, July 09, 2014 12:32 PM
To: Consumer Contact
Subject: smart meter charges

FPL is charging me a fee of \$100 in order to opt out of this program. I am a disabled individual and can not have the rf frequencies due to my disability. This is discrimination to charge a disabled individual a fee to provide them with a service due to their disability. I would ask that you tell FPL they can not bill disabled individuals for this service and I would also ask that until the objections to these meters is resolved that FPL not be allowed to bill or shut off service to their clients. Allowing FPL to use these bullying tactics while the case is still open is irresponsible.

Jinger Knox
321-288-1689
2720 Pine Cone Drive
Melbourne Florida 32940

Crystal Card

From: Ruth McHargue
Sent: Wednesday, July 09, 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, July 09, 2014 8:04 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1152241C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, July 08, 2014 5:13 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36429

CUSTOMER INFORMATION

Name: Angel Chevres
Telephone: 305 213-4144
Email: anachevres@yahoo.com
Address: 434 S.W. 134 court Miami FL 33184

BUSINESS INFORMATION

Business Account Name: Angel Chevres
Account Number: 58107-51122
Address: 434 S.W. 134 court Miami Florida 33184

COMPLAINT INFORMATION

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

FPL is charging me \$95.00 to set me up on a non standard meter which I am already on. I do not have the smart meter because I had it removed a couple of years ago because it was causing me health issues. They also are charging me \$13.00 to come read my meter, when they have always com to read the meter and should be covered by their already exorbitant and excessive charges. This I am sure is illegal, since we have no other entity of getting our electricity from, they have a monopoly, and your organization should be protecting the consumer, not authorizing these charges.

Crystal Card

From: Betty Leland
Sent: Tuesday, July 08, 2014 1:09 PM
To: Commissioner Correspondence
Subject: FW: FPL smart meter
Attachments: IMAGE1.JPG; IMAGE2.JPG

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

Thanks.

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

From: Martin Lumpert [<mailto:lumpert@verizon.net>]

Sent: Tuesday, July 08, 2014 11:13 AM

To: Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; Office of Commissioner Brown

Subject: FW: FPL smart meter

Commissioner,

Attached is copy that I sent to FPL. If you like to have FPL's answer I could e-mail it to you.

In addition I would like to inform you that at a recent seminar a hasty remark was given by FPL representative that "commissioners helped to punish the ones who did not want electronic meters".

Punish??? Who deleted customer rights?

Sincerely,
Martin Lumpert

From: 4259 Tropicair Blvd Account # 95311-47859
North Port FL 34286

May 27, 2014

To: FPL
700 University Blvd
Juno Beach FL 33408

To Whom it may concern - smart meter

Meter located on premises was installed at Christmas time in 1987. By reading your mail and messages on the phone the standard meter reading that I was paying for the past 25 years is now automatically your non-standard meter. I am not a new customer and I paid deposit the way I had to for account. Now I have to establish for the same meter a new account for \$95? In addition you want \$13 per month more than with what you were satisfied for 25 years?

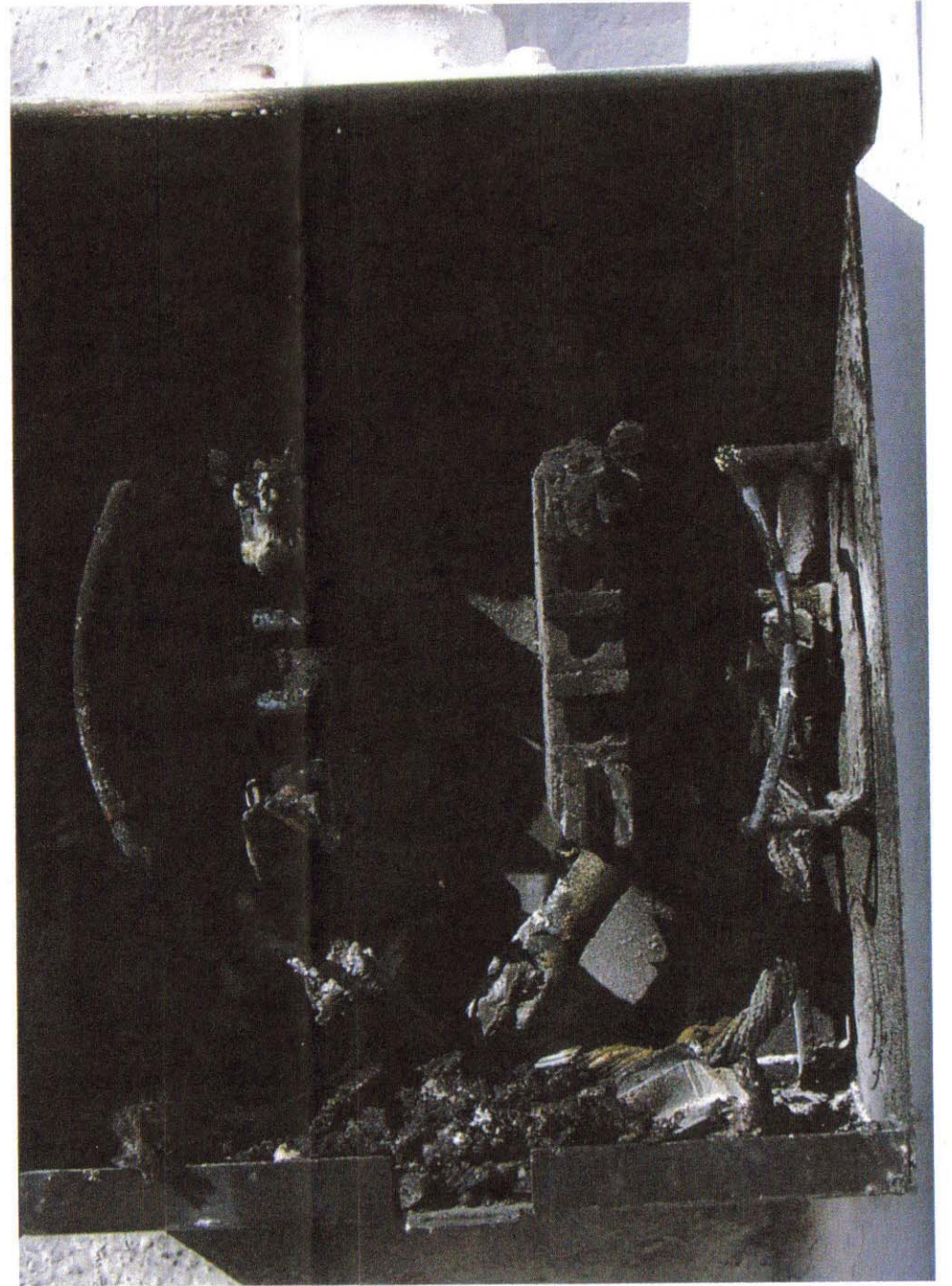
It is my opinion that:

1. Your smart meter is a ticking bomb and can explode at any time without notice.
Your smart meter is of very poor and chip design and it is not UL listed.
Your smart meter has no proper overload protection.
Your smart meter is electronic device with no surge protection.
2. Security reasons - a thief can break into your computer and get all my records. Smart meter reading shows the time and amount of electricity used by minutes, hours, days and can tell you if you are home or not and when you are on vacation - a bonanza for a thief.
3. Health reasons - does not apply to me as meter is located 100 feet from house. It was installed so far away for the convenience of FPL meter reader and in such a way that there is no need to have access to the property. Some meter readers just drove by and read the meter. Not once did a meter reader step on my property and it was read conveniently every month whenever they wanted to for the past 25 years.
4. Smart meter design has to have option right on the meter where you can turn off electronics and allow you for smart meter to be read only once per month. That will increase safety for people like me. You claim with smart meter you can check how much electricity you use on appliance. You need to use an electrician to do that, otherwise it is only reading what it is using at certain time on whole house.
5. Many years back FPL supplied meter cans. Most of them are still in use. Now it is owners responsibility for replacement or new install and has to apply by NEC and UL listing. Therefore by law, I can not allow you to install non-UL listed device, except if FPL takes full responsibility in writing. And with smart meter explosion damaging private property, which can add up in my case over \$10,000, I need also a guaranty that your insurance will pay for it.
6. Smart meter is only good for FPL to save money. What you used to pay a meter reader is now on government unemployment payroll. We were paying for meter readers all this time, they were not a free service. Now you want extra profit for your pocket. Do you give discount to people with smart meters?
7. You sent me several times an estimated monthly bill even when they could read the meter. Why not give an option for an estimated reading payment and not charge a monthly fee?

To sum it up, in my opinion FPL doesn't have any consideration for safety, health and security for their customers, only overcharging and collecting how much they can. Greedy FPL!!!

Sincerely,
Martin Lumpert


P.S. Enclosed are pictures of exploded / burned out smart meter that FPL does not advertise.



Crystal Card

From: Office of Commissioner Brown
Sent: Tuesday, July 08, 2014 1:38 PM
To: Commissioner Correspondence
Subject: FW: FPL smart meter
Attachments: IMAGE1.JPG; IMAGE2.JPG

Please place the correspondence below and attachments in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-El.

Thank you,
Terry

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

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

From: Martin Lumpert [<mailto:lumpert@verizon.net>]

Sent: Tuesday, July 08, 2014 11:13 AM

To: Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; Office of Commissioner Brown

Subject: FW: FPL smart meter

Commissioner,

Attached is copy that I sent to FPL. If you like to have FPL's answer I could e-mail it to you.

In addition I would like to inform you that at a recent seminar a hasty remark was given by FPL representative that "commissioners helped to punish the ones who did not want electronic meters".

Punish??? Who deleted customer rights?

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From: 4259 Tropicair Blvd Account # 95311-47859
North Port FL 34286

May 27, 2014

To: FPL
700 University Blvd
Juno Beach FL 33408

To Whom it may concern - smart meter

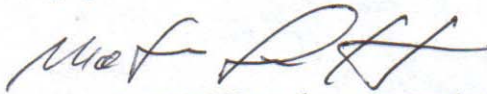
Meter located on premises was installed at Christmas time in 1987. By reading your mail and messages on the phone the standard meter reading that I was paying for the past 25 years is now automatically your non-standard meter. I am not a new customer and I paid deposit the way I had to for account. Now I have to establish for the same meter a new account for \$95? In addition you want \$13 per month more than with what you were satisfied for 25 years?

It is my opinion that:

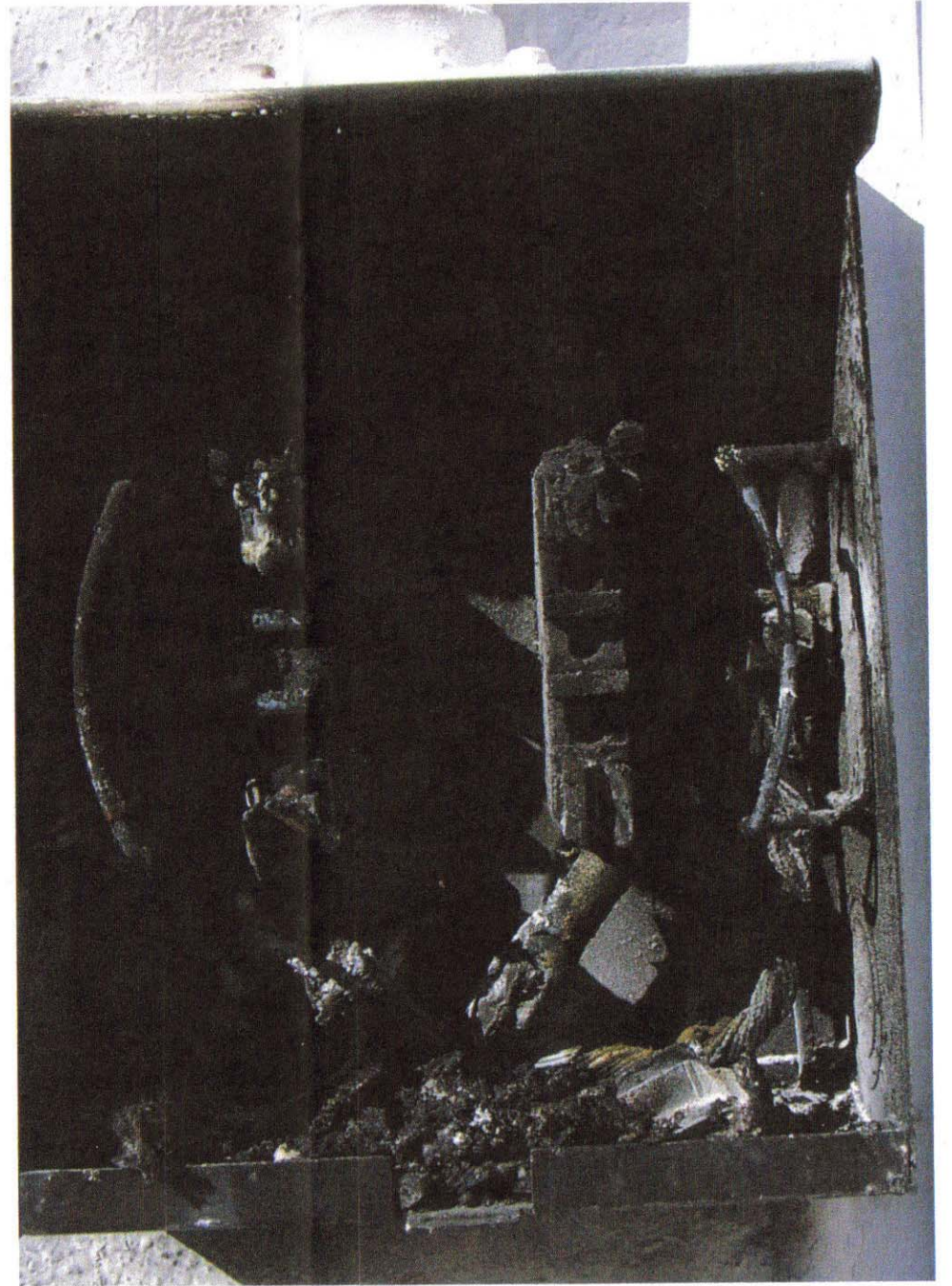
1. Your smart meter is a ticking bomb and can explode at any time without notice.
Your smart meter is of very poor and chip design and it is not UL listed.
Your smart meter has no proper overload protection.
Your smart meter is electronic device with no surge protection.
2. Security reasons - a thief can break into your computer and get all my records. Smart meter reading shows the time and amount of electricity used by minutes, hours, days and can tell you if you are home or not and when you are on vacation - a bonanza for a thief.
3. Health reasons - does not apply to me as meter is located 100 feet from house. It was installed so far away for the convenience of FPL meter reader and in such a way that there is no need to have access to the property. Some meter readers just drove by and read the meter. Not once did a meter reader step on my property and it was read conveniently every month whenever they wanted to for the past 25 years.
4. Smart meter design has to have option right on the meter where you can turn off electronics and allow you for smart meter to be read only once per month. That will increase safety for people like me. You claim with smart meter you can check how much electricity you use on appliance. You need to use an electrician to do that, otherwise it is only reading what it is using at certain time on whole house.
5. Many years back FPL supplied meter cans. Most of them are still in use. Now it is owners responsibility for replacement or new install and has to apply by NEC and UL listing. Therefore by law, I can not allow you to install non-UL listed device, except if FPL takes full responsibility in writing. And with smart meter explosion damaging private property, which can add up in my case over \$10,000, I need also a guaranty that your insurance will pay for it.
6. Smart meter is only good for FPL to save money. What you used to pay a meter reader is now on government unemployment payroll. We were paying for meter readers all this time, they were not a free service. Now you want extra profit for your pocket. Do you give discount to people with smart meters?
7. You sent me several times an estimated monthly bill even when they could read the meter. Why not give an option for an estimated reading payment and not charge a monthly fee?

To sum it up, in my opinion FPL doesn't have any consideration for safety, health and security for their customers, only overcharging and collecting how much they can. Greedy FPL!!!

Sincerely,
Martin Lumpert



P.S. Enclosed are pictures of exploded / burned out smart meter that FPL does not advertise.



Crystal Card

From: Ruth McHargue
Sent: Tuesday, July 08, 2014 12:56 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, July 08, 2014 8:55 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1152122C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, July 08, 2014 8:46 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36422

CUSTOMER INFORMATION

Name: Angela Shaffer
Telephone: 3865698400
Email: mom2gig@gmail.com
Address: 31 Freeland Ln Palm Coast FL 32137

BUSINESS INFORMATION

Business Account Name: Angela Shaffer
Account Number: 92061-32475
Address: 31 Freeland Ln Palm Coast Florida 32137

COMPLAINT INFORMATION

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

I refuse to pay FPLs extortion fees! FPLs responses to my questions regarding their alleged "necessity" for these fees have been completely UNSATISFACTORY. All FPL has done for months now is mail me propaganda about their Smart Meters.

FPL says it costs more to read these meters and maintain the billing. Its simply not true! They did not lower their rates for Smart Meter users. They kept their rates the same AND significantly reduced the number of employees. How is it costing FPL more to have people keep an analog meter compared to their pre-Smart Meter days? Additionally, I have made numerous suggestions as to how FPL could modify the need to read these analog meters monthly. FPL doesnt want an alternative solution for their "customers" who want to keep their analog meters. By the way, a customer is someone who has a CHOICE. WE HAVE NO CHOICE for electric service!

The FBI has issued warnings about the security integrity of these meters and I will not put my family at risk. Furthermore, FPL said they would levy these extortion charges several months back. How convenient that they wait until it starts getting hotter and customers have higher electricity bills BEFORE they levy these extortion charges. Many of my friends have had their rights to security compromised because they cannot afford these extortion fees.

Im disgusted the PSC has NOT acted on behalf of the public in this matter. If I could fire FPL, I would, but I DONT HAVE A CHOICE for ELECTRIC SERVICE!!! This is EXTORTION!

PSC was contacted previously

Crystal Card

From: Ruth McHargue
Sent: Tuesday, July 08, 2014 12:48 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, July 08, 2014 11:29 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1152151C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, July 08, 2014 11:22 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36423

CUSTOMER INFORMATION

Name: john eastman
Telephone: 954-465-8383
Email: john426@bellsouth.net
Address: 4801 sw 188 avenue southwest ranches FL 33332

BUSINESS INFORMATION

Business Account Name: john eastman
Account Number: 34104-97527
Address: 4801 sw 188 avenue southwest ranches Florida 33332

COMPLAINT INFORMATION

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

Current bill for June includes a surcharge of \$95 and \$13 for a total of \$108 additional charges. This additional charge is explained as a non standard meter charge. 2 years ago FPL attempted to install a RF emitting meter commonly referred as a "smart meter" on my home. I did all research available at the time and decided that this change was detrimental to the health of my family. In addition this meter would enable surveillance of my home and my activities. This would be transmitted over an unsecured network and available information can be intercepted. This information will be stored forever on a database available to whoever FPL wishes to share it with. This would include marketing companies, Government and intelligence agencies such as NSA. So the privacy of my home was an overriding factor in preventing the installation of this smart meter. FPL also has nefarious reasons for implementing these devices. Once fully implemented these devices will enable tiered rate structures that will cause changes to the activities of customers and higher electric charges for non

compliance with FPL rate structures. For example high demand times of day can double rates and if you do laundry or take a bath during the high demand time of day, the smart meter will bill you at a higher rate. This enables FPL to influence the behavior and choice of customers. As Florida becomes more crowded FPL will no longer have to upgrade generating capabilities. They can simply flatten demand and avoid having to have sufficient generation capacity. This maximizes investment return for stockholders and Board members.

Apparently the PSC has forgotten its prime directive is to protect the customers from these unfair and predatory practices. PSC is not empowered to protect the investors of FPL stock. FPL has made several mal- investments in solar generating plants that are unreliable. That money should have been invested into new Gas powered turbine plants that are reliable, efficient and clean burning. America has abundant stores of natural gas and this is the most efficient form of power generation.

The surcharge that FPL is adding to my bill is unfair and coercive. By charging me for nothing they are harming my family financially to influence my compliance with their grand plan to maximize profits for their Executives and shareholders. I have caused zero cost to FPL for keeping my existing meter. Was there a rate decrease when the meter readers were all fired? I would be willing to agree to a average billing and have the meter read every 6 months. I would also agree to a self reading and I could read the meter and provide the current reading to FPL via a website entry. FPL failed to explore cost saving options for Customers. Instead they have implemented arbitrary and capricious surcharges that are not based on actual costs.

The customers that have chosen to retain their original meters are being overcharged and this must be reversed by the PSC. If the PSC is unable to provide relief then I must explore other options and simply unplug from FPL. I will consider these surcharges theft. I will act accordingly to protect my family and seek remuneration from FPL.

Sincerely,
John Eastman

Crystal Card

From: Randy Roland
Sent: Tuesday, July 08, 2014 10:21 AM
To: Consumer Correspondence
Subject: Protest to Docket 130223
Attachments: E-Form Improper Billing TRACKING NUMBER 36398

Please add the attached consumer correspondence to Docket 130223.

From: Angie Calhoun
Sent: Monday, July 07, 2014 4:26 PM
To: Randy Roland
Subject: Protest to Docket 130223

Customer correspondence protesting docket 130223.

Angie

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, July 05, 2014 11:34 AM
Cc: fpl_fpsc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36398

Email sent to fpl_fpsc_correspondence@fpl.com with CC to PSC

CUSTOMER INFORMATION

Name: Debbie LeBlanc
Telephone: 5202346854
Email: debslbnc@yahoo.com
Address: 2 Rolling Sands Dr. Palm Coast FL 32164

BUSINESS INFORMATION

Business Account Name: Debbie LeBlanc
Account Number: 01127-70094
Address: 2 Rolling Sands Dr. Palm Coast Florida 32164

COMPLAINT INFORMATION

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

This is to register my complaint regarding the implementation of dangerous Smart Meters without full disclosure and transparency to the public. Furthermore, I object to the extortion fees (\$95 one-time and \$13/month) to those who object to this unnecessary, unproven, and unsafe meter being attached to their homes. You are all guilty of a crime against humanity. The evidence is overwhelming as to the harm to health and environment that these units cause. The evidence is also overwhelming that the entire operation is a scam to enrich a few while having disregarding the implications to all living beings.

Crystal Card

From: Office of Commissioner Brown
Sent: Monday, July 07, 2014 3:29 PM
To: Commissioner Correspondence
Subject: FW: Smart Meters and Maybe Not So Commissioners

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

Thank you,
Terry

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

From: donald fry [<mailto:donaldfry@earthlink.net>]
Sent: Monday, July 07, 2014 1:17 PM
To: Office Of Commissioner Graham; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office of Commissioner Balbis; Office of Commissioner Brown
Subject: Smart Meters and Maybe Not So Commissioners

Chairman Graham,

I contacted FPL regarding the new fees and taxes associated with Smart Meters. They said it was your commission that approved all of it.

Why in the heck would you approve a motion to allow FPL to not only charge us a monthly fee to keep our regular meters, a "membership" fee to keep our meters, AND allow them to tax those fees as well? Those fees are NOT crucial to providing electricity to residents.

What is wrong with you people. I called and complained that my taxes have jumped closed to 300% because they were taxing the fees allowed by the commission and that those fees were due to it being crucial for the delivery of electricity.

That is a lie. Many people have violated the law by using electricity without a meter, proving that they are not crucial. Crucial signifies, is not possible at all unless they are installed. This is just another example of lies presented to the public as a way to extort monies.

Also, the fee rate. It takes the meter reader about 10 min. to read the meter. They read it once a month or it is estimated when they don't come at all. So I am paying someone approx. \$78.00 an hour (\$13.00 x 6 (10 min

intervals to an hour)) to read a couple of dials? Plus \$95 just to tell them I am concerned about my health and don't want the new meter? Are you people NUTS?

Also, if the people of Palm Bay and Brevard County are having issues with the smart meters on their homes, why not install them on the telephone poles? They are designed so that there is no need to come over and manually read the meter. I have told FPL time and time again, if they wanted to move the meter away from my bedroom, to the other side of the garage, then I would be willing, provided a grid of those things wasn't a health threat, to have one installed. They said that I owned the wiring and since I do, it is my responsibility to pay to move them. More ways of avoiding responsibility and obligation.

There must be an issue with them because let me explain this. When they first came out here and installed a SMART meter. I called FPL and talked to them about my concerns with my health, its location and so forth. Do you know they, FPL, came out the next day and changed my meter back. I merely mentioned my concern and they voluntarily swapped my meter back to analogue. There was no discussion of the lack of harm. There was no discussion of an additional fees being imposed, etc. The KNEW that there was a potential problem due to the placement of the meter.

Now with your blessing, they can not only ignore that concern, but can charge and tax people to live with that potential. All of you should personally be held accountable for any health issues associated with the placement of those meters as well. After all, you approved them with no stipulations.

Again, if FPL states that these meters are designed to automatically transmit information to the company, why have them ON the house at all? If people are worried about the proximity of the meters, why not put them on the power poles where the lines come to the property Why do they have to be on the house at all? Because it would cost FPL money to install them that way. So instead of avoiding potential health risks to the people of the county, to avoid them from having to pay exorbitant fees, to keep them from being extorted by FPL, you let FPL do whatever it wanted.

I don't believe any of you thought this out. I don't believe any of you looked into the issues surrounding the health issues. I don't believe any of you bothered to really look at the community and to do what the people wanted. All you did was look to the money and to the corporation. How dare you charge people for being worried about their health an the health of their families and communities. I am disgusted and will do everything within my power to see justice done.

Donald Fry

Crystal Card

From: Office of Commissioner Brown
Sent: Monday, July 07, 2014 9:40 AM
To: Commissioner Correspondence
Subject: FW: Being bullied into use of "smart meter"

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

Thank you,
Terry

From: jack&mary pulick [<mailto:jackmaryp@gmail.com>]
Sent: Saturday, July 05, 2014 3:48 PM
To: eduardo.j.jerez@fpl.com; Office Of Commissioner Graham; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office of Commissioner Brown
Subject: Being bullied into use of "smart meter"

Dear Mr. Jerez (Eduardo), Graham, Balbis, Brise, Ms.Edgar and Ms.Brown:

I give up!!! I've instinctively, for health and societal safety reasons attempted, for months now, to resist being bullied into having the so-called "smart meter" installed, replacing my existing meter, which is now somehow termed, "non-standard". Just the language manipulation alone, the use of euphemisms pointed at seducing us as customers into allowing such knowingly calculated intrusive technology into private homes against the wishes of the owners is as deceitful a campaign as I have ever witnessed in my seventy-three+ years. The part of this large, heavy-handed and multi-tiered conspiracy that bothers me the most, besides the fact that a nice young man like you has to be the "face/voice" that New Era Power (a name right out of Brave New World!!) puts on its clandestine, power-driven actions, is THAT THERE IS NO, AND NEVER WAS A CHOICE!! There is something, and this may be your best euphemism, called an "enrollment" fee of ninety-five dollars for me to keep what I signed up for back in 2005 when we moved to Florida. This stuff is straight out of "Newspeak" in Nineteen-eighty-four!! Anything else in my house has been put there by my choosing (cable, internet, microwave) and can be removed as I see fit. Not so with your meter!

So, you are sending someone Tuesday, July 8, to install, against my best judgement, because you've bludgeoned me with a charge of \$95.00, with a monthly fine of \$13.00 thrown in to keep what I want and already have, a meter that has hidden options that can create future problems if you get permission to activate the second part of the meter you plan to install which, of course, will meet little resistance since the meter will already be in place. It's interesting Mr. Jerez, that you could not provide me with this 2 option information when I asked you confusedly about what I thought was a choice of 2 different "smart meters". I got the explanation from Walter Clemence of FPS who explained that it is one meter, as you said, BUT has this second option on further intrusion into my home. Why would he, working for a supposedly unbiased consumer protection agency, have a clearer description than you (I noticed Mr. Clemence has 93 queries about smart meters on the FPS web site and wonder about the Commission's prejudice in favor of FPL and not the consumer!).

Medically, I've become somewhat fragile in having open-heart surgery and a knee replacement over the last year and a half (I'm leaving in a week to have my second knee replaced in N.Y. which put extreme time pressure on my researching options based on reliable information) and having a radical afib event a week ago concerning the stress this has all produced, I was advised by Mayo Clinic and other doctors to reduce stress as much as possible. So, I am giving in, but not without formally giving my beliefs about your "smart meter":

1. You have not evaluated the real/actual effect it will have on the amount of rays that will be entering my home, that is, you have no indication of what already is present before the intrusion of the meter, so I am not able to evaluate what potential dangers, if any, are in MY home not my neighbor's or any one else's. This is where I live. I already have some waves turning my Bose and ceiling fan on indiscriminately. Will it cause me heart issues? Will my deaf daughter's hearing devices (there are many) be interfered with?
2. It seemed sensible to me that you should wait until the reconsideration by the FPS Commission is completed in October before changing the meter. If you are so sure of the FPS's reconsideration, why not simply wait to be granted solid approval now that they have had more time to consider the 36,000 protests (I realize through Walter that the current number has shrunk to 9,000, but bullying not investigated truth was possibly your awful tool at reducing that number!). If the protest is successfully supported by a new ruling, protecting those of us who wanted our original meter, then you would save the cost of replacing the "smart meters" . Assuming there is due diligence in the process, it will be a comparatively short time for you (and us) to get a final pronouncement. In any case, I am stating that if we win our position, I do not expect to pay for the re-installation of my old meter.

Sincerely,

John E. Pulick (for the account of Mary B. Pulick)

Crystal Card

From: Betty Leland
Sent: Monday, July 07, 2014 8:30 AM
To: Commissioner Correspondence
Subject: FW: Being bullied into use of "smart meter"

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

Thanks.

From: jack&mary pulick [<mailto:jackmaryp@gmail.com>]
Sent: Saturday, July 05, 2014 3:48 PM
To: eduardo.j.jerez@fpl.com; Office Of Commissioner Graham; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office of Commissioner Brown
Subject: Being bullied into use of "smart meter"

Dear Mr. Jerez (Eduardo), Graham, Balbis, Brise, Ms.Edgar and Ms.Brown:

I give up!!! I've instinctively, for health and societal safety reasons attempted, for months now, to resist being bullied into having the so-called "smart meter" installed, replacing my existing meter, which is now somehow termed, "non-standard". Just the language manipulation alone, the use of euphemisms pointed at seducing us as customers into allowing such knowingly calculated intrusive technology into private homes against the wishes of the owners is as deceitful a campaign as I have ever witnessed in my seventy-three+ years. The part of this large, heavy-handed and multi-tiered conspiracy that bothers me the most, besides the fact that a nice young man like you has to be the "face/voice" that New Era Power (a name right out of Brave New World!!) puts on its clandestine, power-driven actions, is THAT THERE IS NO, AND NEVER WAS A CHOICE!! There is something, and this may be your best euphemism, called an "enrollment" fee of ninety-five dollars for me to keep what I signed up for back in 2005 when we moved to Florida. This stuff is straight out of "Newspeak" in Nineteen-eighty-four!! Anything else in my house has been put there by my choosing (cable, internet, microwave) and can be removed as I see fit. Not so with your meter!

So, you are sending someone Tuesday, July 8, to install, against my best judgement, because you've bludgeoned me with a charge of \$95.00, with a monthly fine of \$13.00 thrown in to keep what I want and already have, a meter that has hidden options that can create future problems if you get permission to activate the second part of the meter you plan to install which, of course, will meet little resistance since the meter will already be in place. It's interesting Mr. Jerez, that you could not provide me with this 2 option information when I asked you confusedly about what I thought was a choice of 2 different "smart meters". I got the explanation from Walter Clemence of FPS who explained that it is one meter, as you said, BUT has this second option on further intrusion into my home. Why would he, working for a supposedly unbiased consumer protection agency, have a clearer description than you (I noticed Mr. Clemence has 93 queries about smart meters on the FPS web site and wonder about the Commission's prejudice in favor of FPL and not the consumer!) .

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Sincerely,

John E. Pulick (for the account of Mary B. Pulick)

Crystal Card

From: Randy Roland
Sent: Thursday, July 03, 2014 1:53 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Consumer correspondence.

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

From: Consumer Contact
Sent: Thursday, July 03, 2014 11:51 AM
To: Randy Roland
Subject: To CLK Docket 130223

Copy on file, see 1151819C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, July 03, 2014 11:10 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36380

CUSTOMER INFORMATION

Name: David Bitner
Telephone:
Email:
Address: 172 Virginia Rd West Melbourne FL 32904

BUSINESS INFORMATION

Business Account Name: David Bitner
Account Number:
Address: 172 Virginia Rd West Melbourne Florida 32904

COMPLAINT INFORMATION

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

since i opted out of having a smart meter on my property, im being charged an "initial" fee for not having a smart meter + the monthly charge along with it. this is a coercive tactic to get most people to accept these meters.

even worse, the taxes on my latest FPL statement went up 300% due to these extra charges.
taxes are supposed to be for the use of electricity, not taxes on fees.

this is absurd! what if your property taxes went up 300% or you income tax, or your sales tax.

Crystal Card

From: Betty Leland
Sent: Wednesday, July 02, 2014 2:51 PM
To: Commissioner Correspondence
Subject: FW: "Smart Meter" Enrollment fee, and Surcharge

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

From: James Arpaia [<mailto:arpaiajs@yahoo.com>]
Sent: Wednesday, July 02, 2014 12:14 PM
To: hmptnmb@msn.com; David Dowds; FPL_Correspondence@fpl.com ; info@floridawatchdog.org ; ronald.renuart@myfloridahouse.gov ; thrasher.john.web@flsenate.gov ; Office Of Commissioner Graham; Rick Scott
Subject: "Smart Meter" Enrollment fee, and Surcharge

I have just received my electric bill from FPL for June. It includes a "non-std meter enrollment fee" of \$95.00, plus a "non-std meter surcharge" of \$13.00. I contacted FPL, and they informed me that the FPSC authorized this "penalty", even though they have not reached a final decision, or heard all of the complaints from the public.

I find this unwarranted charge to be unacceptable. FPL claims that my existing meter has suddenly become "non-standard", and their new "Smart Meters" are the new standard. My existing meter did not change! Because the "Smart Meters" have a RF transmitter, FPL can eliminate meter readers. However, my current rate includes the cost of meter reading. On that basis, if the FPSC was doing its job, people who were forced to accept a smart meter should receive a rate reduction. Instead, they convinced the FPSC to authorize this "penalty" for refusing to accept a "Smart Meter" which has been banned in 27 states, including most counties in Calif.

I ask you all to please correct this injustice being perpetrated by a "Monopoly"

James S. Arpaia arpaiajs@yahoo.com

Crystal Card

From: Ruth McHargue
Sent: Tuesday, July 01, 2014 4:07 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, July 01, 2014 3:10 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1151605C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, July 01, 2014 11:23 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36352

CUSTOMER INFORMATION

Name: patricia wayman
Telephone: 941-412-0193
Email: pat.wayman@gmail.com
Address: 3071 border rd venice FL 34292-1701

BUSINESS INFORMATION

Business Account Name: patricia wayman
Account Number:
Address: 3071 border rd venice Florida 34292-1701

COMPLAINT INFORMATION

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

I received the punishment (fine) for not installing a smart meter and I received the monthly fee. These fines were TAXED...
Fines should not be taxed. The charges above the amount of the fees should be refunded. For me, that is about \$19.12.

Crystal Card

From: Ellen Plendl
Sent: Tuesday, July 01, 2014 2:50 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW FP&L. Smart Meters and Fees; FW FP&L. Smart Meters and Fees

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

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Monday, June 30, 2014 2:42 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: FP&L. Smart Meters and Fees

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

From: Denise Benson [<mailto:radbenson4@bellsouth.net>]
Sent: Monday, June 30, 2014 9:43 AM
To: Governor Rick Scott
Subject: FP&L. Smart Meters and Fees

From: Denise Benson <radbenson4@bellsouth.net>

County: St. Lucie

Zip Code: 34953

Phone Number: 772-261-4192

Message Body: End Smart Meters and Opt Out fees! Demand independent studies on the safety of this technology. Public was not informed beforehand about this grand scheme to convert us to Smart Metering. End the surveillance capabilities of these devices. Drive out extortion fees being charged to customers with the wherewithal to refuse Smart Meters on their homes. My bill this month had higher Taxes and Fees than my actual energy usage!

Crystal Card

From: Walter Clemence
Sent: Tuesday, July 01, 2014 2:45 PM
To: 'radbenson4@bellsouth.net'
Cc: Mark Futrell; David Dowds; Cayce Hinton; Rhonda Hicks; Brenda Stallcup; Ellen Plendl; Randy Roland
Subject: FW: FP&L. Smart Meters and Fees

Ms. Benson,

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

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the FPSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. FPSC staff estimated that the cost adjustments would reduce the 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 is in effect. The tariff has since been protested by two customer groups and an evidentiary hearing will be held later this year, followed by a decision by the FPSC on the ultimate disposition of 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.

Sincerely,

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

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

From: Denise Benson [<mailto:radbenson4@bellsouth.net>]
Sent: Monday, June 30, 2014 9:43 AM
To: Governor Rick Scott
Subject: FP&L. Smart Meters and Fees

From: Denise Benson <radbenson4@bellsouth.net>

County: St. Lucie

Zip Code: 34953

Phone Number: 772-261-4192

Message Body: End Smart Meters and Opt Out fees! Demand independent studies on the safety of this technology. Public was not informed beforehand about this grand scheme to convert us to Smart Metering. End the surveillance capabilities of these devices. Drive out extortion fees being charged to customers with the wherewithal to refuse Smart Meters on their homes. My bill this month had higher Taxes and Fees than my actual energy usage!

Crystal Card

From: Ruth McHargue
Sent: Tuesday, July 01, 2014 10:47 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

From: Consumer Contact
Sent: Tuesday, July 01, 2014 10:35 AM
To: Ruth McHargue
Subject: To CLK Docket 130223- Response requested

Copy on file, 1151525C. DHood

From: Sandra Harrison [<mailto:sandra.l.harrison@gmail.com>]
Sent: Tuesday, July 01, 2014 10:19 AM
To: Consumer Contact
Subject: Non-standard meter option

We have chosen not to accept installation of a smart meter. We have paid the \$95 enrollment charge but object to the explanation of the four requirements that the charge supposedly covers. Here are our concerns.

1. "Set up and administer the Non-Standard Meter Option for each customer." What could this mean? We merely continue to operate as we have in the past. There can't be software changes that need to be made since this is the way FPL had always administered their customer accounts. This is not a "new" option, the Smart Meter is a new option which requires new procedures to administer.
2. "Make changes to our outage management and restoration processes and systems to address outage and restoration issues that need to be manually resolved." Again, there are no new processes or systems that need to be developed since FPL will continue to address outages in the same way they have always addressed them. They have never **manually** resolved any outage problem in the past and I can't imagine that they would do so in the future.
3. "Install a non-standard meter, if necessary." We already have an original meter, what FPL calls a non-standard meter, so there is no installation expense for us.
4. "Modify the billing system and maintain the systems and processes needed to read the meter manually every month." Why would this be an additional charge since you already have the billing system in place and already have a system of conducting manual meter reading? It seems that you should be experiencing a cost reduction in that you do not need to manually read meters for those who have chosen to accept the smart meters. I assume FPL has reduced their staff and thus reduced personnel costs. This should result in an ongoing savings to FPL customers, not increased fees.

We request you reconsider your approval of the \$95 enrollment charge and monthly service charge of \$13.

Thank you.

Joseph Harrison

Sandra Harrison
5850 Myakka Valley Trail
Sarasota, FL 34241

Crystal Card

From: Ruth McHargue
Sent: Tuesday, July 01, 2014 9:17 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, July 01, 2014 8:01 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1151471C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, June 30, 2014 3:35 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36342

CUSTOMER INFORMATION

Name: charles green
Telephone:
Email: charlesgreenjr@gmail.com
Address: 128 coral way east indialantic FL 32903

BUSINESS INFORMATION

Business Account Name: charles r.green jr Account Number: 22901-98361
Address: 128 e coral way indialantic Florida 32903

COMPLAINT INFORMATION

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

I have opted to keep my non-smart meter.No changes to account.Can my power be legally shut off for failure to pay the tariff charge w.use of a non-smart meter?Please provide me proof of final order from FPS that approved the fees for non-smart meter accounts.ty Charles green

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:

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 180223.

RECEIVED-FPSC
14 JUN 30 PM 1:00
COMMISSION
CLERK

Dear Sir or Gentlemen,

I have written to FPL company many letters about with the combine 135 years of being with this FPL company. My mother and I were disappointed when FPL came out about the Smart meter. The FPL company want the Old meter to be a non-standard meter, unless the Customer choose the standard smart meter. The FPL are trying to railroad the Old Customers with the two fees of enrollment fee of \$95 and a monthly surcharge of \$13, when all of this was part of the service to have us as a Customer!!!

My mother & I 135 years were under ideal of paying a bill not act as ~~the~~ we were enrolling into College!!!

The option is under review by the PSC so why are the FPL company is putting these option on my bill when there can be a third option:

1. Grand Father the Old Customer (we have 135 years)
 - A. Have the New Customer to choose out of the two options.

P.S. Turned off the switch (main)
at my Electric box
on 06-25-2014

Over on back



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P.S. Turned off the switch (main)
at my Electric box
on 06-25-2014

Over on back



Grandfathered
customer In

Old, UKX Customer
Combine Mother + Son

Grandfathered
In

27501357 1115047170671397083100000

Please request changes on the back.
Notes on the front will not be detected.

The amount enclosed includes the following donation:
FPL Care To Share \$ None



B 3 1115 9

AUTO **CO 1403
1 026128

LOU ANNA D MURPHY
646 SHADY PL
DAYTONA BEACH FL 32114-6076

Grandfathered
Customer In
Make check payable to FPL in U.S. funds
and mail along with this coupon to:

FPL
GENERAL MAIL FACILITY
MIAMI FL 33188-0001

Grandfathered
customer In

Account number	Total amount you owe	New charges due by	Amount enclosed
04717-06713	\$138.07	Jul 11 2014	\$10.53

Your electric statement

Account number: 04717-06713

For: May 21 2014 to Jun 20 2014 (30 days)

Customer name: LOU ANNA D MURPHY
Service address: 646 SHADY PL

Statement date: Jun 20 2014
Next meter reading: Jul 22 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (*)	New charges due by
9.41	9.41 CR	0.00	0.00	138.07	\$138.07	Jul 11 2014

Meter reading - Meter 7C16023

Current reading 13007
Previous reading - 13007
kWh used 0

Amount of your last bill 9.41
Payment received - Thank you 9.41 CR
Balance before new charges \$0.00

Energy usage

	Last Year	This Year
kWh this month	0	0
Service days	29	30
kWh per day	0	0

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount	7.57**
Non-std meter enrollment fee	95.00
Non-std meter surcharge	13.00
Gross receipts tax	2.96
Franchise charge	6.99
Utility tax	12.55
Total new charges	\$138.07

**The electric service amount includes the following charges:

Customer charge: \$7.57
Non-fuel energy charge:
First 1000 kWh \$0.060770 per kWh
Over 1000 kWh \$0.071590 per kWh
Fuel charge:
First 1000 kWh \$0.029470 per kWh
Over 1000 kWh \$0.039470 per kWh

Total amount you owe

\$138.07

I think FPL is trying
to not go by what
the PSC but have
the Customer be
railroad into
enrollment, when
customers can be
Grandfathered in
before there was
the Smart meter

- Payments received after July 11, 2014 are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- Eligible customers can choose between the standard smart meter, for no additional fees, or a non-standard meter, for an enrollment fee of \$95 and a monthly surcharge of \$13. The option has been approved but is under review by the PSC. Learn more at FPL.com/meteroption.

Grandfathered me in, I am not
enrolling into College, I am
paying bill of the electric service
amount includes of my bill Not
what you all call the standard smart
meter and no later fee

Please have your account number ready when contacting FPL
Customer service: (386) 252-1541
Outside Florida: 1-800-226-3545

Lou Anna B mughy (Teresa)
646 Shady Place
Daytona Beach, Florida 32114-6076

ORLANDO FL 325

JUN 27 2014 PM 4 L



JUN 30 AM 7:08

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



Crystal Card

From: Ellen Plendl
Sent: Monday, June 30, 2014 9:54 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: john-kirgan.pdf; john-kirgan-billing-letter.pdf; John Kirgan.pdf

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

June 23, 2014

To: Randy Roland
From: John Kirgan
Re: Non-std meter enrollment fee
(say that quick three times;-))

Dear Randy,

I hope you're doing well. Enclosed is a copy of my last two FPL bills. As you can see there is a vast difference in the two. On the bill due Jul 09, 2014 note that the \$95.00 fee is posted with the New Charges (Rate RS-1 Residential Service). Applied to that "\$95.00 enrollment fee" is the Gross receipts tax, \$3. 76 as opposed to \$1.05 on Mays bill. The franchise charge, \$9.25 as opposed to \$2.58, and the utility tax, \$15.20 as opposed to \$3.62.

On both bills exists a Customer charge of \$7.57 which by FPL's own statement info is: a fixed amount to cover the administrative costs to maintain your account, even if NO ELECTRICITY IS USED. The \$13.00 Non-std meter surcharge is, you guessed it, to cover the administrative costs to maintain your account, etc.

My question is this: shouldn't the \$95.00 "enrollment fee" be SEPARATE from the other taxes and charges? And the \$13.00 be applied to customer charge? If a sales tax is applied it's even more. Common sense and logic dictate this to be larcenous business practice.

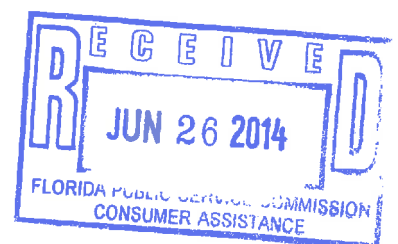
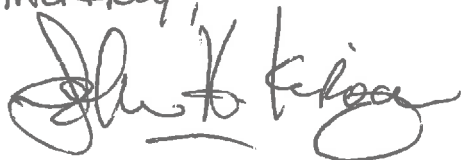
My point is in my case an additional \$25.00 to \$30.00 is being applied making the "enrollment fee" almost \$125.00.

In closing, I'm sending copies of this letter and bills to the Better Business Bureau, Att. Gen. Pam Bondi, and Gov. Scott. Maybe you guys can come up with a solution to this fiasco.

As you know FPL does not service the entire state. I can't remember if they service Tallahassee so I don't know if this carnival affects you.

Thanks in advance for anything you can do. I know that Internal Affairs is still accumulating data. Well, here's some more data:-)

Sincerely,



John Henry Kirgan
310 Watercrest St.
Sebastian, FL 32958-5553

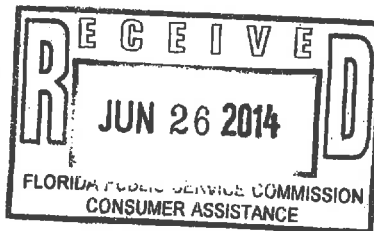
ORLANDO FL 328

24 JUN 2014 PM 7 L

DISTRIBUTION CENTER

~~14 JUN 26 AM 8:58~~
CAPITAL CIRCLE OFFICE CENTER
2540 STUARDOAK BLVD.
TALLAHASSEE, FLORIDA

32377-0850



ATTN: Randy Roland

32399085099



Your electric statement

For: Apr 17 2014 to May 19 2014 (32 days)

Customer name: JOHN KIRGAN

Service address: 310 WATERCREST ST

Account number: 90069-43220

Statement date: May 19 2014

Next meter reading: Jun 18 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
45.69	45.09 CR	0.00	0.60	48.07	\$48.67	Jun 09 2014

Meter reading - Meter 5C56191

Current reading 85418

Previous reading - 85055

kWh used **363****Energy usage**

	Last Year	This Year
kWh this month	604	363
Service days	32	32
kWh per day	19	11

****The electric service amount includes the following charges:**

Customer charge: \$7.57

Fuel: \$10.70

(First 1000 kWh at \$0.029470)

(Over 1000 kWh at \$0.039470)

Non-fuel: \$22.05

(First 1000 kWh at \$0.060770)

(Over 1000 kWh at \$0.071590)

Amount of your last bill 45.69

Payment received - Thank you 45.09 CR

Balance before new charges \$0.60

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount 40.32**

Storm charge 0.50

Gross receipts tax 1.05

Franchise charge 2.58

Utility tax 3.62

Total new charges \$48.07**Total amount you owe \$48.67**

- Payments received after **June 09, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.

- A routine quarterly storm adjustment will apply to your bill beginning June 2. Learn more about the latest rates and charges on your bill: FPL.com/rates.

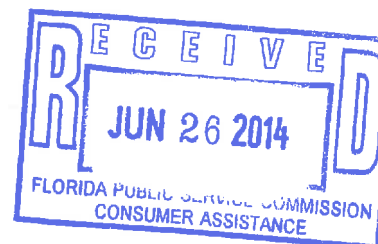
Please have your account number ready when contacting FPL.

Customer service: (772) 462-0555

Outside Florida: 1-800-226-3545

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

Hearing/speech impaired: 711 (Relay Service)

Online at: www.FPL.com

Your electric statement

For: May 19 2014 to Jun 18 2014 (30 days)

Customer name: JOHN KIRGAN

Service address: 310 WATERCREST ST

Account number: 90069-43220

Statement date: Jun 18 2014

Next meter reading: Jul 18 2014

Amount of your last bill	Payments (-)	Additional activity (+ or -)	Balance before new charges (=)	New charges (+)	Total amount you owe (=)	New charges due by
48.67	48.67 CR	0.00	0.00	174.93	\$174.93	Jul 09 2014

Meter reading - Meter 5C56191

Current reading 85758

Previous reading - 85418

kWh used 340

Energy usage

	Last Year	This Year
kWh this month	773	340
Service days	29	30
kWh per day	27	11

**The electric service amount includes the following charges:

Customer charge: \$7.57

Fuel: \$10.02

(First 1000 kWh at \$0.029470)

(Over 1000 kWh at \$0.039470)

Non-fuel: \$20.66

(First 1000 kWh at \$0.060770)

(Over 1000 kWh at \$0.071590)

Amount of your last bill 48.67

Payment received - Thank you 48.67 CR

Balance before new charges \$0.00

New charges (Rate: RS-1 RESIDENTIAL SERVICE)

Electric service amount 38.25**

Storm charge 0.47

Non-std meter enrollment fee 95.00

Non-std meter surcharge 13.00

Gross receipts tax 3.76

Franchise charge 9.25

Utility tax 15.20

Total new charges \$174.93

Total amount you owe

\$174.93

- Payments received after **July 09, 2014** are considered late; a late payment charge, the greater of \$5.00 or 1.5% of your past due balance will apply. Your account may also be billed a deposit adjustment.
- Eligible customers can choose between the standard smart meter, for no additional fees, or a non-standard meter, for an enrollment fee of \$95 and a monthly surcharge of \$13. The option has been approved but is under review by the PSC. Learn more at FPL.com/meteroption.

POWER

Please have your account number ready when contacting FPL.

Customer service: (772) 462-0555

Outside Florida: 1-800-226-3545

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

Hearing/speech impaired: 711 (Relay Service)

Online at: www.FPL.com



TO CONNECT ELECTRIC SERVICE OR ASK QUESTIONS ABOUT YOUR BILLPlease visit www.FPL.com or call the customer service number in the lower right hand corner of the front of this bill.**REPORTING A POWER OUTAGE 1-800-4OUTAGE (1-800-468-8243)**

The fastest and easiest way, day or night, to report power outages and downed power lines.

Help With Managing Your Bill

- Online Home Energy Survey: A free analysis to identify energy savings in your home. Log on to www.FPL.com/OHES.
- Businesses can get a free Energy Evaluation to identify savings. Call 1-800-FPL-5566.
- FPL E-Mail Bill: Receive, review and pay your bill through e-mail.
- FPL Automatic Bill Pay: Your bill is always paid, and always on time.
- FPL Pay Online: Make payments at www.FPL.com whenever you choose.
- FPL Friendly Reminder: A free program that provides customers with a duplicate notice before power is shut off for non-payment. The duplicate notice can be sent to their designated third party or to their service address when they use a different mailing address. Enroll at www.FPL.com/remind.

Statement Information

kWh: Kilowatt-hour: A measure of electrical energy. One kWh is the equivalent of using 1,000 watts for one hour. For example, if you use a 100 watt light bulb for 720 hours (i.e., for 30 days straight), you used 72 kWh.

Customer Charge: A fixed amount to cover the administrative costs to maintain your account, even if no electricity is used.

Non-Fuel Energy Charge: The non-fuel costs to produce and deliver electricity, environmental compliance programs, and for non-demand customers only, the costs of conservation programs.

Fuel Charge: A direct pass-through of the fuel costs to produce and deliver your electricity.

Demand Charge: The cost to supply the maximum amount of energy used on the account within a 30-minute interval during the billing period. For demand customers, this charge also includes the costs of conservation programs.

Electric Service Amount: Total of the customer charge, fuel and non-fuel charges, and demand charge, if applicable.

Taxes (Utility/Florida Sales/Discretionary Sales Surtax/Gross Receipts): Taxes on the sale of electricity levied by and paid to the State of Florida or local governments.

Storm Charge: A bond repayment charge approved in a financing order by the Florida Public Service Commission to help finance hurricane and storm-related expenses. The funds are collected on behalf of a separate legal entity for which FPL serves as the collection agent. The storm charge is adjusted periodically to align with actual bond repayment costs.

Franchise Charge: A fee to local governments that we have an agreement with in order to provide electricity in their area.

FPL Care to Share Energy Fund: Contributions collected by FPL and administered by non-profit agencies to benefit those in need.

For full details of the charges used to calculate your bill, visit www.FPL.com/rates.

Information on Paying by Mail

- Include the top portion of your electric bill with your payment
- Use the enclosed return envelope
- Make your check or money order payable to FPL in U.S. funds
- Write your FPL account number on the check or money order
- Do not send cash
- Do not include paper clips or staples
- Avoid folding your check

Give yourself enough time for post office delivery or you can pay immediately by using FPL Online at www.FPL.com or FPL Pay by Phone using the phone number in the front of the bill.

When you pay by check, you authorize FPL to process your payment electronically or as a draft. If your payment is processed electronically, your checking account may be debited on the same day we receive the check and your check will not be returned with your checking account statement.

FPL does not agree to any restrictions, conditions or endorsements placed on any bill statement or payments such as check, money order, or other forms of payment. We will process the payment as if these restrictions or conditions do not exist.

Visit www.FPL.com for more information.



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

June 25, 2014

Mr. John H. Kirgan
310 Watercrest St.
Sebastian, FL 32958-5553

Dear Mr. Kirgan:

I was forwarded your letter dated June 8, 2014, so that technical staff could respond to certain questions you raised. First, you inquired if the \$13.00 monthly surcharge associated with FPL's Non-Standard Meter Rider (NSMR) tariff offering is in essence a second monthly customer charge; it is not. As you noted in your letter, the monthly customer charge is "a fixed amount to cover the administrative costs to maintain your account even if no electricity is used."

In contrast, the \$13.00 monthly NSMR surcharge is one of two charges designed to recover the costs associated with providing a non-communicating meter to those customers who prefer one. These charges are designed to recover costs that would not be incurred absent this offering. They 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. Thus, no "double-dipping" will occur.

Second, you asked if FPL's storm charge would be increasing as of June 2. You are correct that this charge increased as of June 2, 2014, from \$00136 per kWh to \$00138 per kWh.

If I can provide additional assistance, please contact me at (850) 413-6524.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Dowds".

Dave Dowds, Supervisor
Market Analysis Section

DD:db

cc: Cindy Muir

June 8th, 2014

To: Randy Roland
From: John H. Kirgan
Re: Smart meters

Dear Mr. Roland,

I hope this letter finds you in good health.

I know that Internal Affairs is gathering more info on these controversial meters.

May I point out the following: FP&L already charges what they call a "customer charge". According to their own literature a customer charge is, "a fixed amount to cover the administrative costs to maintain your account even if no electricity is used".

As of now that amount to me is \$7.57. Is the \$13.00 customer charge for the "smart meter" going to be added to that? (Are they going to "double-dip" their customers?)

Can you find out what their intention is? I'm on a fixed income and as of right now, the "routine quarterly storm adjustment" applies to the bill as of June 2nd. My bills run about \$50.00 a month.

In one swipe of the pen it is going to increase by \$13.00 AND more for the adjusted storm fee? What a debauchle!!

Thank you in advance for your attention to this matter.

Sincerely,


John H. Kirgan

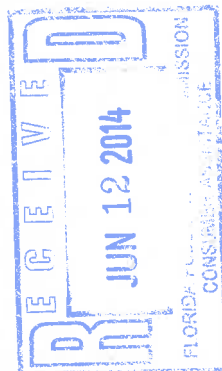


TALLAHASSEE, FL 32303

01 JUN 2014 PM 2:10
09 JUN 2014 PM 6:10

DISTRIBUTION CENTER

14 JUN 12 AM 7:10



FLORIDA Public Service Commission
CAPITAL CIRCLE OFFICE CENTER
2540 STANWARD OAK BLVD.
TALLAHASSEE, FLA. 32303-0850

Florida Public Service Commission

I am Sending this letter to inform
you. I oppose the Charges FPL is Placing
on Customers who Refuse to Subject the
family to harmful effects of Radiation
Frequency signals from smart meters and
also of the right of domestic security
I will not Pay the fee or the Service
Charge.

Joseph URSO
143 CONCORD DR N.E.
PORT CHARLOTTE FL 33952
941-627-8014

RECEIVED FPSC
14 JUN 30 AM 9:00
COMMISSION
CLERK

June 22, 2014

To: Florida Power and Light Co. it's Agents, Officers, Employees and interested Parties
Att.: Maria Gomez, Director of Customer Service
From: Joseph and Marie Urso 143 Concord Dr. NE Port Charlotte FL 33952 941-627-8014
Subject: Smart Meters
Cc: Florida Public Service Commission

Dear Ms. Gomez,

Since my conversation in June with Representative Gallene (800-516-6250 ext. 2633) I've done research and my findings are as follows:

1. By my retaining the Analog Meter I'm protecting my family's health and wellbeing from the harmful effects of Radiation frequency signals from Smart Meters, not to mention the privacy issues. It would be ludicrous for me to pay FPL a fee of \$95.00 plus \$13.00 per month for the privilege of keeping my present Meter. FPL says they have to charge this fee because of extra employees to read the Meters, this is a fallacy; the savings from the Smart Meters FPL has already installed on uninformed customers far exceeds any cost to read the Meters. There is no authoritative publication that substantiates FPL's claim that Smart Meters are safe when in fact some publications are to the contrary.
2. Informed consent is legally required for installation of any surveillance device and any device that will transmit private and personal data to undisclosed and unauthorized parties.
3. Smart Meters, by monitoring household activity and occupancy are in violation of "Rights and Domestic Security". They violate Federal and State Wire Tapping Laws by recording and storing databases of private and personal activities and behavior without the consent or knowledge of those people being monitored. These signals can be intercepted by unauthorized parties and can be used to aid criminal activity against the occupants.
4. Smart Meters expose the occupants and living organisms on the household property to constant pulse, modulated microwave radiation as tacitly admitted by the DOD & DOE Officials. The Florida Energy Summit on 10-28-2011 said such radiation is a hazard per ansi/ieee committees that in 1991 set FCC's guidelines against exposure level. The FCC's guidelines (OET) further addresses caution that should be absorbed for uncontrolled public excess to areas that may cause exposure to high levels of RF. Also, FCC's bulletin OET 65 guidelines require the assumption of continuous exposure in calculation. Duty cycle offered by the utilities is a fraction of continuous use and significantly diminish predictions of RF exposure. The World Health Organization designates wireless as class 2 B carcinogens.

Respectfully





Joseph & Marie Urso
143 Concord Dr NE
Port Charlotte FL 33952-8131

FT MYERS FL 339

26 JUN 2014 PM 6 L



DISTRIBUTION CENTER

14 JUN 30 AM 7:08

FLORIDA Public Service Commission

2540 SHUMARD OAK BLVD

TALLAHASSEE, FL 32399-0850

32399085099



Shawna Senko

From: Office of Commissioner Balbis
Sent: Friday, June 27, 2014 12:38 PM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: Robert Mitchell, Donna Mitchell...

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

Thanks,

Cristina

From: Robert Mitchell [mailto:mail@changemail.org]
Sent: Friday, June 27, 2014 12:01 AM
To: Office of Commissioner Balbis
Subject: 5 new petition signatures: Robert Mitchell, Donna Mitchell...

5 new people recently 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.

There are now 80 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>

Dear Eduardo E. Balbis,

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://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,

80. Robert Mitchell Port St Lucie, Florida

79. Donna Mitchell Port St Lucie, Florida

76. glenn moody w.p.b., Florida

75. Denise Benson Port Saint Lucie, Florida

74. Diane Gregorovic Hastings, Florida

Shawna Senko

From: Pamela Paultre
Sent: Friday, June 27, 2014 11:45 AM
To: Commissioner Correspondence
Subject: Docket Correspondence
Attachments: FPL SMART METER EXTORTION; 5 new petition signatures glenn moody, Denise Benson...; 5 new petition signatures Robert Mitchell, Donna Mitchell...

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

Shawna Senko

From: Baron Beatty <hwufl@bellsouth.net>
Sent: Thursday, June 19, 2014 4:42 PM
To: Office of Commissioner Brisé
Subject: FPL SMART METER EXTORTION

Follow Up Flag: Follow up
Flag Status: Flagged

THIS IS AN OUTRAGE!!!

FPL, a MONOPOLY company protected by government from competition that according to Forbes in 2013 made \$1,908,000,000.00 in PROFITS on just \$15,136,000,000.00 of total revenue has been approved by you to charge Florida residents \$1499.00 over the next 10 years in fees just to keep the same old meter we've gotten for free for the last 25 years.

I have just received a bill with over \$147.00 in fees to keep the old meter!

When the Smart Meter was installed without my knowledge nearly 2 years ago I immediately became dizzy and sick and could not stay asleep for more than 1 hour at a time. After spending over \$700 in medical visits costs I was told to have the Smart Meter removed by a doctor and the symptoms were gone in 2 days and NEVER RETURNED!

How can you approve a Monopoly EXTORTING the citizens of this state - either pay us MASSIVE FEES or we will put a meter on your home that will make you sick?

This outrage must be stopped and I will refuse to pay a company that already earns massive profits in an protected monopoly market place - maybe if I was in China or Cuba or some dictatorship I could understand this - but NOT IN AMERICA!

I await your response -

John Beatty

561-844-5807

Shawna Senko

From: Denise Benson <mail@changemail.org>
Sent: Tuesday, June 24, 2014 5:10 PM
To: Office of Commissioner Brisé
Subject: 5 new petition signatures: glenn moody, Denise Benson...

Follow Up Flag: Follow up
Flag Status: Flagged

5 new people recently 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.

There are now 76 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>

Dear Ronald A. Brisé,

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://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,

- 76. glenn moody w.p.b., Florida
- 75. Denise Benson Port Saint Lucie, Florida
- 74. Diane Gregorovic Hastings, Florida
- 73. Mike Harrison Fort Pierce, Florida
- 72. Diana Harrison Fort Pierce, Florida



Shawna Senko

From: Robert Mitchell <mail@changemail.org>
Sent: Friday, June 27, 2014 12:01 AM
To: Office of Commissioner Brisé
Subject: 5 new petition signatures: Robert Mitchell, Donna Mitchell...

Follow Up Flag: Follow up
Flag Status: Flagged

5 new people recently 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.

There are now 80 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>

Dear Ronald A. Brisé,

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.

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<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://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,

80. Robert Mitchell Port St Lucie, Florida
79. Donna Mitchell Port St Lucie, Florida
76. glenn moody w.p.b., Florida
75. Denise Benson Port Saint Lucie, Florida
74. Diane Gregorovic Hastings, Florida



Shawna Senko

From: Betty Leland
Sent: Friday, June 27, 2014 11:33 AM
To: Commissioner Correspondence
Subject: FW: FP&L bill

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

Thanks.

From: Pat Wayman [<mailto:pat.wayman@verizon.net>]
Sent: Thursday, June 26, 2014 5:18 PM
To: Office Of Commissioner Graham
Subject: FP&L bill

Mr. Graham:

I am very disappointed in Florida not protecting the citizens from the outrageous fees from FP&L. Other states have allowed people to keep their meters at no charge.

Not only did I get a \$95.00 fee + a \$13.00 monthly charge, but I also got an increase in The Gross receipts tax AND the Franchise charge!!!

On one bill, my Gross receipt charge went from \$0.22 to \$2.98. What percent increase is that?
and on the same bill, my Franchise charge went from \$0.54 to \$7.23. What percent increase is that?
Plus, my home has 2 meters... so double all that!!! (Yes, they are both for me and in my name. That is the way it was set up when I moved to this single-family home.)

Since when is a fee taxed?

This is not right!!!!

Pat Wayman
941-412-0193
Venice, FL

Shawna Senko

From: Office of Commissioner Brown
Sent: Friday, June 27, 2014 8:12 AM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: Robert Mitchell, Donna Mitchell...

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

Thanks,
Terry

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

From: Robert Mitchell [mailto:mail@changemail.org]
Sent: Friday, June 27, 2014 12:01 AM
To: Office of Commissioner Brown
Subject: 5 new petition signatures: Robert Mitchell, Donna Mitchell...

5 new people recently 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.

There are now 80 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>

Dear Julie Imanuel Brown,

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://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,

80. Robert Mitchell Port St Lucie, Florida

79. Donna Mitchell Port St Lucie, Florida

76. glenn moody w.p.b., Florida

75. Denise Benson Port Saint Lucie, Florida

74. Diane Gregorovic Hastings, Florida

Shawna Senko

From: Office of Commissioner Balbis
Sent: Wednesday, June 25, 2014 8:51 AM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: glenn moody, Denise Benson...

Please place the email below in Docket Correspondence, Consumers and their Representatives, in Docket No. 130223-El.

Thanks,
Cristina

From: Denise Benson [mailto:mail@changemail.org]
Sent: Tuesday, June 24, 2014 5:10 PM
To: Office of Commissioner Balbis
Subject: 5 new petition signatures: glenn moody, Denise Benson...

5 new people recently 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.

There are now 76 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>

Dear Eduardo E. Balbis,

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

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<http://nosmartmetersflorida.blogspot.com/> <http://stopsmartmeters.org/> <http://stopsmartmeters.org/frequently-asked-questions/>

Sincerely,

76. glenn moody w.p.b., Florida

75. Denise Benson Port Saint Lucie, Florida

74. Diane Gregorovic Hastings, Florida

73. Mike Harrison Fort Pierce, Florida

72. Diana Harrison Fort Pierce, Florida

Shawna Senko

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Sent: Wednesday, June 25, 2014 8:12 AM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: glenn moody, Denise Benson...

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Thanks,
Terry

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

From: Denise Benson [mailto:mail@changemail.org]
Sent: Tuesday, June 24, 2014 5:10 PM
To: Office of Commissioner Brown
Subject: 5 new petition signatures: glenn moody, Denise Benson...

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Dear Julie Imanuel Brown,

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.

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<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://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,

76. glenn moody w.p.b., Florida

75. Denise Benson Port Saint Lucie, Florida

74. Diane Gregorovic Hastings, Florida

73. Mike Harrison Fort Pierce, Florida

72. Diana Harrison Fort Pierce, Florida

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: *June 24, 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 JUN 24 PM 3:29
COMMISSION
CLERK

Public Service Commission

2540 ~~Shumard~~ *Shumard* Oak Blvd. *Shumard Oak Blvd*
Tallahassee, Fl. 32399

Dear Commission,

6-18-14

This letter is to inform you, of my extreme displeasure, & objection to your ruling which enabled Florida Power & Light to charge me for a "non-standard meter". I have received a June bill which charges me a one time charge of \$95.00, plus a monthly charge of \$13.00.

I have not allowed a "Smart Meter" to be installed on my house because: TO MY KNOWLEDGE NO STUDY of reputable merit has been conducted to establish that the Smart Meter is safe for people & DOES NOT, or COULD NOT PRESENT HEALTH PROBLEMS.

I believe your decision was politically based, & does NOT reflect the genuine worry of the many Florida citizens who have the same safety concerns as do I. It is my opinion that a complete safety/health effects study MUST be done on the Smart Meters. Until such a study by a non political government agency is done, I believe it is irresponsible & unfair of the Commission to allow FPL to levy the above stated charges.

I request your Commission address the above concerns & until a study can prove NO Health or Safety effects exist from the Smart Meter, the imposed charges you voted to allow FPL to impose, be stopped.

Most Sincerely, Mrs. Lucille Warrell
9633 Nevada Place
Boca Raton, Fl. 33434

Mrs. Lucille Warrell



RECEIVED-FPSC
14 JUN 23 AM 9:33
COMMISSION
CLERK



Shawna Senko

From: Ruth McHargue
Sent: Tuesday, June 24, 2014 2:24 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, June 24, 2014 1:10 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1150861C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, June 24, 2014 12:32 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36287

CUSTOMER INFORMATION

Name: Johanna Punzone
Telephone: 941-463-1323
Email: jpunzone@hotmail.com
Address: 3610 Garden Lakes Ivy Bradenton FL 34203

BUSINESS INFORMATION

Business Account Name: Johanna Punzone
Account Number: 51995-60367
Address: 3610 Garden Lakes Ivy Bradenton Florida 34203

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

To whom it may concern,

Soon after FPL installed a smart meter to my home right by my bedroom window where my headboard is located at the end of 2012 or early 2013 without asking permission, I noticed I began getting headaches. I spoke to someone about this and they advised me to do some research regarding smart meters. I read about them and saw that headaches can be one of the side effects. I called FPL and requested they remove the smart meter. After speaking to numerous supervisors and customer service representatives, they came to my house and put back the standard meter. For the past few months I have been receiving notices from them that they were going to charge a \$95 enrollment fee and \$13 monthly fee if i opt out on the smart meter. I did not understand the \$95 enrollment fee since I wasnt enrolling in anything new. I recently received my latest bill from FPL and the \$95 + \$13 were now on my bill. This is a big company

extorting money from and senior for no reason. Either I do as they dictate or I will have to pay the price. This morning I called them to see if there were a way not to be charged this money due to health reasons and if they need doctor letters i would supply them. The representative simply told me they can not do this. She said I can dispute the amount and will have someone call me back.

This should not be allowed to happen. They are extorting money from people, putting meter readers out of work without any proof that the smart meter is more efficient and not hazardous to our health. Please look into this matter and let them be aware that people dont believe everything we are told and wish to live healthy lives. Thank you for you attention and cooperation with this matter.

Sincerely,

Johanna Punzone

Shawna Senko

From: Ellen Plendl
Sent: Tuesday, June 24, 2014 1:56 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW SURGE SHIELD; Smart meters and Surge Shield

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

Shawna Senko

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Thursday, June 12, 2014 11:46 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: ""SURGE SHIELD""

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

From: Jim Matthews [<mailto:jimmatthews@comcast.net>]
Sent: Wednesday, June 11, 2014 1:33 PM
To: Governor Rick Scott
Subject: ""SURGE SHIELD""

From: Jim Matthews <jimmatthews@comcast.net>

County: Martin

Zip Code: 33469

Phone Number: 561-339-7819

Message Body: FPL just spent hundreds of millions in 'free Fed GOVT money' to install Smart Meters...
... for which none of us can determine any consumer benefit other than eliminating meter reader personnel expenses?

This should not have been a GOVT boondoggle... normal meter technology upgrades would have handled this ...
... AND...
... Surge Shield should have been included in every Florida residence/business.

It is ridiculous to the MAX for a regulated Electric Utility not to offer a safe, effective electric service product...
... simply installing along the SmartMeter / SurgeShield as 'normal'.

FPL just had contractors install SmartMeters in every customer... without allowing us to even tighten the lug
connectors!!
... now wants to charge us \$9.95 -plus tax- to actually have a product that won't destroy our home appliances using it???
... using their 'subsidiary' that is out of the regulatory loop???

Can we say STOP to more ludicrous profiteering by public regulated monopolies?
FPL may be the best in the US... BUT why can't our expectations be as good as your old Columbia Hospitals -- lowest
average cost AND twice the quality awards!!

Thanks for listening... let's get to work!!

Shawna Senko

From: David Dowds
Sent: Tuesday, June 24, 2014 1:53 PM
To: 'jimmatthews@comcast.net'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup; Mark Futrell
Subject: Smart meters and Surge Shield

Your recent email to the Governor's Office was forwarded to this agency for us to provide a response.

You correctly note that FPL spent significant amounts over the past few years to deploy smart meters to its residential and small commercial. While you are also correct that FPL received federal monies, these amounts were not spent on installing smart meters, but rather for the deployment of other "smart devices" throughout the transmission and distribution networks. In addition to reducing meter reading expenses, having smart meters present can also provide for faster service restoration in case of disruption of power. For example, FPL can "ping" a meter to determine if it is operating. Information on such advantages is described on FPL's website at FPL.com/meteroption.

Finally, you question why FPL doesn't offer Surge Shield as a regulated offering provided to all customers, noting that instead FPL offers it through an unregulated subsidiary for \$10.95 per month (according to FPL's latest web posting). My presumption is that since it likely was determined that similar functionalities were available from other entities in the market, it was unnecessary to require monopoly provision of this service by FPL; in fact, FPL might have been able to exercise market power to edge other competitors out of the market.

Thank you for expressing your concerns; the FPSC appreciates the opportunity to assist you.

Dave Dowds
Supervisor, Market Analysis Section, Office of Industry Development & Market Analysis
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Shawna Senko

From: Ruth McHargue
Sent: Tuesday, June 24, 2014 12:17 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, June 24, 2014 11:01 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1150824C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, June 24, 2014 10:38 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36286

CUSTOMER INFORMATION

Name: Victor & Mary McLachlan
Telephone: 772-873-0617
Email: vmkj@bellsouth.net
Address: 569 SW Violet Avenue Port St Lucie FL 34983

BUSINESS INFORMATION

Business Account Name: Victor & Mary McLachlan Account Number: 3019032089
Address: 569 SW Violet Avenue Port St Lucie Florida 34983

COMPLAINT INFORMATION

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

We just want to go on record that the nonsmart meter enrollment fee \$95 and addtl \$13 monthly surcharge amounts to "legalized" extortion. It will be paid under protest. There are serious health consequences to consider, such as ringing in ears, headaches, etc. which is already affecting family members. There should be a charge to get them, not keep what you have always had. Basically, people are bullied into having meters they dont want because most can not afford the additional cost. Several people I have spoken with have no idea what a smart meter is and that it was ever put on their home. This should be against the law. Ive been told the percentage of people who suffer are very slim, but even 1 person who now can not enjoy their home is one too many. We are not happy with the smart meters and they should all be removed. Time will tell of the dangers to people by them. We just wanted you to know how we felt. Thank you for your time.

Shawna Senko

From: Ruth McHargue
Sent: Tuesday, June 24, 2014 12:13 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER 36284; E-Form Other Complaint TRACKING NUMBER 36285

[Customer correspondence](#)

From: Diane Hood
Sent: Tuesday, June 24, 2014 10:51 AM
To: Ruth McHargue
Subject: To CLK Docket 130223- Response requested

Copy on file, see 1150821C. DHood

Shawna Senko

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, June 24, 2014 10:34 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36284

CUSTOMER INFORMATION

Name: Cheryl Snow
Telephone: 7723984665
Email: snow.owl@att.net
Address: 2462 SE University Terrace Port St Lucie FL 34952

BUSINESS INFORMATION

Business Account Name: Cheryl Snow
Account Number: 38404-33407
Address: 2462 SE University Terrace Port St Lucie Florida 34952

COMPLAINT INFORMATION

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

I am not sure if I previously filed a complaint or not. I last interacted with Florida Power & Light Co. personnel on June 12, 2014 who are either still doing the research or are ignoring my request for the information that FPL is providing to customers to prove that smart meters are safe. I have only seen their claim which if I recall correctly says that the FCC says its safe. I may have seen them refer to a report done by another state, but could not find that report on line.

I have found no explanation for anyone to believe that smart meters are safe.

But here is what I have found and it certainly does not indicate that these smart meters are harmless. I imagine that this is why other states have made it optional.

Several agencies (national and international) study different environmental exposures to determine if they can cause cancer. The American Cancer Society looks to these organizations to evaluate the risks based on evidence from laboratory, animal, and human research studies.

For example, the major goal of the International Agency for Research on Cancer (IARC), which is part of the World Health Organization, is to identify causes of cancer. IARC has not assessed smart meters specifically, but it has recently classified RF radiation as "possibly carcinogenic to humans."

The AAEM (American Academy of Environmental Medicine) just released it's recommendations on that patients with a broad range of medical conditions should avoid sources of EMF & RF radiation, especially smart meters.

While RF exposure might not cause cancer directly, there is concern that cells in the body that have been damaged by exposure to some other substance might somehow be more likely to become cancerous when exposed to RF waves. In theory, this might be a concern for cancer patients being treated with ionizing radiation and/or medicines that might cause cancer themselves. There is no strong evidence to show that this is the case, but research on this issue is still in the very earliest stages.

I have even seen articles that suggest that EMF fields could be responsible for autism.

The IARC, (International Agency on Research for Cancer), a sub-group of the World Health Organization, had classified RF (microwave) radiation and everything on the RF – EMF Spectrum a 2B or "possible human" carcinogen in May of 2011. He further stated that a major minority of the May 2011 IARC Working Group, based on the scientific evidence, did not want a 2B "possible human" carcinogen status for RF radiation, but rather the more serious classification of 2A, meaning a "probable human" carcinogen.

I would appear that there is some money to be made by keep concerns about RF-EMF fields quiet. It also occurs to me that Florida Power & Light (FPL) aka NextEra energy seems bent on forcing its consumers into its smart meter system without being certain that these smart meters are actually 100% safe.

I have even gone so far as to suggest that FPL (aka NextEra Energy) create a cost free opt out program for customers like myself who maybe so adversely effected. It Even Maryland is introducing legislation to get a cost free opt out bill passed. <http://marylandsmartmeterawareness.org/opt-out-news/smart-meter-opt-out-legislation/>

I just received my first bill which includes the NextEra (aka FPL) monthly surcharge and enrollment fees, both of which are unnecessary and excessive.

The bill indicates that the \$95 is for the enrollment fee in FPL's "non-standard meter option. Since my account already exists and the meter is already installed, I would like to know specifically in basic English what this for, what actions are required on FPL's part, what is involved, and what it actually costs FPL per customer. I figure that the only thing they would need to do to enroll my account is to click the appropriate buttons in the software that indicate what type of meter I opted for in the new/updated software that would have to be implemented to accommodate the new smart meter program. The meter choice should automatically update all other appropriate associated selections and actions. As far as I can see, this is a minor update entered into the software by a clerk and certainly should not cost anyone \$95. FPL, or should I say NextEra Energy, has also included a monthly fee of \$13 which is not well explained either. I have looked them over and explained why I do or don't think that this surcharge is excessive and/or inappropriate.

To reiterate; FPL has a monthly surcharge \$13 fee is for

- 1) To setup and administer the non-standard option for each customer.
- 2) To make changes to FPL's outage management and restoration processes and systems to address outage ad restoration issues that need to be manually resolved.
- 3) To install a non-standard meter, if necessary
- 4) To modify the billing system and maintain the systems and processes needed to read the meter manually every month

Let's look at these line items one at a time.

Item #1) to setup and administer the non-standard option for each customer.

I am not certain what is meant by this. The description is too vague, but it appears that it maybe a duplicate of the enrollment charge or should be included in item #4. If my meter is "non-standard" and is already setup, I would like to know specifically what is involved and what services this covers? If it means that a clerk has to go to my account and click on the button to indicate that I have selected the "non-standard meter" then it should be a one time charge and should be absorbed by FPL, or a minimal charge at best.

Item #2) to make changes to FPL's outage management & restoration processes for issues that need to be manually resolved.

Just what does this mean? I would like a detailed explanation. Are they referring to the fact that I might have to call them to report an outage? As opposed to a smart meter which would report itself? My question is, does it really report itself? What if someone with a smart meter were to shut off all of their power, does the smart meter report it as an outage? Would it automatically submit a work ticket for power outage? It seems to me that this charge should be levied on the people with smart meters as they are the only ones who would automatically cause trouble tickets to be input in error. If a human called to a power outage, there would be no such error and technicians would not be dispatched unnecessarily.

Item #3) to install a non-standard meter if necessary.

I still have my "non-standard meter" so this does not apply, aside from that, a charge for this certainly should not fall under a monthly charge. This should be a one-time only fee that might fall under the enrollment charge.

Item #4) to modify the billing system and maintain the systems and processes needed to read the meter manually every month.

This is actually has two parts, A) to modify the billing system.

Since the billing system is to be utilized by all customers and has to be modified regardless of meter choice, this charge should be either absorbed by FPL or shared among all of its customers. As far as I know, there is no precedence for a power company to implement a new smart meter program and then charge only the customers who have chosen to keep their original existing installed meters for the costs associated with this implementation. I don't think people don't realize that these changes have to be made and updates will have to be input to capture customer meters choices and

changes, regardless of the type of meter a customer has chosen. This appears to be a very scummy way for NextEra (aka FPL) to recoup costs and pressure people to switch to smart meters even if they don't would prefer not to.

B) As for the second part of item #4, to maintain the systems and processes needed to read the meter manually every month.

To my knowledge, my meter has never required maintenance, and it is not clear what other system or process is associated with the second part of item 4, except to come out to my house and read my meter. This maybe a valid monthly charge, but \$13 monthly is too high. I do have questions about the monthly meter readings, I was wondering... Will someone actually be coming out to my house each month to get an exact reading? Will this exact reading be the reflected in my bill? Or is my bill going to be an estimate? If I am paying for someone to come to my home and read my meter every month as FPL has indicated, I had better be getting an exact reading each and every month or would it mean that FPL would be collecting monies under false pretenses? Can someone get me some detailed information on what is meant by item 4? Could it just be that I misunderstood it?

Please help me to clarify these items. I would like very specific explanations in simple English.

Please send all responses to me by email snow.owl@att.net or "snail mail", Cheryl Snow, 2462 SE University Terrace, Port St Lucie, FL. 34952.

PLEASE DO NOT CALL ME. Because of chemotherapy I am currently experiencing a great deal of "chemo brain" which makes it difficult for me to interact, focus, and comprehend in a timely manner.

PSC was contacted previously

Shawna Senko

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, June 24, 2014 10:37 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36285

CUSTOMER INFORMATION

Name: Cheryl Snow
Telephone: 7723984665
Email: snow.owl@att.net
Address: 2462 SE University Terrace Port St Luce FL 34952

BUSINESS INFORMATION

Business Account Name: Cheryl Snow
Account Number: 38404-33407
Address: 2462 SE University Terrace Port St Luce Florida 34952

COMPLAINT INFORMATION

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

I am not sure if I previously filed a complaint or not. I last interacted with Florida Power & Light Co. personnel on June 12, 2014 who are either still doing the research or are ignoring my request for the information that FPL is providing to customers to prove that smart meters are safe. I have only seen their claim which if I recall correctly says that the FCC says its safe. I may have seen them refer to a report done by another state, but could not find that report on line.

I have found no explanation for anyone to believe that smart meters are safe.

But here is what I have found and it certainly does not indicate that these smart meters are harmless. I imagine that this is why other states have made it optional.

Several agencies (national and international) study different environmental exposures to determine if they can cause cancer. The American Cancer Society looks to these organizations to evaluate the risks based on evidence from laboratory, animal, and human research studies.

For example, the major goal of the International Agency for Research on Cancer (IARC), which is part of the World Health Organization, is to identify causes of cancer. IARC has not assessed smart meters specifically, but it has recently classified RF radiation as "possibly carcinogenic to humans."

The AAEM (American Academy of Environmental Medicine) just released it's recommendations on that patients with a broad range of medical conditions should avoid sources of EMF & RF radiation, especially smart meters.

While RF exposure might not cause cancer directly, there is concern that cells in the body that have been damaged by exposure to some other substance might somehow be more likely to become cancerous when exposed to RF waves. In theory, this might be a concern for cancer patients being treated with ionizing radiation and/or medicines that might cause cancer themselves. There is no strong evidence to show that this is the case, but research on this issue is still in the very earliest stages.

I have even seen articles that suggest that EMF fields could be responsible for autism.

The IARC, (International Agency on Research for Cancer), a sub-group of the World Health Organization, had classified RF (microwave) radiation and everything on the RF – EMF Spectrum a 2B or "possible human" carcinogen in May of 2011. He further stated that a major minority of the May 2011 IARC Working Group, based on the scientific evidence, did not want a 2B "possible human" carcinogen status for RF radiation, but rather the more serious classification of 2A, meaning a "probable human" carcinogen.

I would appear that there is some money to be made by keep concerns about RF-EMF fields quiet. It also occurs to me that Florida Power & Light (FPL) aka NextEra energy seems bent on forcing its consumers into its smart meter system without being certain that these smart meters are actually 100% safe.

I have even gone so far as to suggest that FPL (aka NextEra Energy) create a cost free opt out program for customers like myself who maybe so adversely effected. It Even Maryland is introducing legislation to get a cost free opt out bill passed. <http://marylandsmartmeterawareness.org/opt-out-news/smart-meter-opt-out-legislation/>

I just received my first bill which includes the NextEra (aka FPL) monthly surcharge and enrollment fees, both of which are unnecessary and excessive.

The bill indicates that the \$95 is for the enrollment fee in FPL's "non-standard meter option. Since my account already exists and the meter is already installed, I would like to know specifically in basic English what this for, what actions are required on FPL's part, what is involved, and what it actually costs FPL per customer. I figure that the only thing they would need to do to enroll my account is to click the appropriate buttons in the software that indicate what type of meter I opted for in the new/updated software that would have to be implemented to accommodate the new smart meter program. The meter choice should automatically update all other appropriate associated selections and actions. As far as I can see, this is a minor update entered into the software by a clerk and certainly should not cost anyone \$95. FPL, or should I say NextEra Energy, has also included a monthly fee of \$13 which is not well explained either. I have looked them over and explained why I do or don't think that this surcharge is excessive and/or inappropriate.

To reiterate; FPL has a monthly surcharge \$13 fee is for

- 1) To setup and administer the non-standard option for each customer.
- 2) To make changes to FPL's outage management and restoration processes and systems to address outage ad restoration issues that need to be manually resolved.
- 3) To install a non-standard meter, if necessary
- 4) To modify the billing system and maintain the systems and processes needed to read the meter manually every month

Let's look at these line items one at a time.

Item #1) to setup and administer the non-standard option for each customer.

I am not certain what is meant by this. The description is too vague, but it appears that it maybe a duplicate of the enrollment charge or should be included in item #4. If my meter is "non-standard" and is already setup, I would like to know specifically what is involved and what services this covers? If it means that a clerk has to go to my account and click on the button to indicate that I have selected the "non-standard meter" then it should be a one time charge and should be absorbed by FPL, or a minimal charge at best.

Item #2) to make changes to FPL's outage management & restoration processes for issues that need to be manually resolved.

Just what does this mean? I would like a detailed explanation. Are they referring to the fact that I might have to call them to report an outage? As opposed to a smart meter which would report itself? My question is, does it really report itself? What if someone with a smart meter were to shut off all of their power, does the smart meter report it as an outage? Would it automatically submit a work ticket for power outage? It seems to me that this charge should be levied on the people with smart meters as they are the only ones who would automatically cause trouble tickets to be input in error. If a human called to a power outage, there would be no such error and technicians would not be dispatched unnecessarily.

Item #3) to install a non-standard meter if necessary.

I still have my "non-standard meter" so this does not apply, aside from that, a charge for this certainly should not fall under a monthly charge. This should be a one-time only fee that might fall under the enrollment charge.

Item #4) to modify the billing system and maintain the systems and processes needed to read the meter manually every month.

This is actually has two parts, A) to modify the billing system.

Since the billing system is to be utilized by all customers and has to be modified regardless of meter choice, this charge should be either absorbed by FPL or shared among all of its customers. As far as I know, there is no precedence for a power company to implement a new smart meter program and then charge only the customers who have chosen to keep their original existing installed meters for the costs associated with this implementation. I don't think people don't realize that these changes have to be made and updates will have to be input to capture customer meters choices and

changes, regardless of the type of meter a customer has chosen. This appears to be a very scummy way for NextEra (aka FPL) to recoup costs and pressure people to switch to smart meters even if they don't would prefer not to.

B) As for the second part of item #4, to maintain the systems and processes needed to read the meter manually every month.

To my knowledge, my meter has never required maintenance, and it is not clear what other system or process is associated with the second part of item 4, except to come out to my house and read my meter. This maybe a valid monthly charge, but \$13 monthly is too high. I do have questions about the monthly meter readings, I was wondering... Will someone actually be coming out to my house each month to get an exact reading? Will this exact reading be the reflected in my bill? Or is my bill going to be an estimate? If I am paying for someone to come to my home and read my meter every month as FPL has indicated, I had better be getting an exact reading each and every month or would it mean that FPL would be collecting monies under false pretenses? Can someone get me some detailed information on what is meant by item 4? Could it just be that I misunderstood it?

Please help me to clarify these items. I would like very specific explanations in simple English.

Please send all responses to me by email snow.owl@att.net or "snail mail", Cheryl Snow, 2462 SE University Terrace, Port St Lucie, FL. 34952.

PLEASE DO NOT CALL ME. Because of chemotherapy I am currently experiencing a great deal of "chemo brain" which makes it difficult for me to interact, focus, and comprehend in a timely manner.

Shawna Senko

From: Office of Commissioner Balbis
Sent: Tuesday, June 24, 2014 10:33 AM
To: Commissioner Correspondence
Subject: FW: Smart Meter Update----TAKE HEED__(58k-l,59,60a)
Attachments: SM_Movie 2.doc

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

Thanks,

Cristina

From: SpruceCreek Patriots [<mailto:sprucecreekpatriots@gmail.com>]
Sent: Saturday, June 14, 2014 9:26 PM
To: undisclosed-recipients
Subject: Smart Meter Update----TAKE HEED__(58k-l,59,60a)

Please excuse and delete if this is a repeat e-mail

Hello,

Please consider making copies of the attached flyer and give to your friends and neighbors, you can cut the flyer in half since there are 2 on one sheet. Smart Meters are surveillance devices that will end our freedom. Please check the information below.

Of course you may forward this info to your contact list. Thank you.

YOUR ELECTRIC SMART METER IS A SURVEILLANCE DEVICE!

Movie Screening "Take Back Your Power" DAYTONA BEACH

What: Screening followed by community discussion.

When: Sunday, June 29th, 2014 screening (2 p.m.) of Take Back Your Power.

Where: Cinematique Theater

242 S. Beach Street

Daytona Beach, FL 32114

[\(386\) 252-3118](tel:3862523118)

Tickets \$7 (\$5 Cinematique members) at the door. Tickets also available in advance by calling the box office [\(386\) 252-3118](tel:3862523118) Read more at: <http://www.cinematique.org/special-screenings/>

If you are unable to attend this important screening, you can watch the movie here:

www.SpruceCreekPatriots.com Scroll down the home page. This movie has won 2 awards!

Excellent **DOCUMENTARY on the movie:** History So It Doesn't Repeat "Take Back Your Power" with filmmaker Josh del Sol

<https://www.youtube.com/watch?v=ozwCHuW0Clg&list=PLmmQ8peduhspYv4j-Cj6zppAO75vDP-t&index=3>

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Website: www.SpruceCreekPatriots.com

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https://www.youtube.com/watch?v=ozwCHuW0Clg&list=PLmmQ8peduhspYv4j-Cj6zppAO75vDP-_t&index=3

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https://www.youtube.com/watch?v=ozwCHuW0Clg&list=PLmmQ8peduhspYv4j-Cj6zppAO75vDP-_t&index=3

Shawna Senko

From: Office of Commissioner Balbis
Sent: Tuesday, June 24, 2014 10:32 AM
To: Commissioner Correspondence
Subject: FW: FPL SMART METER EXTORTION

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

Thanks,

Cristina

From: Baron Beatty [<mailto:hwufl@bellsouth.net>]
Sent: Thursday, June 19, 2014 4:46 PM
To: Office of Commissioner Balbis
Subject: FPL SMART METER EXTORTION

THIS IS AN OUTRAGE!!!

FPL, a MONOPOLY company protected by government from competition that according to Forbes in 2013 made \$1,908,000,000.00 in PROFITS on just \$15,136,000,000.00 of total revenue has been approved by you to charge Florida residents \$1499.00 over the next 10 years in fees just to keep the same old meter we've gotten for free for the last 25 years.

I have just received a bill with over \$147.00 in fees to keep the old meter!

When the Smart Meter was installed without my knowledge nearly 2 years ago I immediately became dizzy and sick and could not stay asleep for more than 1 hour at a time. After spending over \$700 in medical visits costs I was told to have the Smart Meter removed by a doctor and the symptoms were gone in 2 days and NEVER RETURNED!

How can you approve a Monopoly EXTORTING the citizens of this state - either pay us MASSIVE FEES or we will put a meter on your home that will make you sick?

This outrage must be stopped and I will refuse to pay a company that already earns massive profits in an protected monopoly market place - maybe if I was in China or Cuba or some dictatorship I could understand this - but NOT IN AMERICA!

I await your response -

John Beatty

561-844-5807

Shawna Senko

From: Ruth McHargue
Sent: Tuesday, June 24, 2014 9:35 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, June 24, 2014 8:14 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1150783C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, June 23, 2014 6:13 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36283

CUSTOMER INFORMATION

Name: Roland Kaplan
Telephone: 954-649-8338
Email: rkmango3@aol.com
Address: 3110 N 52 Avenue Hollywood FL 33021

BUSINESS INFORMATION

Business Account Name: Roland Kaplan
Account Number:
Address: 3110 N 52 Avenue Hollywood Florida 33021

COMPLAINT INFORMATION

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

I recently have been notified by FPL that in order to NOT partake in the use of their "smart meters" one now has to pay a \$95 initiation charge followed by a \$13 per month charge. I am a physician and have a cardiac condition which required a surgical procedure. The smart meter was installed without warning previously. I had it changed back after noticing issues with my heart. The unit was right outside my bedroom window. Now I am being forced to pay a fine in order to keep my health. I contacted FPL and they said that this fee is authorized and that I have no other recourse. The American Disability Act protects against this type of corporate pressure. I would like to discuss the issue in detail and look for alternative options. thank you. Dr Roland Kaplan

Crystal Card

From: Ruth McHargue
Sent: Monday, June 23, 2014 11:55 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

From: Consumer Contact
Sent: Monday, June 23, 2014 8:08 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1150605C. DHood

From: FYI [<mailto:manofaction2u@comcast.net>]
Sent: Saturday, June 21, 2014 10:09 PM
To: Consumer Contact
Subject: FPL

I am writing because I just paid \$95.00 + 13.00 a month to FPL because I did not allow them to give me a smart meter. This after FPL has saved millions laying off hundreds of Meter readers, and by the way my meter reader told me he is grateful I still have the old meter so he gets to keep his job , for new at least. And ! FPL have saved millions and stands to save Billions on fuel cost since switching over the West Palm Beach plant to natural gas as well as many other plants. Where is our big savings after the switchover. I'm sorry but this is just more greed coming from big corporate America. And I know it is a result from trickle down from our Administration, but that another story. But I am not going to just take it laying down. So I am asking that you consider to require FPL to reimburse my \$95.00 and cancel the \$13.00 a month. I will try to join whatever group that is apposing. I am saving to switch to solar next year, so I can be rid of this raping and pillaging.

Thank you for your time

Nils Nilson

Crystal Card

From: Betty Leland
Sent: Monday, June 23, 2014 7:58 AM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: Sasha Maier, Bryan O'Malley...

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

Thanks.

From: Sasha Maier [mailto:mail@changemail.org]
Sent: Saturday, June 21, 2014 1:40 PM
To: Office Of Commissioner Graham
Subject: 5 new petition signatures: Sasha Maier, Bryan O'Malley...

5 new people recently 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.

There are now 70 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>

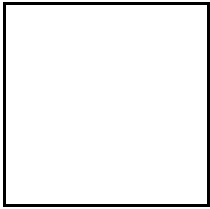
Dear Art Graham,

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://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,

70. Sasha Maier Cocoa, Florida
69. Bryan O'Malley Melbourne, Florida
68. Charles Pisano Port Saint Lucie, Florida
67. Ruth Carroll Palm Bay, Florida
66. Gloria Harrod Palm Coast, Florida



Crystal Card

From: Ruth McHargue
Sent: Friday, June 20, 2014 2:43 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Friday, June 20, 2014 8:13 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1150475C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, June 19, 2014 5:55 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36269

CUSTOMER INFORMATION

Name: chad knox
Telephone:
Email: jingerk@msn.com
Address: 2720 pine cone drive melbourne FL 32940

BUSINESS INFORMATION

Business Account Name: chad knox
Account Number: 5347236548
Address: 2720 pine cone drive melbourne Florida 32940

COMPLAINT INFORMATION

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

I have been charged a \$95 fee based on the tariff that is under review by this commission without the tariff being approved. Furthermore according to the tariff the fee is to cover an on site visit and inspection which has not been scheduled nor do I think they are planning on performing such an inspection. The tariff charge is merely to intimidate fpl customers to allow them to place the smart meters on their home and it discriminates against disabled persons such as myself who can not allow the smart meter to be installed without doing themselves harm. This tariff is illegally discriminating against those with disabilities and I would like it waived until this commission has had the opportunity to make an exception for our disabled citizens. You are forcing low income disabled citizens to do further harm upon themselves which should not be tolerated. This tariff is illegal and I demand it be waived immediately.

PSC was contacted previously

Crystal Card

From: Randy Roland
Sent: Monday, June 09, 2014 2:07 PM
To: Consumer Correspondence
Subject: FW: Smart Meters DOC# 130223

Please add the below e-mail to Docket 130223-EI

From: Diane Goldberg [<mailto:digoldberg@bellsouth.net>]
Sent: Monday, June 09, 2014 1:24 PM
To: consumercomplaint@psc.state.fl.us; Randy Roland
Subject: Smart Meters DOC# 130223

I have been notified that if I continue to have a non-standard meter I will have to pay an enrollment fee of \$95 & a monthly fee of \$13. I am only willing to pay these fees if FP&L credits my account for my share of the cost of the purchase, installation & maintenance of the smart-meter system. Though there have been government grants, they have been charges that have been included in our bills. I don't believe that the shareholders have paid for the large cost of the smart-meter system. Please make sure my bill is credited.

Diane Goldberg
772-343-8666
6470 NW Volucia Drive
Port St Lucie, FL34986
digoldberg@bellsouth.net

Crystal Card

From: Ruth McHargue
Sent: Monday, June 09, 2014 1:05 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Monday, June 09, 2014 11:43 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1149358C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Saturday, June 07, 2014 9:53 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36192

CUSTOMER INFORMATION

Name: Keith Threlfall
Telephone: 386-439-8746
Email: khthrelfall@gmail.com
Address: 1012 S. Flagler Ave Flagler Beach FL 32136

BUSINESS INFORMATION

Business Account Name: Keith Threlfall
Account Number: 43304-89511
Address: 1012 S. Flagler Ave Flagler Beach Florida 32136

COMPLAINT INFORMATION

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

I have done considerable research into the dangers of the new "Smart Meter" the results of which completely contradict the FPL propaganda. As such, I decided that I would NOT change my existing meter. I have talked at length with the hierarchy of FPL and object STRONGLY to their threats, coercion and intimidating tactics. It is totally outrageous that I have to a) pay a \$95 "enrollment" fee (for what, the privilege of allowing them to bill me for using their electricity?) and b) pay \$13/month for the service of a meter reader which was originally included in my bill before this change. This allows FPL to, in essence, pass on to the customer their changes in Administrative overhead (normally absorbed by any decent company) and the cost of the new meter which, incidentally, should be paid for by those who have it installed. This smacks of dictatorship as I have no alternative and I strongly object to paying these exorbitant fees. I am retired and can barely manage as it is without this added cost. It is pressure tactics beyond belief!

Crystal Card

From: Office of Commissioner Brown
Sent: Thursday, June 19, 2014 5:00 PM
To: Commissioner Correspondence
Subject: FW: FPL SMART METER EXTORTION

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

Thanks,
Terry

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

From: Baron Beatty [<mailto:hwufl@bellsouth.net>]
Sent: Thursday, June 19, 2014 4:43 PM
To: Office of Commissioner Brown
Subject: FPL SMART METER EXTORTION

THIS IS AN OUTRAGE!!!

FPL, a MONOPOLY company protected by government from competition that according to Forbes in 2013 made \$1,908,000,000.00 in PROFITS on just \$15,136,000,000.00 of total revenue has been approved by you to charge Florida residents \$1499.00 over the next 10 years in fees just to keep the same old meter we've gotten for free for the last 25 years. I have just received a bill with over \$147.00 in fees to keep the old meter!

When the Smart Meter was installed without my knowledge nearly 2 years ago I immediately became dizzy and sick and could not stay asleep for more than 1 hour at a time. After spending over \$700 in medical visits costs I was told to have the Smart Meter removed by a doctor and the symptoms were gone in 2 days and NEVER RETURNED!

How can you approve a Monopoly EXTORTING the citizens of this state - either pay us MASSIVE FEES or we will put a meter on your home that will make you sick?

This outrage must be stopped and I will refuse to pay a company that already earns massive profits in an protected monopoly market place - maybe if I was in China or Cuba or some dictatorship I could understand this - but NOT IN AMERICA!
I await your response -

John Beatty

561-844-5807

Crystal Card

From: Ellen Plendl
Sent: Thursday, June 19, 2014 4:21 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: SKMBT_C35314061711041.pdf; Philip Hyde.pdf

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

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

June 19, 2014

Mr. Philip W. Hyde
1049 Palmetto Ave.
Sebastian, FL 32958

Dear Mr. Hyde:

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,

A handwritten signature in black ink, appearing to read "Walter Clemence".

Walter Clemence, Public Utility Analyst
Market Analysis Section

WC:db

Room 1901, The Capitol
Tallahassee, Florida 32399
850-488-4441
850-487-0801 - Fax

Received Via Postal Mail
Postal Number: P14-297923

Category: Utilities

Status: Assigned
Public Record

Summary: Smart meters.

Agency Referenced:

Forwarded By:

Assigned To

Section: Citizen Services (CAS)
Coordinator: Warren Davis; Jennifer Britt
Author: Kelly Pacchioli

Assignment Comments:

<u>Letter Date</u>	<u>Assigned</u>	<u>Due</u>	<u>Reply</u>	<u>Filed</u>
05/02/2014	05/22/2014	06/05/2014		

From Mr. Philip W. Hyde

Title: Mr.
Business:
Phone Number:
Address: 1049 Palmetto Avenue
Sebastian, Florida 32958 . . . County/Province: Indian River
Email Address:

General comments and related documents**Modification History**

Created: 05/22/2014 02:11:34 PM . Lauren Kirksey
Last Edited: 05/22/2014 02:12:05 PM . Lauren Kirksey

ACTION TAKEN — COMMENTS:	
<input type="checkbox"/> Responded by letter	<input type="checkbox"/> Responded by e-mail
<input type="checkbox"/> Date of Response _____	<input type="checkbox"/> Responded by phone
<input type="checkbox"/> Relog to <u>ELLEN / PSC</u>	<input type="checkbox"/> No Reply Necessary
<input type="checkbox"/> Name of Responder _____	

Submitted by: Kelly Pacchioli

(Please print legibly)

Smart meters
Utilities
CAs Kelly

Office Of The Governor
Gov. Rick Scott
The Capitol
400 S. Monroe St.
Tallahassee, FL 32399-0001

May 2, 2014

Dear Gov. Scott:

To begin with, I am a Conservative Independent, as is my family and friends. We voted for you and have been pleased with the results so far. We are all hopeful of your re-election at this point.

However, the reason for my writing to you personally, and believe me this is a rare occasion, you being very busy, is because of the catastrophic implementation of these SMART METERS AND REPLACEMENT METERS by FPL in our area. FPL is using "Gestapo" techniques to make us put in these un-tested meters. No unbiased testing...

My problem with these meters/FPL goes back 1+year when I contacted Bryan Olnick-VP Of SMART GRID SOLUTIONS/Miami. He pawned me (and others) to FPL mouthpieces, who have little or no knowledge of these SMART METERS/repl concerns we have on the Safety, Privacy and Hazards etc.

Much information is now out in the Public Domain, about the very serious problems associated with SMART METERS/replacements. Authorities such as the WORLD HEALTH ORG, state governments in the USA, Public Health Org, Dr. Samuel Milham-MD/MPH and others have documented these problems over the years. This has us all extremely worried health wise, not to even delve into the Hazards and Privacy issues yet! Last year alone there were several fires in South FL implicating these SMART METERS. More to come???

In the past week, I've had 3 FPL calls alone. The last one from a man/FPL threatening/demanding we put in a SMART METER/replacement non-standard meter at a cost of \$95 and \$13 a month (so far) as a penalty. Who the Hell do these FPL people think they are???

Olnick and the other FPL hench-men whom we been in contact with, won't even discuss the Safety, Health or Hazards pertaining to these meters. This has been going on for over a year now.

In our area now there are over 36000 people upset with FPL, their covering up issues, stonewalling, abusive brow-beating of the consumer who is just worried about the SMART METERS problems. If the SMART METERS/replacements where OK, then get'em tested & show us the results, unbiased. By the way, several months ago the people upset numbered 24000! Testing must be done by UL, Consumer Reports, Health Org/state, World Health Org, Drs. knowledgeable of RF etc (Dr. Milham mentioned before) and other reputable institutions. Why FPL(our area) hasn't done this before is bewildering to all of us. It's just Common Sense, unless there is a big problem...with these meters!

As it stands now, we don't want a SMART METER/replacement meter on our house or property. FPL says THEY WILL DO ONE OR THE OTHER, against our wishes. This leaves us to cancel our contract with FPL. Olnick/FPL is fully aware of our position. Other people are doing just the same. FPL owns the meters, BUT we own the structure it's being attached to...THAT AIN'T GONNA HAPPEN!

Now in closing, you might not be interested in helping us with our (36000 people) problem, BUT we all vote and have long memories. It would be great if we can count on you to put a moratorium on the SMART METERS/replacements until these meters are checked out throughly by what entities I've already mentioned. California and other states have given option to have a SMART METER/repl or stay with original meter. Why? Because of Lawsuits from the public who have been harmed. Florida doesn't need alot of its citizens taking legal action against the state/FPL.

We need Protection NOW. Electric Power may be unfortunetly shut off. No person, state, company or business has the authority to make a person(s) do something that might harm them.

Thank You for your valuable time. Please Help before it's too late.

Sincerely, *P.W.H*
Philip W. Hyde
1049 Palmetto Ave.
Sebastian, FL 32958

*P.S. We would appreciate
a reply one way or the
other, from your office.
* Very TIME SENSITIVE!*

11:04 AM

14/6/17

14/6/17

14/6/17

14/6/17

14/6/17



14/6/17

14/6/17

14/6/17

Crystal Card

From: Ellen Plendl
Sent: Thursday, June 19, 2014 3:33 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: E-Form Improper Billing TRACKING NUMBER: 36255; FW: E-Form Improper Billing TRACKING NUMBER: 36255; Re: E-Form Improper Billing TRACKING NUMBER: 36255

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

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, June 18, 2014 10:09 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36255

CUSTOMER INFORMATION

Name: Gerald Bieringer
Telephone: 321-749-5116
Email: Sasperrila@yahoo.com
Address: 2711 Suzie Ln Melbourne FL 32940-2005

BUSINESS INFORMATION

Business Account Name: Gerald F. Bieringe Account Number: 71941-95298
Address: 2711 Suzie Ln Melbourne Florida 32940

COMPLAINT INFORMATION

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

Between 14Apr14 and 14May14 FPL installed their smart meter #KCJ7596. We were coerced into installing it by their threatening letters. Because of the frequent short interval dropouts, the total invasion of privacy the meter allows, the insecure means of communication with the meter, the pollution of the airwaves, the interference with our phones and other electronic devices (This doesnt include the health hazards and many other problems that are hidden at this point) we have decide to accept the extortion they are using and requested an analog meter identical to the one that was removed be installed. They said it will be done by 11 July 14. Meanwhile we have had at least 10 short cycle power outages this morning. These are the kind that destroy refrigerator, A/C, and other electronic motors and devices. Our bill for 14 May showed an increased usage of 8.6% and for 13 Jun an increase of 7.7% despite the identical or cooler weather and one less adult female (36yr old) living in the house this year as compared to last. We have two seniors and two children resident currently. Last year we had two seniors, our niece, and two children. We believe the increase to be because of the inaccuracy and possibly other issues with the new metering system.

We assume this change was approved to allow FPL to in fact increase their income without approving a rate increase. We are asking the governor to look into the issues of this unjustified mandate. The increase in the bill for a human to read the meter is understandable. The exorbitant fee to join when we are already members is unacceptable, as is the invasion of our privacy.

Crystal Card

From: Walter Clemence
Sent: Thursday, June 19, 2014 2:54 PM
To: 'Sasperrila@yahoo.com'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Ellen Plendl
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 36255

Mr. Bieringer,

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

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the FPSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. FPSC staff estimated that the cost adjustments would reduce the 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 later this year, followed by a decision by the FPSC on the NSMR tariff.

Section 366.05(3), Florida Statutes, authorizes the FPSC to prescribe meter testing requirements for investor-owned electric utilities. Prior to installation, meters are tested for accuracy in accordance with the American National Standard for Electric Meters, Code for Electricity Metering (ANSI 12). Each investor-owned utility is required to submit its test plan for review and approval by the FPSC. Each test plan must address adjustment limits, test points, test duration, type of tests and description of the steps involved.

Upon request of a customer, a utility will test the accuracy of a meter that is currently in use by the customer. If the customer desires, they may witness the test. The FPSC rules allow for a range of plus or minus 2% deviation from 100% accuracy. A written report of the results of the test is provided to the customer upon request. In addition, at the request of the customer, an in-service meter can be tested by an independent meter testing facility. The customer is responsible for any fee charged for this test. This test must conform to the ANSI standard for testing of meters.

If the customer is not satisfied, they may request that a Commission representative witness the meter test. The Commission will provide the results of the meter test to the customer.

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.

Sincerely,

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

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Wednesday, June 18, 2014 10:09 AM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 36255

CUSTOMER INFORMATION

Name: Gerald Bieringer

Telephone: 321-749-5116

Email: Sasperrila@yahoo.com

Address: 2711 Suzie Ln Melbourne FL 32940-2005

BUSINESS INFORMATION

Business Account Name: Gerald F. Bieringe Account Number: 71941-95298

Address: 2711 Suzie Ln Melbourne Florida 32940

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

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We assume this change was approved to allow FPL to in fact increase their income without approving a rate increase. We are asking the governor to look into the issues of this unjustified mandate. The increase in the bill for a human to read the meter is understandable. The exorbitant fee to join when we are already members is unacceptable, as is the invasion of our privacy.

Crystal Card

From: G. Bieringer <sasperrila@yahoo.com>
Sent: Thursday, June 19, 2014 3:23 PM
To: Walter Clemence
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Ellen Plendl
Subject: Re: E-Form Improper Billing TRACKING NUMBER: 36255

Mr. Clemence,

Why should we have to enroll? We have been on their books for 30 years???? This is a bogus fee. The digital meters benefit no one but FPL and maybe your organization. If they want them why should we bear the cost for something that will provide no substantial benefit to the consumer. Their are already APs that will provide those that are interested in what FPL claims will benefit the consumer. Any feedback or control system will potentially cause the user millions. This can be validated from the control systems that were implemented for A/C, pool pumps, heaters and other appliances in the past. These new controllers provide noise pollution on the airways and a means of invasion of privacy that can not be justified. They also provide unsecured data to the world, a means for hackers to access and control consumer power, not to mention the potential sales of data FPL can generate from the data acquired.

Who are the groups that are protesting. We may want to join one or both.

Gerald Bieringer

From: Walter Clemence <WCLEMENC@PSC.STATE.FL.US>
To: "Sasperrila@yahoo.com" <Sasperrila@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>; Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Thursday, June 19, 2014 2:53 PM
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 36255

Mr. Bieringer,

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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.

Sincerely,

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

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Wednesday, June 18, 2014 10:09 AM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 36255

CUSTOMER INFORMATION

Name: Gerald Bieringer
Telephone: 321-749-5116
Email: Sasperrila@yahoo.com
Address: 2711 Suzie Ln Melbourne FL 32940-2005

BUSINESS INFORMATION

Business Account Name: Gerald F. Bieringe Account Number: 71941-95298
Address: 2711 Suzie Ln Melbourne Florida 32940

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

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Crystal Card

From: Ruth McHargue
Sent: Thursday, June 19, 2014 9:11 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, June 19, 2014 8:07 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1150342C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, June 18, 2014 9:16 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36259

CUSTOMER INFORMATION

Name: Daniel Courteau
Telephone: 239-849-5846
Email: danielcourteau@hotmail.com
Address: 21210 North River rd Alva FL 33920

BUSINESS INFORMATION

Business Account Name: Daniel Courteau
Account Number: 2991075561
Address: 21210 North River rd Alva Florida 33920

COMPLAINT INFORMATION

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

I DO NOT AGREE with the 95\$ enrollment fee from FPL because I refuse to have a smart meter installed. Why should I pay an enrollment fee for a meter I have since almost 4 years. Every month there was a FPL employee that was coming to read my meter. I did not have to pay anything for that. I have changed nothing to my service, but now I will have to pay \$13.00/month to have my meter read. It is again a big corporation that wants to make even more money!! I think this is extortion.

I think that everyone who chose to have a smart meter should have a reduction of their bill since FPL does not need to send someone to read their meter.

There is health concern about the smart meter. There are tons of horror stories about smart meter on the web. I dont want a smart meter and I dont think I should pay for not wanting one.

Thank you for reading me.

Crystal Card

From: Ruth McHargue
Sent: Wednesday, June 18, 2014 5:25 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, June 18, 2014 4:15 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1150329C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, June 18, 2014 4:05 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36258

CUSTOMER INFORMATION

Name: Benjamin Lawson
Telephone: 941-363-0139
Email: bencat76@msn.com
Address: 3369 Ramblewood Court Sarasota FL 34237

BUSINESS INFORMATION

Business Account Name: Benjamin Lawson
Account Number: 9297210248
Address: 3369 Ramblewood Court Sarasota Florida 34237

COMPLAINT INFORMATION

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

Recently (6/3/14), I contacted PSC about Florida Power & Lights (FPL) decision to charge a \$95 non-compliance fee & a \$13/month maintenance fee Smart meter refusal. This was due to concerns over radiation, as documented in a pamphlet by the Coalition for Health Against Smart Meters (microwavechasm.org). Now, FPL has installed 5 Smart Meters (early in June 2014) on my building to serve the other 5 customers in area of the condominium association (Ramblewood Acres.) I am concerned about the extra radiation that these meters are providing while running.

Sincerely,

Ben Lawson

PSC was contacted previously

Crystal Card

From: Ruth McHargue
Sent: Tuesday, June 17, 2014 10:31 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223-

Customer correspondence

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

From: Consumer Contact
Sent: Monday, June 16, 2014 8:29 AM
To: Ruth McHargue
Subject: To CLK Docket 130223- Response requested?

Copy on file, see 1149974C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, June 13, 2014 3:52 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36234

CUSTOMER INFORMATION

Name: Michael Keavy
Telephone:
Email:
Address: 5978 Urdea Rd Jupiter FL 33458

BUSINESS INFORMATION

Business Account Name: Michael Keavy
Account Number: 11432-71060
Address: 5978 Urdea Rd Jupiter Florida 33458

COMPLAINT INFORMATION

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

I am OUTRAGED as a consumer being coerced into having to select a radiating "smart meter" in order to get power. Although the standard meters have worked for decades and meter readers were ALWAYS a part of FPLs expense and business -now in order to keep the meter I have, I have to pay a ridiculous \$95 fee and then \$13 a month. Where is the "savings" for having smart meters? I imagine there is some reason FPL forced this on us? Savings in staff /meter readers? Where is that reflected in the bill? No WHERE. I used to think that the public utilities commission was there for the public but now I see countless examples of regulatory capture by the industry you are supposed to regulate. How you approved this exorbitant charge for opting out of a unproven irradiating technology is CRIMINAL. I would like to see how this charge is justified since my \$13 a month pays likely for at least 30 minutes of labor rate of the meter reader... when reading my meter takes 10 minutes tops. I have 3 young children sleeping on the other side of the wall that would be irradiated by a smart meter... No thank you! -and

shame on you for approving this charge against consumers for what they already have. Thank GOD I have the money to pay your coercive TAX on opting out.

Crystal Card

From: Ruth McHargue
Sent: Tuesday, June 17, 2014 10:22 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Monday, June 16, 2014 8:33 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1149976C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Saturday, June 14, 2014 7:05 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36238

CUSTOMER INFORMATION

Name: joe salvo
Telephone: 2394348255
Email: salvojoe@1791.com
Address: 3096 buena vista lane naples FL 34105

BUSINESS INFORMATION

Business Account Name: joe salvo
Account Number: 92821-36200
Address: 3096 buena vista lane naples Florida 34105

COMPLAINT INFORMATION

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

Re: Smart meters. I have been a FPL customer since 1988. My average monthly bill was \$40.00. My electric bill this cycle is \$153.39. There were 30+ "meter-readers", now 5 soon to be 0. These are lay-offs not repurposing talent. The Smart change started with a nudge, followed by a push and ended with a shove. Lacking any competition to challenge FPL monopoly position, I will rely on the knowledge that my \$0.02 was considered. Thank you.

Shawna Senko

From: Office of Commissioner Brown
Sent: Monday, June 16, 2014 8:37 AM
To: Commissioner Correspondence
Subject: FW: Smart Meter Update----TAKE HEED__(58k-l,59,60a)
Attachments: SM_Movie 2.doc

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

Thanks,
Terry

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

From: SpruceCreek Patriots [<mailto:sprucecreekpatriots@gmail.com>]
Sent: Saturday, June 14, 2014 9:26 PM
To: undisclosed-recipients
Subject: Smart Meter Update----TAKE HEED__(58k-l,59,60a)

Please excuse and delete if this is a repeat e-mail

Hello,

Please consider making copies of the attached flyer and give to your friends and neighbors, you can cut the flyer in half since there are 2 on one sheet. Smart Meters are surveillance devices that will end our freedom. Please check the information below.

Of course you may forward this info to your contact list. Thank you.

YOUR ELECTRIC SMART METER IS A SURVEILLANCE DEVICE!

Movie Screening "Take Back Your Power" DAYTONA BEACH

What: Screening followed by community discussion.

When: Sunday, June 29th, 2014 screening (2 p.m.) of Take Back Your Power.

Where: Cinematique Theater

242 S. Beach Street

Daytona Beach, FL 32114

[\(386\) 252-3118](tel:(386)252-3118)

Tickets \$7 (\$5 Cinematique members) at the door. Tickets also available in advance by calling the box office [\(386\) 252-3118](tel:(386)252-3118) Read more at: <http://www.cinematique.org/special-screenings/>

If you are unable to attend this important screening, you can watch the movie here:

www.SpruceCreekPatriots.com Scroll down the home page. This movie has won 2 awards!

Excellent **DOCUMENTARY on the movie**: History So It Doesn't Repeat "Take Back Your Power" with filmmaker Josh del Sol

<https://www.youtube.com/watch?v=ozwCHuW0Clg&list=PLmmQ8peduhspYv4j-Cj6zppAO75vDP-t&index=3>

--

Website: www.SpruceCreekPatriots.com

Shawna Senko

From: Betty Leland
Sent: Monday, June 16, 2014 7:51 AM
To: Commissioner Correspondence
Subject: FW: Smart Meter Update----TAKE HEED__(58k-l,59,60a)
Attachments: SM_Movie 2.doc

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

Thanks.

From: SpruceCreek Patriots [<mailto:sprucecreekpatriots@gmail.com>]
Sent: Saturday, June 14, 2014 9:26 PM
To: undisclosed-recipients
Subject: Smart Meter Update----TAKE HEED__(58k-l,59,60a)

Please excuse and delete if this is a repeat e-mail

Hello,

Please consider making copies of the attached flyer and give to your friends and neighbors, you can cut the flyer in half since there are 2 on one sheet. Smart Meters are surveillance devices that will end our freedom. Please check the information below.

Of course you may forward this info to your contact list. Thank you.

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If you are unable to attend this important screening, you can watch the movie here:

www.SpruceCreekPatriots.com Scroll down the home page. This movie has won 2 awards!

Excellent **DOCUMENTARY on the movie:** History So It Doesn't Repeat "Take Back Your Power" with filmmaker Josh del Sol

<https://www.youtube.com/watch?v=ozwCHuW0Clg&list=PLmmQ8peduhspYv4j-Cj6zppAO75vDP-t&index=3>

--

Website: www.SpruceCreekPatriots.com

Crystal Card

From: Randy Roland
Sent: Thursday, June 12, 2014 1:06 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223

Please add the below consumer correspondence to Docket 130223-EI

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

From: Consumer Contact
Sent: Thursday, June 12, 2014 12:43 PM
To: Randy Roland
Subject: To CLK Docket 130223

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

From: Benjamin Legaspi
Sent: Thursday, June 12, 2014 11:58 AM
To: Consumer Contact
Cc: Mark Futrell; Walter Clemence
Subject: FW: My contact

Angie.

Mark and Walter are copied since this is on smart meters. Thanks.

Benji

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

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Thursday, June 12, 2014 10:57 AM
To: Webmaster
Cc: heybrina@aol.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: sabrna barden
Company:
Primary Phone: 772 529 3670
Secondary Phone:
Email: heybrina@aol.com

Response requested? Yes
CC Sent? Yes

Comments:

FPL is forcing me to pay extra so I can keep my standard meter as opposed to the smart meter. I am concerned because I do not want a smart meter as I hav an older home an am concerned about wiring and fire dangers from installing new meter. I can not afford the outrageous fee and additional monthly charge

Crystal Card

From: Randy Roland
Sent: Thursday, June 12, 2014 1:03 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223

Please add the below consumer correspondence to Docket 130223-EI

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

From: Consumer Contact
Sent: Thursday, June 12, 2014 11:29 AM
To: Randy Roland
Subject: To CLK Docket 130223

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, June 12, 2014 10:54 AM
Cc: [fpl fpvc correspondence@fpl.com](mailto:fpl_fpvc_correspondence@fpl.com); Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36216

Email sent to [fpl fpvc correspondence@fpl.com](mailto:fpl_fpvc_correspondence@fpl.com) with CC to PSC

CUSTOMER INFORMATION

Name: Daniel Courteau
Telephone: 239-849-5846
Email: danielcourteau@hotmail.com
Address: 21210 North River rd Alva FL 33920

BUSINESS INFORMATION

Business Account Name: Daniel Courteau
Account Number: 2991075561
Address: 21210 North River rd Alva Florida 33920

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

This is an extortion to charge 95\$ enrollment fee, for refusing a smart meter. I had my meter for many years and now I have to pay to keep it. plus \$13/month to keep the meter.

This is outrageous. We are not going to pay this and will fight you in court.

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: *June 9, 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 JUN -9 PM 4:45
COMMISSION
CLERK

21268 Burkhardt Drive

Cort Charlotte, Florida 33952-4257

June 6, 2014

Florida Public Service Commission
Division of Consumer Affairs

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0865

Dear Sir/Madam:



I wish to file a complaint against Florida Power & Light Company (FPL) over being coerced by them into paying an initial \$95.00 "enrollment fee" plus a \$13.00 per month surcharge for not having a "smart meter," which I don't want and refused to have installed.

This is an outrageous Big Business violation of my privacy and intrusion into my life; and it's a greedy rip off by FPL to further line their pockets and punish those of us who refuse to have a "smart" meter installed. I don't see anything smart about it. It's totally one-sided in favor of FPL; there's nothing favorable in it for me - it doesn't serve any interest of mine. Furthermore, this

meter could very well pose a health hazard for me. And what's more, I don't need to have a meter that could potentially be used to spy on me. And FPL doesn't need to know what appliances or what other purposes I use my electricity for; and they don't need to know how much power I use for my air conditioner or anything else.

Moreover, why should I have to pay extra for not having something or not using something - and for keeping something that I already have? Who do these people think they are? What am I paying an "enrollment fee" for? What is it that I'm "enrolling" in? This is an outrage, and I want FPL to refund my money.

I thank you for your assistance.

Sincerely yours,
Harry Hughes





Mr. Harry Hughes
21268 Burkhart Dr
Port Charlotte, FL 33952-4257

★ SUPPORT OUR WOUNDED HEROES ★

DISTRIBUTION CENTER

14 JUN -9 AM 7:16

TAMPA FL 335
SAINT PETERSBURG FL
07 JUN 2014 PM 1 L



FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS
2540 SHUMARD OAK BLVD
TALLAHASSEE FL 32399-0865

32399086599



Crystal Card

From: Ellen Plendl
Sent: Monday, June 09, 2014 4:13 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: P.S.C & F.P.L.; RE: FW: My Contact

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

Crystal Card

From: Walter Clemence
Sent: Monday, June 09, 2014 3:42 PM
To: 'miltfarrow@blurredvisioncc.com'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Benjamin Legaspi; Angie Calhoun
Subject: RE: FW: My Contact

Mr. Farrow,

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,

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

Contact from a Web user

Contact Information:
Name: Milton Farrow
Company: unaffiliated
Primary Phone: 321-537-2462

Secondary Phone: N/A

Email: miltfarrow@blurredvisioncc.com

Response requested? Yes

CC Sent? Yes

Comments:

I have been charged an additional amount of 95.00-For "an enrollment fee"

Other than being a monopoly, and having the PSC under it's dominion and control. I want to know the basis for this Illicit and extortive penalty charge. Initially they Fraudulently attempted to secure a "foothold into my home by announcing that I ordered this malfeasant piece of garbage-I was told that they could get the police to force me to accept this "smart meter" You people were told this, and did nothing

I guess too many parties in Orlando with the FPL Party time people-What a bunch of quislings and sellouts you all are (Your attendance at their parties was announced in the Tampa press)

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Monday, June 09, 2014 10:51 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: P.S.C & F.P.L.

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

From: Milt Farrow [<mailto:miltfarrow@blurredvisioncc.com>]
Sent: Saturday, June 07, 2014 8:02 PM
To: Governor Rick Scott
Subject: P.S.C & F.P.L.

From: Milt Farrow <miltfarrow@blurredvisioncc.com>

County: Brevard

Zip Code: 32780

Phone Number: 321-537-2462

Message Body: Dear Governor:

I have just received my monthly bill for electricity from F.P.L. On the bill is an additional \$95.00 itemized "non std meter enrollment fee" - I am being penalized by this company because I refused a NON STANDARD METER termed a smart meter (which is not smart for the user) as well my surcharge is 13 dollars extra per month- So YOUR PEOPLE ARE BEING SCREWED REAL GOOD BY FPL --That is because we have an PSC which is "The lap boy" of The Corporation-- sure,, with all of the members of the commission being wined and dined by the FPL people, where do we stand a chance of getting a decent decision rendered by an "Ombudsman"

I am sending this copy to the Charlie Christ Campaign- May it will awaken you

Crystal Card

From: Ruth McHargue
Sent: Monday, June 09, 2014 3:58 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Monday, June 09, 2014 2:17 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1149392C. DHood

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

From: Benjamin Legaspi
Sent: Monday, June 09, 2014 1:53 PM
To: Consumer Contact
Cc: Mark Futrell; Walter Clemence
Subject: FW: My Contact

Submitted over the website.

Angie, copies also sent to Walter and Mark.

Contact from a Web user

Contact Information:

Name: Milton Farrow
Company: unaffiliated
Primary Phone: 321-537-2462
Secondary Phone: N/A
Email: miltfarrow@blurredvisioncc.com
Response requested? Yes
CC Sent? Yes

Comments:

I have been charged an additional amount of 95.00-For "an enrollment fee"

Other than being a monopoly, and having the PSC under it's dominion and control. I want to know the basis for this Illicit and extortive penalty charge. Initially they Fraudulently attempted to secure a "foothold into my home by announcing that I ordered this malfeasant piece of garbage-I was told that they could get the police to force me to accept this "smart meter" You people were told this, and did nothing

I guess too many parties in Orlando with the FPL Party time people-What a bunch of quislings and sellouts you all are (Your attendance at their parties was announced in the Tampa press)

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: June 9, 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 *WJ*
MT

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 May 21, 2014 into the correspondence file for Docket No. 130223-EI.

RECEIVED-FPSC
14 JUN -9 AM 9:51
COMMISSION
CLERK

May 21, 2014

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

Re: Smart Meter Cost
located at 2901 26th St. W. #403
Bradenton, Fl. 34205

Dear Madam or Sir:

I believe that the penalty for not complying with a Smart Meter Installation should not be charged a fee of \$55.00 and an \$8.00 monthly service fee.

FPL has already received over \$200 million in recovery fees from the federal government. In addition, it has lowered its overhead by eliminating the majority of meter reading positions that are no longer needed since the Smart Meter requires no on-site visits. Therefore, customers should be getting a refund on their monthly bill.

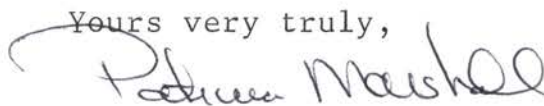
I do have health concerns about the long term exposure of the electro waves generated by the Smart Meter, adding yet another source of this exposure to our lives. We can choose not to have a cell phone or a microwave oven, reduce our television viewing time (or to not watch TV at all) or refuse dental or other x-rays. These are all personal choices whose cost is a personal one rather than a monetary one.

FPL is offering no such choice and is penalizing the individual for making a personal decision without any healthcare studies done on accumulative effects of overall exposure to the public.

Therefore, I believe that there should be no cost for such a personal decision.

My condominium is located at 2901 26th St. W. #403, Bradenton, Fl., 34205.

Yours very truly,



Patricia K. Marshall
for Eleanor R. Klear
2901 26th St. W. #403
Bradenton, Fl. 34205



Klear
2901-26th St. W #403
Bradenton FL 34205

DISTRIBUTION CENTER

14 JUN -9 AM 7:16



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

32399085099



Comments:

FPL is getting ready to assess me a \$95 enrollment fee and \$13 per month additional charge for having an analog meter instead of a smart meter. Please be advised that all people in my position need the analog meter because, despite FPL's lies, the smart meters intermittently emit high levels of RF radiation which make me sick. My blood pressure and heart rate increase to dangerous levels if I'm exposed to smart meter RF emissions. I guarantee you that all persons who elect to have an analog meter instead of a smart meter have health issues related to RF radiation. None of us want to pay more. FPL is adding additional financial burden on people FPL would make sick if we were forced to have a smart meter. Most of Northern California, which rolled out smart meters several years ago, now ban smart meters and smart meters are against the law. Please help.



Department of Regulatory and Economic Resources
Business Affairs Division
Office of Consumer Protection
140 West Flagler Street, Suite 902
Miami, Florida 33130-1561
Tel (305) 375-3677 Fax (305) 375-4120

05/29/2014

Charles Tatman
1011 Seneca Oaks Trl
Geneva, FL 32732

RE: Case Number - **2014-3195 - FPL**

RECEIVED-FPSC
14 JUN -9 AM 8:01
COMMISSION
CLERK


Dear Charles Tatman,

Thank you for your letter concerning the above.

Since your complaint involves a problem that appears to come within the jurisdiction of another agency, we are referring it for you to the agency below for whatever action they may be able to take in your behalf.

Please address any future correspondence in this matter to them and they will communicate directly with you.

Sincerely,


Robert Pedraza
Business Affairs Division / Office of Consumer Protection

cc:

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399
850-413-6330

DIVISION OF
CONSUMER SERVICES

2014 APR -7 AM 11:47

1011 Seneca Oak Trail
Geneva FL 32732
April 3, 2014

FPL

Attn: Maria Gomez, Director Customer Service
PO Box 025576
Miami FL 33102

Acct No. 1741377228

On November 2, 2012 we wrote to you denying you permission or consent to install a smart meter at our home at the above address.

We told you at the time that our research showed these meters were not safe because they emit radiation above safe limits. I specified that I had undergone radiation therapy back in the 1950's, so considered myself to be at a higher risk for getting cancer. In September 2013, I had surgery for a brain tumor that was caused by radiation. It was not malignant, but it caused permanent damage to the point where I am in a wheelchair and permanently disabled. This type of tumor is caused by radiation, and I am at a very increased risk of getting it again, according to my Neurosurgeon. I do not want to lose any more of my quality of life. There are many other reasons we do not want to have this smart meter installed, but this is the overwhelming one at this time.

This is notice to you that we will not allow this smart meter to be installed at our home, and furthermore, we do not intend to pay to keep the one we have now. We understand you are allowed to charge us \$95 one time and then \$13 a month for the privilege of keeping our old meter. I would think you'd be ashamed of yourselves! We will continue to pay for the electricity we use, and the other charge we will keep in our bank for the day when you send the collection agency or police with guns drawn. In the 15 years we have been your customer, we have never been late paying our bill. I notice that our current bill does not have our usage broken down by hours, kwh used, etc. which smart meter would provide. This will certainly cost you more money to provide monthly to each customer. But we have to pay not to have you spent the money? We are on the budget plan now, so you could send a reader once a year to read our meter, or even ask us to send the readings to you monthly. We will not be happy if our credit record is harmed by your reporting, and we do not expect you will cut off our power.

This is legal notice to you. The PSC, FCC, Governor, Congress, and Experian will receive this by email. Our attorney will also receive a copy of this letter.

Charles Tatman *Marie Tatman*

Charles Tatman

Marie Tatman

Certified Mail and First Class Mail

1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

2014-3195

April 9, 2014

Refer To: 1404-14316 / LR

MIAMI DADE CONSUMER PROTECTION DIVISION
140 W FLAGLER ST STE 902
MIAMI, FL 33130-1561

Subject: AGENCY REFERRAL
Business: FLORIDA POWER & LIGHT
Consumer: CHARLES TATMAN

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Lauren Ryshouwer

Lauren Ryshouwer
Senior Consumer Service Analyst
850-410-3753
E-mail: lauren.ryshouwer@freshfromflorida.com



Delivering Excellence Every Day

Regulatory and Economic Resources
Consumer Protection
140 West Flagler Street Suite 902
Miami Florida 33130
PECPCS

DISTRIBUTION CENTER

14 JUN -9 AM 7:16

PRERT 1ST CLASS/05 JUN 2014 MIAMI FL

Presort
First Class Mail
ComBasPrice



U.S. POSTAGE & PAYMENT BOWES
ZIP 33128 \$ 000.38¹
02 1W
0001382955 JUN 04 2014

ELW-SSB 32399



Crystal Card

From: Office of Commissioner Brown
Sent: Thursday, May 08, 2014 8:27 AM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: Vernon Havens, Dawn Olson...

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

Thank you,
Terry

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

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: Vernon Havens [mailto:mail@changemail.org]
Sent: Wednesday, May 07, 2014 3:03 PM
To: Office of Commissioner Brown
Subject: 5 new petition signatures: Vernon Havens, Dawn Olson...

5 new people recently 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.

There are now 60 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>

Dear Julie Imanuel Brown,

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://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,

- 60. Vernon Havens West Palm Beach, Florida
- 59. Dawn Olson Sarasota, Florida
- 57. Christine Lumsden Cartersville, Georgia
- 56. Cary Rego Miramar, Florida
- 55. Tim Garvey hobe sound, Florida

Crystal Card

From: Pamela Paultre
Sent: Thursday, June 05, 2014 9:43 AM
To: Commissioner Correspondence
Subject: Docket correspondence
Attachments: SKMBT_36314060508160.pdf

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

Dear Commissioner,

I am writing to you to defend my position as a Florida homeowner who strongly opposes the forcing the residents to submit to smart meters.



The Florida Public Service Commission, for which you are a member of, has allowed FPL to implement a plan that monetarily punishes those of us who are not yet convinced of the merits of the smart meters.

This is very surprising. The commission is clearly not in line with the educated segment of the population who believe that the actions you are allowing FPL to take are unlawful and biased.

All commission members should have been fully aware that there would be a lot of trepidation regarding the installation of the smart meters. Public concerns should have been addressed as well as foreseen by the commission. I am afraid that by acting in the manner that you have, you have failed to realize that this would be an issue that many of us do not take lightly.

Here are 3 simple points that prove my reasoning:

1. Smart meters have safety questions

Originally Fukushima Japan was also declared safe by authorities when it happened. Cigarette smoking in the 1940's was also deemed safe. It could take years to know the actual effects the meter might have. Homeowners should be free to decide if they want an internet router, mini cell tower or smart meter in their home. All of these devices emit certain elements into the airwaves. These elements and their effects might take years to be revealed.

2. The privacy question

I am sure you well aware of the NSA. The US government has worked hand in hand with phone and internet companies to actively spy on American citizens. This is unconstitutional. From the various reports I am aware of, the smart meter could fit into this unlawful system of spying very easily.

3. The costs to those who have declined the meter

This is nothing less than extortion and is on its face illegal. The logic behind the extra costs for those who decline the meters is laughable and an insult to the public's intelligence. The public who wish not to have the meters should not be punished. FPL is spending 600 million dollars for the smart meters. The government is supplying another 200 million. These costs are far greater than a meter readers salary. In fact I and many others would prefer that these employees keep their jobs.

Moving forward it is quite possible that you as a commissioner have been subjected to a one sided view point, as well as political pressure to allow FPL to act as they have.

I strongly request that you reevaluate your stance on this matter.

The logic used in determining the extra costs to impose on those residents who do not want the meters is flawed. The costs should be spread across the board to all customers. Those of us who do not wish to have smart meters are in fact paying for the actual smart meters by paying our FPL monthly bill. There is no logic in forcing extra payments upon those who wish not to have the meter. Well let me rephrase that. There is a logic in it. It's called intimidation and monetary punishment.

I am asking you to please understand the points I have made above. It could take years to realize the effects of these meters.

This whole extra payment issue is similar to walking into a restaurant and being charged extra money for NOT ordering a certain meal that was suggested by the owner. Even though the meal itself was rumored to be from a sickly animal. So much for the analogy. I'm sure you get the point.

A famous saying is "time will tell". More time is needed to look into this issue. I am asking you to please respect the public who chooses not to have smart meters. The monetary punishment is very un-American and a disrespect to any educated consumer.

We are dependent on people like you to be a fair voice on our behalf.

Kind Regards,


John DeMar
305 Ave A
Melbourne Beach FL 32951
321 821 4712
917 378 5157

Crystal Card

From: Cristina Slaton
Sent: Wednesday, June 04, 2014 11:54 AM
To: Commissioner Correspondence
Subject:
Attachments: John DeMari-Smart Meters.pdf

Please place the attached letter which was received in Commissioner Balbis' office today 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
FX: (850) 413-6005
cslaton@psc.state.fl.us

Dear Commissioner,

I am writing to you to defend my position as a Florida homeowner who strongly opposes the forcing the residents to submit to smart meters.

The Florida Public Service Commission, for which you are a member of, has allowed FPL to implement a plan that monetarily punishes those of us who are not yet convinced of the merits of the smart meters.

This is very surprising. The commission is clearly not in line with the educated segment of the population who believe that the actions you are allowing FPL to take are unlawful and biased.

All commission members should have been fully aware that there would be a lot of trepidation regarding the installation of the smart meters. Public concerns should have been addressed as well as foreseen by the commission. I am afraid that by acting in the manner that you have, you have failed to realize that this would be an issue that many of us do not take lightly.

Here are 3 simple points that prove my reasoning:

1. Smart meters have safety questions

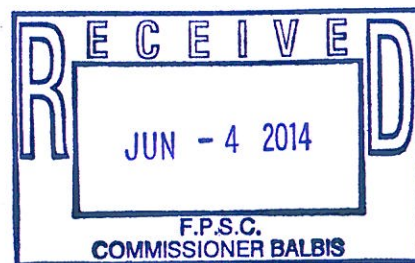
Originally Fukushima Japan was also declared safe by authorities when it happened. Cigarette smoking in the 1940's was also deemed safe. It could take years to know the actual effects the meter might have. Homeowners should be free to decide if they want an internet router, mini cell tower or smart meter in their home. All of these devices emit certain elements into the airwaves. These elements and their effects might take years to be revealed.

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I am asking you to please understand the points I have made above. It could take years to realize the effects of these meters.

This whole extra payment issue is similar to walking into a restaurant and being charged extra money for NOT ordering a certain meal that was suggested by the owner. Even though the meal itself was rumored to be from a sickly animal. So much for the analogy. I'm sure you get the point.

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We are dependent on people like you to be a fair voice on our behalf.

Kind Regards,



John DeMari

305 Ave A

Melbourne Beach Fl 32951

321 821 4712

917 378 5157

Crystal Card

From: Carolyn Cannon
Sent: Wednesday, June 04, 2014 10:13 AM
To: Commissioner Correspondence
Cc: Betty Leland
Subject: Docket Correspondence
Attachments: SKMBT_36314060408550.pdf

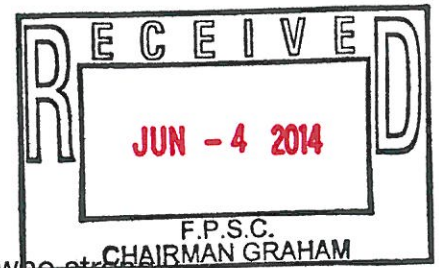
Hello,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 130223

Thank you,

Carolyn Cannon
Commission Suite

Docket #130223



MR Chairman
Dear Commissioner,

I am writing to you to defend my position as a Florida homeowner who strongly opposes the forcing the residents to submit to smart meters.

The Florida Public Service Commission, for which you are a member of, has allowed FPL to implement a plan that monetarily punishes those of us who are not yet convinced of the merits of the smart meters.

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Moving forward it is quite possible that you as a commissioner have been subjected to a one sided view point, as well as political pressure to allow FPL to act as they have.

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Kind Regards,



John DeMari
305 Ave A
Melbourne Beach FL 32951
321 821 4712
917 378 5157

Crystal Card

From: Terry Holdnak
Sent: Wednesday, June 04, 2014 9:56 AM
To: Commissioner Correspondence
Subject: Docket No. 130223-EI
Attachments: Docket No. 130223-EI - DeMari Letter.pdf

Please place the attached letter which was received in Commissioner Brown's office today 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
(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.

Dear Commissioner,

I am writing to you to defend my position as a Florida homeowner who strongly opposes the forcing the residents to submit to smart meters.

The Florida Public Service Commission, for which you are a member of, has allowed FPL to implement a plan that monetarily punishes those of us who are not yet convinced of the merits of the smart meters.

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Kind Regards,



John DeMari
305 Ave A
Melbourne Beach Fl 32951
321 821 4712
917 378 5157

Crystal Card

From: Ruth McHargue
Sent: Tuesday, June 03, 2014 11:12 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: fpl smart meter opt out; E-Form Other Complaint TRACKING NUMBER: 36163; FPL - Non-standard meter - enrollment fee/monthly service fee; E-Form Other Complaint TRACKING NUMBER: 36100

Customer correspondence

From: Diane Hood
Sent: Tuesday, June 03, 2014 8:37 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: consumerComplaint@psc.state.fl.us
Sent: Monday, June 02, 2014 5:36 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36163

CUSTOMER INFORMATION

Name: Guy Shelton
Telephone: 8106291604
Email: Gardenguy77@gmail.com
Address: 24437 harborview rd. lot 108 Punta gorda FL 33980

BUSINESS INFORMATION

Business Account Name: Guy Shelton
Account Number:
Address: 24437 harborview rd. lot 108 Punta gorda Florida 33980

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:
I want my old meter back and I dont think I should have to pay for it.

Thank you
Guy

Crystal Card

From: Don Cady <doncady941@gmail.com>
Sent: Sunday, June 01, 2014 8:05 AM
To: Consumer Contact
Subject: fpl smart meter opt out

I do not understand why the FPL charges to opt out for the smart meter.
The smart meter will reduce fpl cost by eliminating the meter man.
FPL should have an opt in clause for a reduced rate, not an opt out clause for a higher rate.

I would like to choose another electric company. Oh, that's right, by law I can only choose FPL. The government could take control of transmission lines to promote competition.

Don Cady
FPL customer

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, May 21, 2014 10:52 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36100

CUSTOMER INFORMATION

Name: Aurelio Hernandez
Telephone: 3057496892
Email:
Address: 18930 NW 47TH AVE Miami Gardens FL 33055

BUSINESS INFORMATION

Business Account Name: Aurelio Hernandez Account Number: 5041181792
Address: 18930 NW 47TH AVE Miami Gardens Florida 33055

COMPLAINT INFORMATION

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

I have been a customer of FPL for more than 30 years. Regarding the smart meter, FPL has been sending me letters forcing me to enroll in the opt out program that charges an enrollment fee and an additional \$13 dollars a month. They claim this additional fee is for the cost of sending workers on site to read the analog meters, but why do they arbitrarily set the cost at \$13.00 a month? And will they inflate their costs even higher in the future for profit? I think the Commission has to seriously consider the ramifications of allowing a company or monopoly to arbitrarily raise and set costs without regulations or restrictions. Customers should be able to opt out of the smart meter program without penalty and fees. There are too many questions and concerns about the smart meter that have not been addressed such as: the unsafe levels of radiation emitted and its effects on the environment, and the unlawful collection of private data by smart meter chips.

PSC was contacted previously

Crystal Card

From: Tim Brueggeman <tim@permatek.net>
Sent: Wednesday, May 21, 2014 11:19 AM
To: Consumer Contact
Subject: FPL - Non-standard meter - enrollment fee/monthly service fee
Importance: High

Attention PSC Commissioners,

I want to lodge in the strongest terms possible, my absolute disdain and disgust over the fees that FPL is charging for maintaining what we currently have installed in our homes. Not only are the monthly electric costs outrageous, but now we are saddled with the \$95 enrollment fee as well as \$13/month for this new smart meter.

Who in their right mind allowed this to be instituted? What was the process that was followed to approve these charges? What could possibly be the rationale for allowing the monopoly known as FPL the right to initiate these charges?

I want to know what redress exists for this atrocity with respect to those of us who do not want to have this intrusive equipment installed on our home.

Tim Brueggeman
772-494-3095

Crystal Card

From: Office of Commissioner Brown
Sent: Tuesday, June 03, 2014 9:09 AM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: Valerie Valentine, kathleen bolanos...

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 Brown
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
tholdnak@psc.state.fl.us
(850) 413-6030 (Office)
(850) 413-6031 (Fax)

From: Dorian Taylor [mailto:mail@changemail.org]
Sent: Monday, June 02, 2014 11:33 PM
To: Office of Commissioner Brown
Subject: 5 new petition signatures: Valerie Valentine, kathleen bolanos...

5 new people recently 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.

There are now 65 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>

Dear Julie Imanuel Brown,

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://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,

- 64. Valerie Valentine Daytona Beach, Florida
- 63. kathleen bolanos cocoa, Florida
- 62. Roman Scharf Melbourne, Florida
- 61. Marcia Burke Miami Lakes, Florida
- 60. Vernon Havens West Palm Beach, Florida

Crystal Card

From: Ellen Plendl
Sent: Monday, June 02, 2014 3:03 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: FPL and other RECOVERY CHARGES; RE: Smart Meter Questions

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

Crystal Card

From: Walter Clemence
Sent: Monday, June 02, 2014 2:59 PM
To: 'liljimmie6s@yahoo.com'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Diane Hood; Ruth McHargue
Subject: RE: Smart Meter Questions

Ms. Rhonemus,

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

Cost Recovery Clauses

Cost recovery clauses are the mechanisms, established by statute, rule, or order, by which electric and gas investor-owned utilities may petition the FPSC for recovery of specified costs not otherwise recovered in base rates. Typically, the cost recovery clauses allow utilities to recover costs which are not easily controlled by the utility, such as environmental costs based on new environmental regulations or fuel costs which rise and fall with the market. Utilities recover such costs by charging customers a usage-sensitive rate or cents per kwh charge. The cost recovery clauses now available to investor-owned utilities in Florida include Fuel and Purchased Power, Capacity (including nuclear construction cost recovery), Environmental, Energy and Natural Gas Conservation, and the Purchased Gas Adjustment. In addition, the FPSC rewards or penalizes electric utilities for power generating efficiency through the Generating Performance Incentive Factor.

The cost recovery clauses are addressed during an annual proceeding that begins with initial utility testimony filed as early as March, and concludes with an evidentiary hearing in November. The purpose of this annual proceeding is to determine rates, or factors, to be charged customers beginning in January of the next year. During each annual proceeding the FPSC examines costs for three distinct periods: the prior year, the current year, and the next (or projected) year. Costs from each period are examined, and the net amount is used to set the clause recovery factors to be applied to customer bills during the next calendar year.

Each year the clause proceeding will involve costs that are known, as well as costs that are estimated. Basically, the FPSC will examine costs that are known to have been incurred during the prior year. These expenses are recorded on the utilities' books and amounts can be directly confirmed. Actual costs for approximately half of the current year are known, but costs for the remaining months are still estimated. The projected year is, of course, completely estimated costs. The true-up process addresses the variances which occur between initial cost estimates and actual costs over this moving three-year period.

A final true-up is performed for the prior year's costs. The full year's expenses are known and booked, and the FPSC performs an audit to confirm the final actual costs for that year. These final costs will be compared to what had been estimated during the prior year's proceeding. When the prior year was last examined, approximately half of the year still involved estimated costs. It is expected that there will be some level of over or under-recovery when comparing revenues for the year to actual costs. The final true-up will determine the level of over- or under-recovery, and that amount will be subtracted or added to the amount used to determine factors for the projected year. The final true-up closes the FPSC's evaluation of the prior year's costs.

Florida Power & Light's Storm Recovery Bonds were approved by the FPSC in 2006. The recovery of the bonds will be complete on August 1, 2019. The costs associated with the Storm Recovery Bonds are reviewed and trued-up every three months. The most recent review was completed on May 5, 2014.

For more information on each of the recovery clauses and the FPL Storm Recovery Bonds, please review the following dockets.

Capacity, Fuel and Purchased Power-

<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=140001>

Nuclear Cost Recovery-

<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=140009>

Environmental-

<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=140007>

Energy Conservation-

<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=140002>

Purchased Gas Adjustment-

<http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=140003>

FPL Recovery Bonds- <http://www.floridapsc.com/dockets/cms/docketdetails2.aspx?docket=060038>

Smart Meters

FPL filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the FPSC recommended certain cost adjustments that decrease the charges for customers opting out of smart meter installation. FPSC staff estimated that the cost adjustments would reduce the 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>

Thank you again for expressing your concerns.

Sincerely,

Walter Clemence

Walter.Clemence@psc.state.fl.us

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]

Sent: Saturday, May 24, 2014 9:50 AM

To: Webmaster

Cc: liljimmie6s@yahoo.com

Subject: My contact

Contact from a Web user

Contact Information:

Name: Susan M Rhonemus

Company:

Primary Phone: 386-983-496

Secondary Phone: 386-983-4966

Email: liljimmie6s@yahoo.com

Response requested? Yes

CC Sent? Yes

Comments:

my concern is the charges on my bill for Hurricane recovery charges and ALL charges for such fees??? When will this be recovered??? FPL is adding another charge for NON-STANDARD SERVICE??? WHAT??? What is this for and I disagree with ALL these charges and nothing else being done for these charges. If possible I would like a financial STMT to see what all this money goes to and why it NEVER seems to zero out???? (cell phone has charges on it)

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Wednesday, May 28, 2014 9:57 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: FPL and other RECOVERY CHARGES

From: Susan Rhonemus [<mailto:liljimmies@yahoo.com>]
Sent: Saturday, May 24, 2014 9:26 AM
To: Governor Rick Scott
Subject: FPL and other RECOVERY CHARGES

How and when will these charges be removed, don't you think recovery has an end to it?? If you can't help me and other people with this matter, please let me know where and who I need to contact? thank you Susan M Rhonemus

God Bless You!!

Susie Rhonemus

May 30, 2014
John J. Oezer, PE
1404 82nd Street NW
Bradenton, Fl. 34209

Docket #130223-EL
Public Service Commission-Florida
2540 Shumard Oak Blvd.
Tallahassee, Florida, 32399-0850

Subject: Docket # 130223, smart meter opt-out tariff

To: Public Service Commission,

I want to inform the PSC that I object to the tariffs in Docket #130223.


In particular I object to the "enrollment fee". I commend PSC for not accepting the higher fee of \$105.00 that FPL originally requested, but the PSC needs to also look into the unfairness of a fixed fee of \$95.00 for everyone regardless of the work needed. A one-size-fits-all philosophy does not apply any better here than it does in a clothing store!

Enclosed are copies of my letters to FPL dated 4-25-14, and to both FPL and PSC dated 5-10-14 which explain why a fixed fee is unjustifiable.

While 14,000 opt-out FPL customers is a small number to FPL, we believe more customers will object to Smart Meters when they realize the meters benefit FPL more themselves. We urge PSC to provide an easy low cost opt-out path in the future.

I am pleased that the PSC is going to review the tariff. It shows that we customers have someone with authority watching out for us.

Sincerely,


John J. Oezer, PE (ret)

Ps, Please tell us why FPL is promoting the purchase of Plug-in electric cars -
At the same time they want to cut back on generating facilities?
See enclosed page from the internet.

Attn: Gilberte Paul, @FPL
Customer Advocacy
Florida Power & Light
PO Box 55-8050
Miami, Fl. 33255

RECEIVED-FPSC
14 JUN -2 AM 9:40
COMMISSION
CLERK

Dear Ms. Paul,
I am John J. Oezer
1404 82nd Street NW
Bradenton, Fl. 34209
FPL account #2147295089

I have made it known that I choose to opt out of the Smart Meter program.
I am aware of FPL terms for opting out.
I will agree to pay the monthly surcharge of \$13.00 dollars per month as allowed by
The Public Service Commission.

I disagree with and dispute the Enrollment Fee of \$95.00 dollars.
When I asked FPL for a breakdown of FPL costs that the \$95 fee was to cover, you
helpfully directed me to the PSC docket #130223-EI," petition for approval of optional
non-standard meter rider."
On pages 5 and 6, FPL costs are itemized and described.
The only charge that I disagree with is the \$77.06 charge, as follows.

There is an unconfirmed "**assumption**" that at least one site visit "per opt-out customer will
be necessary. Being charged for an assumption is not in my business language.
Like an insurance policy, all opt-out customers will contribute to a fund to cover the costs
of all site visits, including (a) ---for meter repairs, (b) installation of non-standard meters
to replace communicating meters for relocating customers, (c) reconnection of meters for
non-payment customers, (d) site visits due to restoration/theft monitoring activities.
Charges for these should be determined on an individual bases instead if a fixed blanket fee.

I strongly object to these charges because none of these reasons apply to my meter installation.
My working non-standard meter is already in place and operating as it has been for the past
years. If FPL chooses to check my meter for meter test sampling, that is for their benefit and
not mine. That is one of FPL's cost of doing business!

Out of the total enrollment fee of \$95 dollars, I can justify paying \$18 dollars, the difference
after subtracting the unwarranted \$77 dollars from the fee.

C.C.

By a copy of this letter to the Public Service Commission, I am hoping that they will modify
Docket No.130223-EI accordingly for the benefit of utility customers, which is their mission.

Sincerely,

John J. Oezer, PE. PH/FAX 941-794-8406, email: ibsenave@yahoo.com

John J. Oezer

4-25-14

May 10, 2014

1>Attn: Maria Gomez
Director Customer Service
Florida Power & Light Co.
PO Box 025576
Miami, Fl. 33102-5576

2>Attn: Gilberte Paul, Consumer Advocacy
Florida Power & Light Co.
PO Box 55-8050
Miami, Fl. 33255

3>Attn: Carlootta Stausser
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399

Dear Ms. Gomez, Paul, and Stausser,

Yesterday we received a third letter from FPL about Smart Meters. It contained a warning, printed in red, that this is the final notice saying if I do not reply, FPL will automatically install a smart meter on my house.

I wish to remind you that I have already responded to the previous two similar letters in addition to my Opt-out letter which was certified mailed to several involved officers at FPL on December, 28, 2013. As a result FPL did not install a meter on my house.

On March 27, 2014, I replied to your letter which invited me to let you know before the deadline date of May 6, 2014 whether I chose a smart meter, or a "non-standard" meter. Your form letter offered me 2 choices on your terms which I dispute. In my Mar. 2014 opt-out letter sent to FPL, I reiterated my well researched reasons for opting out. As a Registered Professional Electrical Engineer, I researched the disputable facts. In that letter I agreed that the \$13 dollar monthly charge is justifiable but not the \$95 dollar "enrollment" fee for opting out of the smart meter.

I asked you to give me a breakdown of the costs that the enrollment fee covered. Your reply was a phone call and I was directed to read docket #130223-EI, "petition for approval of optional non-standard meter rider". Please refer to my reply letter dated Apr. 25, 2014 for a complete explanation of what I have found. The \$95 dollar fee is the result of a "one size-fits-all" charge based on an "assumption" of expenses, which is convenient for FPL, but not justifiable to the customers. If the fee cannot be justified, it will look like a *punishment*. As explained in the April 25, 2014 letter, the "assumption" accounts for \$77 dollars of the "enrollment" fee of \$95 dollars. This charge does not apply to me because it is intended to pay

for an inspection trip. A trip is not necessary to my house because the meter is already installed and operating to your satisfaction.

{A trip to inspect the meter for accurate performance would benefit FPL only, and should be done at FPL's expense because defective analog meters might under record KWH. The docket infers that the enrollment fee might be excessive and build up a fund, but does not define its dispersment}. The trip fee should be determined on an individual case by case basis.

In all fairness to both parties, with neither party exercising unequal power over the other, I want to opt-out of the Smart Meter program and I do agree to pay the required surcharge of \$13 dollars per month, and I agree to pay a one time "enrollment" fee of \$18 dollars, which is the difference between \$95 and \$77 dollars, which docket #130223-EI allows for trips.

Please accept this letter as my reply to your warning notices, and I anticipate that FPL will give my request the consideration it deserves, not just for me, but for all opt-out customers.

Very Sincerely,

John J. Oezer
1404 82nd Street NW
Bradenton, Florida, 34209
941-794-8406
Email ibsenave@yahoo.com

Connect with Us:    



FPL

Considering changing the current way you fuel up? FPL is here to help you learn more about plug-in electric vehicles and charging. As an FPL customer, you can charge up for approximately 80 percent less than what you usually spend at the gas station. Driving electric also cuts emissions which is good for the environment. Plus, electric vehicles reduce our country's dependence on foreign oil, and are fun to drive — with instant, smooth and quiet acceleration. We already have one of the greenest fleets in the nation, and are committed to converting our entire fleet of company cars and trucks to plug-in electric or hybrid electric over time.

Plug-In Electric Vehicle Models

Visit the manufacturers' websites for the most up-to-date information and vehicle specifications. We do not endorse any particular electric vehicle and encourage you to test drive several vehicle models. View our full [Terms of Use](#).

2014 Chevy Volt (EREV)

- » Engine: 4 cyl, 1.4 L;
 - » 35 kWh per 100 miles
 - » MPGe: 98, MPG: 37
 - » 38 mile electric range
 - » 380 mile total range
 - » MSRP: \$34,185
 - » Tax credit: \$7,500
- [Learn More](#)



Photo credit: General Motors

Fact Sheets

[Get Charged Up!](#)

[Setting the Record Straight: The Facts About Electric Vehicles](#)

[Selecting the Right Plug-in Electric Vehicle Charging Equipment](#)

[Siting Plug-in Electric Vehicle Charging](#)

[Public Charging: Priorities, Characteristics and Considerations](#)

[Providing Workplace Charging for Your Employees' Plug-in Electric Vehicles](#)

[Getting Apartments and Condos Ready for Plug-in Electric Vehicle Charging](#)

[Building the Case: Fleet Conversion to Plug-in Electric Vehicles](#)

Top Links

[Department of Energy](#)
[GoElectricDrive](#)



Mr. John Oezer
1404 82nd St. NW
Bradenton, FL 34209

TAMPA FL 335
SAINT PETERSBURG FL
30 MAY 2014 PM 1 L



DISTRIBUTION CENTER

14 JUN -2 AM 7:01

Docket #130223-EL
Public Service Commission-Florida
2540 Shumard Oak Blvd.
Tallahassee, Florida, 32399-0850

32399085099



Shawna Senko

From: Betty Leland
Sent: Friday, May 30, 2014 12:21 PM
To: Commissioner Correspondence
Subject: Angela C. Palet FPL Smart Meter Complaint
Attachments: ANGELA C PALET FPL SMART METER LETTER.pdf

Please place the attached letter in docket correspondence consumers and their representatives in Docket No. 130223.

Thanks.

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

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:

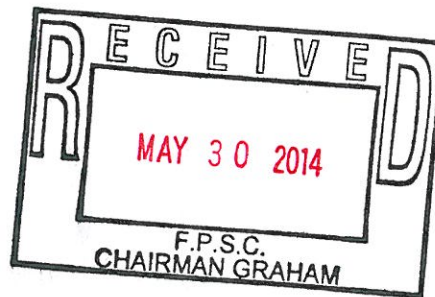
Florida Public Service Commission, Its agents, officers, employees, contractors and interested parties

Sent via Certified U.S. Postal Mail

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

May 20, 2014

Angela C. Palet
4480 Spruce Creek Road.
Port Orange. FL 32127



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,

ACP

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, 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.

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

ACP

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.

I would like to add that I am being push (forced) into changing my analog meter because I am going to be charge more for Opt out. \$95.00 one time fee and \$13.00 more a month. I am a single-unemployed woman and I can't afford these fees.

Signed,



Angela C Palet
4480 Spruce Creek Road.
Port Orange. Fl. 32127



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: May 30, 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 120223.

RECEIVED-FPSC
14 MAY 30 AM 11:39
COMMISSION
CLERK

550
CLR

Florida PSC Online Complaint Form

The Public Service Commission no longer has the authority to accept as many of the consumer telecommunications complaints as we have in the past. The PSC may still accept consumer complaints dealing with the Lifeline Program, Relay Service, and Pay Phone Service. Other consumer telecommunications complaints (excluding Slamming) should be filed with the Department of Agriculture and Consumer Services. Complaints about Slamming should be filed with the Federal Communications Commission.

For consumer telecommunications complaints, you may contact the Florida Department of Agriculture, Division of Consumer Services at:

Florida Department of Agriculture and Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500
General telephone number: 1-850-410-3800
Toll-free Consumer Hotline (within Florida): 1-800-435-7352
Toll-free Spanish Hotline: 1-800-352-9832
www.800helpfla.com

To learn about companies the PSC regulates, read [When to Call the PSC](#) (PDF Size 564 KB)

For slamming complaints you may contact the Federal Communications Commission at:

Federal Communications Commission
445 12th Street SW
Washington, DC 20554
Toll-free Telephone: 1-888-225-5322
TTY: 1-888-835-5322
www.fcc.gov/complaints

[Help - Instructions for using this form](#)

2014 APR 25 AM 10:14
DIVISION OF
CONSUMER SERVICES

Company Information

<input checked="" type="radio"/> Electric	<input type="radio"/> Delay in Service
<input type="radio"/> Natural Gas	<input type="radio"/> Improper Billing
<input type="radio"/> Telecommunications	<input type="radio"/> Service Outage
<input type="radio"/> Water & Wastewater	<input type="radio"/> Repairs
	<input checked="" type="radio"/> Other Complaint

Duke Energy Florida, Inc. d/b/a Duke Energy
Florida Power & Light Company
Florida Public Utilities Company
Gulf Power Company
Tampa Electric Company

Electric Companies Regulated by the PSC: 5 (Must select one)

Consumer Information

Contact Information (* required)

*First Name *Last Name
Telephone Email
*Home Address
*City State *Zip

Service Account Information

*Account Name Account Number
*Service Address
*City *Zip

☐ PSC was contacted previously regarding this complaint

☐ Service and Contact Information are the same

Complaint Details

I WANT TO TOTALLY OPT-OUT OF THE FPL 'SMART METER' PROGRAM.

Submit Complaint





FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

April 29, 2014

Refer To: 1404-17363 / CLR

PUBLIC SERVICE COMMISSION
ATTN: RHONDA HICKS
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL
Business: FLORIDA POWER & LIGHT
Consumer: PEG NORTON

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Chastity L Rooks

Chastity L Rooks
Regulatory Specialist III
850-410-3759
Fax: 850-410-3801
E-mail: chastity.rooks@freshfromflorida.com



Shawna Senko

From: Ruth McHargue
Sent: Thursday, May 29, 2014 4:26 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, May 29, 2014 4:12 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1148587C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, May 29, 2014 3:11 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36147

CUSTOMER INFORMATION

Name: Simm Gottesman
Telephone: (561) 488-4887
Email: acusimm@gmail.com
Address: 8904-F S.W. 22nd st Boca raton FL 33433

BUSINESS INFORMATION

Business Account Name: simm Gottesman
Account Number: 53543-16340
Address: 8904-F S.W. 22nd st Boca raton Florida 33433

COMPLAINT INFORMATION

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

I understand that The Public Service Commission is going to conduct hearings, to determine whether they should finalize the plan to allow F.P.&L. to force their customers to pay extra if they dont want a smart meter. - I am protesting that I will be charged \$95 to keep the standard meter and another \$13 monthly afterwards ! I dont want to pay a monthly fee and I am lodging a complaint.

These smart meters are NOT safe ! This situation needs to be addressed and everyone needs to be Educated - No one should believe FPL and everyone should be able to know the truth !

No One should trust these smart meters - I think that the Public Service Commission should block FPL from charging more to not use them.

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:

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 MAY 27 PM 3:09
COMMISSION
CLERK

ERNEST S. MARSHALL, P.A.

ATTORNEY AT LAW

615 - 9th STREET WEST
BRADENTON, FLORIDA 34205-7739

GENERAL PRACTICE
REAL PROPERTY
WILLS, ESTATES AND
ESTATE PLANNING
TRIAL PRACTICE - GENERAL

May 21, 2014

AREA CODE (941)
PHONE 746-2151
FAX (941) 747-9621

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

Re: Smart Meter Costs

Dear Madam or Sir:

We believe that the penalty for not complying with a Smart Meter Installation should not be charged a fee of \$55.00 and an \$8.00 monthly service fee.

FPL has already received over \$200 million in recovery fees from the federal government. In addition, it has lowered its overhead by eliminating the majority of meter reading positions that are no longer needed since the Smart Meter requires no on-site visits. Therefore, customers should be getting a refund on their monthly bill.

We do have health concerns about the long term exposure of the electro waves generated by the Smart Meter, adding yet another source of this exposure to our lives. We can choose not to have a cell phone or a microwave oven, reduce our television viewing time (or to not watch TV at all) or refuse dental or other x-rays. These are all personal choices whose cost is a personal one rather than a monetary one.

FPL is offering no such choice and is penalizing the individual for making a personal decision without any healthcare studies done on accumulative effects of overall exposure to the public.

Therefore, we believe that there should be no cost for such a personal decision.

My business that I own has four (4) meters, located at 601 9th St. West, 613 9th St. W., 615 9th St. W. & 611 9th St. W., all in Bradenton, Florida, 34205.

Yours very truly,

Ernest S. Marshall
Ernest S. Marshall

ESM/pm



ERNEST S. MARSHALL, P.A.
ATTORNEY AT LAW
615 - 9TH STREET WEST
BRADENTON, FLORIDA 34205

TAMPA
FL 335
22 MAY '14
PM 5:17
DISTRIBUTION CENTER

14 MAY 27 AM 7:17



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



32399085099



Crystal Card

From: Office of Commissioner Brown
Sent: Tuesday, May 27, 2014 3:55 PM
To: Commissioner Correspondence
Subject: FW: Docket #130223 /Smart Meter Opt Out Fees
Attachments: FPL2.FINAL.doc

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

Thank you,
Terry

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

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: Lady Hawkke [mailto:lady_hawkke@yahoo.com]
Sent: Monday, May 26, 2014 1:40 PM
To: Office Of Commissioner Graham; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office of Commissioner Brown
Subject: Docket #130223 /Smart Meter Opt Out Fees

To: Florida Public Service Commission

Dear Chairman Graham, Commissioners Balbis, Edgar, Brise and Brown:

I am a Senior Citizen living in Palm Coast, Florida with Social Security as my only source of income.

Attached is a certified Notice to Florida Power & Light Company dated 11/25/13 and received by Mike Levin of FPL on 12/2/13 and certified letters to Marlene Santos, VP of FPL and NSMO Response dated May 13, 2014 and received by

Mike Levin on 5/15/14. Both the Notice and my letters a specifically state that no Smart Meter is to be installed on my property without my permission. Also attached is a copy of my analog meter with a sign stating no smart meter is to be installed.

I have received several phone calls and letters from FPL stating that I have a choice to opt-out by paying an up-front fee of \$95 and thereafter 13.00 a month to keep my analog meter. FPL states this will automatically be added to my bill whether or not I respond to them before June 1, 2014.

Please place my objections of record that I am unalterably opposed to accepting a Smart Meter and forced against my will to pay a fee to keep my analog meter. Along with the fees which I consider unconstitutional and the radiation emitting from these meters causing health problems, I hope the Commission rules in favor of the people of the State of Florida and waive the fees for those who elect to opt-out. Thank you. Gloria Harrod, 9 Edgewater Place, Palm Coast, FL 32164



To Florida Power & Light 11/45/13
ATTN: Marlene Santos V.P.
9250 W. Flagler Street
Miami, FL 33174

By Certified Mail, R/R

PUBLIC NOTICE

NO "SMART METER" OR ANY SIMILAR DEVICE MAY BE INSTALLED ON THIS PROPERTY

WARNING: MAJOR LIABILITY AND OBLIGATION

Any person who acts or conspires to install or apply any device or system upon this property for the purpose, or having the effect, of monitoring of any activity, collecting data and/or emitting electromagnetic, radio or microwave radiation will be charged and prosecuted to the full extent of the law for trespass, assault, wiretapping, stalking, unlawful surveillance, public endangerment, pollution, damage to property values and willful violation of prior and rightful notice and contract. Additionally, any actual or attempted installation described above will cause obligation of one million dollars \$1,000,000.00 due again upon each installation or attempted installation, owed by, and due from, every individual and agency fully and separately who may be responsible or complicit in approving or causing the installation.

By this notice, any party installing or attempting to install such device or system without fully announcing himself/herself, without identifying himself/herself and/or without obtaining fully-informed written consent for all such installations from the owner and occupants of the property will be concealing activity known by him/her to be criminal in nature and acting in intentional and willful malfeasance against innocent parties for personal benefit, gain or advantage and will become voluntarily liable and obligated to all terms, conditions, declarations and stipulations herein.

Effective January 1, 2000. This is posted as notice, offer of contract and reservation of all legal and natural rights with full remedies owed for and upon any breach or violation. This notice supersedes and replaces all conflicting contracts, current and prior. Commission of any act described herein is acceptance of contract. This notice is and will be enforced by all applicable Federal and State laws and policies and local ordinances including but not limited to U.S.C. Title 47, Chap. 5, Subchapter VI, Sec. 605, U.S.C. Title 42, Chap. 82, Subchapter VII, Sec. 6973, California Commercial Code Sec. 1202, 1304 and 1305.

Gloria Harrod

Gloria Harrod
9 Edgewater PL
Palm Coast, FL 32164

Donald

Donald Kinsal
9 EDGEWATER PL
PALM COAST, FL 32164

SENDER: COMPLETE THIS SECTION

1. Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.

2. Print your name and address on the reverse so that we can return the card to you.

3. Attach this card to the back of the mailpiece, or on the front if space permits.

4. Address Addressed to:

Florida Power & Light
Attn: Marlene Santos, VP
9250 W. Flagler Street
Miami, FL 33174

5. Is delivery address different from item 1? YES, enter delivery address below:

6. Signature of Sender: Mike Levin 12/2/13

7. Agent or Addressee: [] Agent [] Addressee

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 		<p>A. Signature <u>Mike Levin</u> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Receiver's (printed name) <u>Mike Levin</u> <input type="checkbox"/> Date of Delivery <u>15</u></p> <p>C. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>D. If YES, enter delivery address below:</p>	
<p>1. Article Addressed to:</p> <p>FPL ATTN: Madeline Santos 9250 W Flagler St Miami FL 33174</p>		<p>3. Service Type</p> <p><input type="checkbox"/> Certified Mail® <input type="checkbox"/> Priority Mail Express™</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> Collect on Delivery</p>	
<p>2. Article Number (Transfer from service label)</p> <p>7014 0510 0000 4896 1163</p>		<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>PS Form 3811, July 2013 Domestic Return Receipt</p>			

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 		<p>A. Signature <u>Mike Levin</u> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Receiver's (printed name) <u>Mike Levin</u> <input type="checkbox"/> Date of Delivery <u>15</u></p> <p>C. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>D. If YES, enter delivery address below:</p>	
<p>1. Article Addressed to:</p> <p>NSMOResponse F-P Lite P.O. Box 029100 Miami, FL 33102- 1997</p>		<p>3. Service Type</p> <p><input type="checkbox"/> Certified Mail® <input type="checkbox"/> Priority Mail Express™</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> Collect on Delivery</p>	
<p>2. Article Number (Transfer from service label)</p> <p>7014 0510 0000 4896 1170</p>		<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>PS Form 3811, July 2013</p>			

BY CERTIFIED MAIL

TO: FLORIDA POWER & LIGHT

May 13, 2014

Attn.: Marlene Santos, VP, FPL
9250 W. Flagler Street
Miami, FL 33174

RE: NO SMART METER, NO FEES

On November 25, 2013, we sent you a letter by certified mail notifying you that you are not allowed to install a "Smart Meter" or any other similar device on our property. We will not waive any of our rights under the law. A copy of our letter is included in this communication for your convenience.

Since that time your company has prevailed upon the "regulators" from the State of Florida to permit you to charge an exorbitant "enrollment fee" and an excessive monthly "service charge" to force compliance with the Smart Meter Program. The "benefits" listed in your documentation for this program are both spurious and hyperbolic. The "regulators," however, went along with you. These bureaucrats authorized you to install your Smart Meters and to penalize customers who did not conform.

What they did not do, and what they do not have the authority to do, is to allow you to take away our property rights and our rights to maintain our household in privacy and security. The "choice" you offer your customers is a false offering in the same manner as most of the Progressive expansion of government and bureaucracy. You have created a problem and offered only two choices: one of which is a penalty for remaining unmoved. I have to take-it-or-leave-it from the two choices constructed by your Company in collusion with state regulators sympathetic to your argument. I am instructed to go to your website or send in the form, specifying whether I want to give in or pay your penalty. I choose neither

We continue to reserve our rights to privacy as expressed in the Fourth Amendment to the Constitution of the United States and in various provisions of the Florida Constitution. Specifically, we refer you to the letter section which says,

"Installation and use of any surveillance and activity monitoring device 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 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."

While we consumers do not have the authority (or the inclination) to specify which piece of equipment you install for your metering requirements, we steadfastly refuse to waive our privacy and property rights that have been in effect continuously since your Company agreed to supply electrical power under license from the State of Florida. You do not have our permission to collect, transmit, or disseminate any data beyond the data necessary to formulate the proper payment for delivery of electric power to our residence.

Notwithstanding the ruling of the Florida Public Service Commission, we do not believe you have the right to collect, transmit, or disseminate information from any device you install on our residence. We further refuse to pay any "enrollment fee" or monthly "service fees" associated with the "choice" of a "non-standard" meter, since we are not asking for a "non-standard" meter.

Any violation of the above-specified requirements may subject the violator to civil and/or criminal penalties.

Furthermore, in light of the Petition for approval of optional non-standard meter rider, by Florida Power & Light Company which is before the Florida Public Service Commission, (Docket 130223) which is as of today ongoing, you have no right to impose any fees on any consumer until the Petition has been ruled upon.

You may consider this letter our official response to your "offer" of a "choice" concerning the metering equipment. Thank you for your attention and for your compliance.

Gloria Harrod
9 Edgewater Pl, Palm Coast, FL 32164

CC: NSMO RESPONSE
P. O. Box 029100
Miami, FL 33310-0977

Crystal Card

From: Ruth McHargue
Sent: Tuesday, May 27, 2014 10:07 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, May 27, 2014 8:23 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1148198C. See w/t 1148197E. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, May 26, 2014 9:51 PM
Cc: fpl_fpvc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36120

Email sent to fpl_fpvc_correspondence@fpl.com with CC to PSC

CUSTOMER INFORMATION

Name: Janet Carmello
Telephone:
Email:
Address: 6910 Kaylor Avenue Cocoa FL 32927

BUSINESS INFORMATION

Business Account Name: Janet Carmello
Account Number: 8903110032
Address: 6910 Kaylor Avenue Cocoa Florida 32927

COMPLAINT INFORMATION

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

I am writing to protest the non standard meter fees FPL is trying to charge. Why do I need to pay a \$95 enrollment fee to join a program I am already on? I have had the smart meter replaced by a regular meter since FPL began the Smart Meter program in my area. At that time the FPL rep assured me that there was no charges involved. Also why is FPL looking to charge me \$13 a month to read my meter? At the time of my demand of FPL to remove the Smart Meter I was assured by FPL Rep that there were no charges for readings as commercial accounts in the area needed to be read manually also. I am absolutely capable of taking a reading from my electric meter myself if that is what is needed to avoid monthly fees. In NY

(where I lived previously) LIPA customers read their own electric meters and input the info on the company website once per year a rep verifies the reading and necessary adjustments are made at that time. I would agree to a small fee for a yearly verification reading. I do not want to pay these fees for FPL convenience.

Thank you Janet Carmello

Crystal Card

From: Betty Leland
Sent: Tuesday, May 27, 2014 7:44 AM
To: Commissioner Correspondence
Subject: FW: Docket #130223 /Smart Meter Opt Out Fees
Attachments: FPL2.FINAL.doc

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

Thanks.

From: Lady Hawkke [mailto:lady_hawkke@yahoo.com]
Sent: Monday, May 26, 2014 1:40 PM
To: Office Of Commissioner Graham; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office of Commissioner Brown
Subject: Docket #130223 /Smart Meter Opt Out Fees

To: Florida Public Service Commission

Dear Chairman Graham, Commisssoners Balbis, Edgar, Brise and Brown:

I am a Senior Citizen living in Palm Coast, Florida with Social Security as my only source of income.

Attached is a certified Notice to Florida Power & Light Company dated 11/25/13 and received by Mike Levin of FPL on 12/2/13 and certified letters to Marlene Santos, VP of FPL and NSMO Response dated May 13, 2014 and received by Mike Levin on 5/15/14. Both the Notice and my letters a specifically state that no Smart Meter is to be installed on my property without my permission. Also attached is a copy of my analog meter with a sign stating no smart meter is to be installed.

I have received several phone calls and letters from FPL stating that I have a choice to opt-out by paying an up-front fee of \$95 and thereafter 13.00 a month to keep my analog meter. FPL states this will automatically be added to my bill whether or not I respond to them before June 1, 2014.

Please place my objections of record that I am unalterably opposed to accepting a Smart Meter and forced against my will to pay a fee to keep my analog

meter. Along with the fees which I consider unconstitutional and the radiation emitting from these meters causing health problems, I hope the Commission rules in favor of the people of the State of Florida and waive the fees for those who elect to opt-out. Thank you. Gloria Harrod, 9 Edgewater Place, Palm Coast, FL 32164



To Florida Power & Light 11/45/13
ATTN: Marlene Santos V.P.
9250 W. Flagler Street
Miami, FL 33174

By Certified Mail, R/R

PUBLIC NOTICE

NO "SMART METER" OR ANY SIMILAR DEVICE MAY BE INSTALLED ON THIS PROPERTY

WARNING: MAJOR LIABILITY AND OBLIGATION

Any person who acts or conspires to install or apply any device or system upon this property for the purpose, or having the effect, of monitoring of any activity, collecting data and/or emitting electromagnetic, radio or microwave radiation will be charged and prosecuted to the full extent of the law for trespass, assault, wiretapping, stalking, unlawful surveillance, public endangerment, pollution, damage to property values and willful violation of prior and rightful notice and contract. Additionally, any actual or attempted installation described above will cause obligation of one million dollars \$1,000,000.00 due again upon each installation or attempted installation, owed by, and due from, every individual and agency fully and separately who may be responsible or complicit in approving or causing the installation.

By this notice, any party installing or attempting to install such device or system without fully announcing himself/herself, without identifying himself/herself and/or without obtaining fully-informed written consent for all such installations from the owner and occupants of the property will be concealing activity known by him/her to be criminal in nature and acting in intentional and willful malfeasance against innocent parties for personal benefit, gain or advantage and will become voluntarily liable and obligated to all terms, conditions, declarations and stipulations herein.

Effective January 1, 2000. This is posted as notice, offer of contract and reservation of all legal and natural rights with full remedies owed for and upon any breach or violation. This notice supersedes and replaces all conflicting contracts, current and prior. Commission of any act described herein is acceptance of contract. This notice is and will be enforced by all applicable Federal and State laws and policies and local ordinances including but not limited to U.S.C. Title 47, Chap. 5, Subchapter VI, Sec. 605, U.S.C. Title 42, Chap. 82, Subchapter VII, Sec. 6973, California Commercial Code Sec. 1202, 1304 and 1305.

Gloria Harrod

Gloria Harrod
9 Edgewater PL
Palm Coast, FL 32160

Donald

Donald Kinsal
9 EDGEWATER PL
PALM COAST, FL 32164

SENDER: COMPLETE THIS SECTION

1. Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.

2. Print your name and address on the reverse so that we can return the card to you.

3. Attach this card to the back of the mailpiece, or on the front if space permits.

4. Address Addressed to:

Florida Power & Light
Attn: Marlene Santos, VP
9250 W. Flagler Street
Miami, FL 33174

5. Is delivery address different from item 1? YES, enter delivery address below:

6. Signature of Sender: Mike Levin 12/2/13

7. Agent or Addressee: [] Agent [] Addressee

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 		<p>A. Signature <u>Mike Levin</u> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) <u>Mike Levin</u> <input type="checkbox"/> Date of Delivery <u>7-15</u></p> <p>C. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>D. If YES, enter delivery address below:</p>	
<p>1. Article Addressed to:</p> <p>FPL ATTN: Madeline Santos 9250 W Flagler St Miami FL 33174</p>		<p>3. Service Type</p> <p><input type="checkbox"/> Certified Mail® <input type="checkbox"/> Priority Mail Express™</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> Collect on Delivery</p>	
<p>2. Article Number (Transfer from service label)</p> <p>7014 0510 0000 4896 1163</p>		<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>PS Form 3811, July 2013 Domestic Return Receipt</p>			

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 		<p>A. Signature <u>Mike Levin</u> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) <u>Mike Levin</u> <input type="checkbox"/> Date of Delivery <u>7-15</u></p> <p>C. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>D. If YES, enter delivery address below:</p>	
<p>1. Article Addressed to:</p> <p>NSMOResponse F-P Lite P.O. Box 029100 Miami, FL 33102- 1997</p>		<p>3. Service Type</p> <p><input type="checkbox"/> Certified Mail® <input type="checkbox"/> Priority Mail Express™</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> Collect on Delivery</p>	
<p>2. Article Number (Transfer from service label)</p> <p>7014 0510 0000 4896 1170</p>		<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>PS Form 3811, July 2013</p>			

BY CERTIFIED MAIL

TO: FLORIDA POWER & LIGHT

Attn.: Marlene Santos, VP, FPL
9250 W. Flagler Street
Miami, FL 33174

May 13, 2014

RE: NO SMART METER, NO FEES

On November 25, 2013, we sent you a letter by certified mail notifying you that you are not allowed to install a "Smart Meter" or any other similar device on our property. We will not waive any of our rights under the law. A copy of our letter is included in this communication for your convenience.

Since that time your company has prevailed upon the "regulators" from the State of Florida to permit you to charge an exorbitant "enrollment fee" and an excessive monthly "service charge" to force compliance with the Smart Meter Program. The "benefits" listed in your documentation for this program are both spurious and hyperbolic. The "regulators," however, went along with you. These bureaucrats authorized you to install your Smart Meters and to penalize customers who did not conform.

What they did not do, and what they do not have the authority to do, is to allow you to take away our property rights and our rights to maintain our household in privacy and security. The "choice" you offer your customers is a false offering in the same manner as most of the Progressive expansion of government and bureaucracy. You have created a problem and offered only two choices: one of which is a penalty for remaining unmoved. I have to take-it-or-leave-it from the two choices constructed by your Company in collusion with state regulators sympathetic to your argument. I am instructed to go to your website or send in the form, specifying whether I want to give in or pay your penalty. I choose neither

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Any violation of the above-specified requirements may subject the violator to civil and/or criminal penalties.

Furthermore, in light of the Petition for approval of optional non-standard meter rider, by Florida Power & Light Company which is before the Florida Public Service Commission, (Docket 130223) which is as of today ongoing, you have no right to impose any fees on any consumer until the Petition has been ruled upon.

You may consider this letter our official response to your "offer" of a "choice" concerning the metering equipment. Thank you for your attention and for your compliance.

Gloria Harrod
9 Edgewater Pl, Palm Coast, FL 32164

CC: NSMO RESPONSE
P. O. Box 029100
Miami, FL 33310-0977

Crystal Card

From: Ruth McHargue
Sent: Friday, May 23, 2014 5:04 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Friday, May 23, 2014 2:43 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1148174C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, May 23, 2014 2:28 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36113

CUSTOMER INFORMATION

Name: william lurcott
Telephone: 3216262099
Email: lurcottstudios@yahoo.com
Address: 400 Jasper Drive flagler beach FL 32136

BUSINESS INFORMATION

Business Account Name: william lurcott
Account Number: 1037037411
Address: 400 Jasper Drive flagler beach Florida 32136

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

To charge extra monies for a service already in existence (\$95 penalty fee) PLUS an additional \$13 per month--all for something which is already functioning without any reduction in fees for changing to smart meters begs an investigation into ethics.

Crystal Card

From: Betty Leland
Sent: Friday, May 23, 2014 12:49 PM
To: Commissioner Correspondence
Subject: Letter from Timothy C. Grey re: FPL Smart Meters - Docket #130223
Attachments: SKMBT_36314052311400.pdf

Good Afternoon:

Please place the attached letter in docket correspondence consumers and their representatives in Docket No. 130223.

Thanks.

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 to:

Eric E. Silagy, President & 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 to:

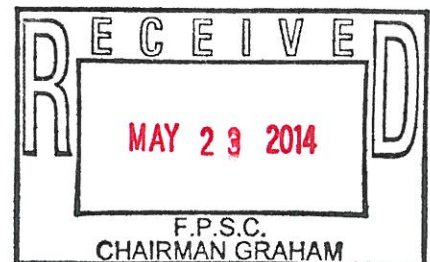
Ronald A. Brisé, Chairman
Mark Futrell, Director Industry Development & Market Analysis
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

ALSO TO:

NSMO Response, Its agents, officers, employees, contractors and interested parties

Sent via Certified U.S. Postal Mail to:

NSMO Response
FLORIDA POWER & LIGHT COMPANY
PO Box 029100
Miami, Florida 33102-9977



19 May 2014

FROM:

Timothy C Grey
240 Nottingham Dr.
Naples, Florida 34109

NOTICE OF NO CONSENT TO TRESPASS, NO CONSENT TO SURVEIL, 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, 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.**

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,



Timothy C Grey
240 Nottingham Dr.
Naples, Florida 34109

Crystal Card

From: Carlotta Stauffer
Sent: Thursday, May 22, 2014 1:19 PM
To: Crystal Card
Subject: correspondence / 130223
Attachments: Brock_Redacted.pdf

Crystal,
As discussed, please place attached (redacted version) into consumer correspondence in 130223.
Thanks.

Isaiah Brock, Jr., Non-Domestic/Non-Resident, c/o 12821 SW 147th Terrace Road,
6 Judicial District, Miami, Florida state [33186]

**REPLY IN WRITING WITHIN TEN (10) DAYS OF RECEIPT OF THIS
CERTIFIED MAIL # 7013 2630 0001 0082 6373
[UCC 1-202 (10)]**

May 15, 2014

State of Florida (Public Service Commission)
Attn: Dan Hope (Director)
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



RE: FPL Letter of notification of Final choice to Enroll in or be billed for the Non-Standard Meter.

SUBJECT: Notice and Demand for Validation of Debt pursuant to 15 USC 1692g.

Dear Sir;

Petition of Protest and Notice of Appeal

This Petition of Protest and Notice of Appeal is, timely, filed in response to FPL's letter and emails, a copy of which is attached with affidavit in support of Commercial Discharge, in which FPL erroneously demand money, from me. I, hereby, refuse this demand, for cause, based upon errors in fact and law. Pursuant to House Joint Resolution 192, 73-10, I am not liable for any payment(s) or any unsubstantiated and unattested demand/claims to FPL.

FP&L's information regarding the implied liability for my changing from the Smart Meter to the Mechanical Meter is in error. Pursuant that FPL has been double billing me for services that are pre-paid, where the funds have been debited from my Individual Private Side Book Account, from my Contract Trust Account through the Treasury Department. Pursuant to the "Federal Conformity" clause; withholding, and filing requirements plus liabilities are the same for both federal and state. Therefore, I am not liable for any payment(s) to FPL, pursuant that everything has been pre-paid. If the statute has changed, please notify me immediately as to the relevant circumstances substantiating the change. Wherefore, I am not required to pay FPL, and I do not owe any amount to include their demand for my using the Mechanical Meter. Please correct this error and notify me immediately if I am in error.

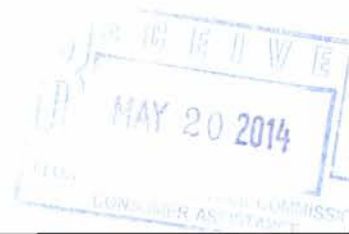
If FPL intent to pursue this erroneous demand, pursuant to their Codes and Regulations, the

burden of proof is upon FPL and their agency to substantiate and prove their claim and demand. Pursuant to the Freedom of Information please forward me the following documents and information so that I may perfect my appeal. This is my firm promise to pay the fees for duplicating the documents noticed below:

- a) All laws, regulations and delegations of authority, applicable to me providing FPL authority for making this demand.
- b) All documents which FPL utilized in calculating the purported determination of liability, made in this demand.
- c) All forms, rules, regulations and instructions I will need for ultimately perfecting my appeal, in a Constitutional, Article III Court of Law, As a Citizen of these United states of America. Also includes all Administrative Procedures, which must be exhausted prior to initiating such a suit in a de-jure county or state Court, at law. Please do not provide any instructions, which would preclude any ultimate remedy, at law, or which would cause me to waive or surrender any rights guaranteed by the Constitution of the United States of America.
- d) Provide me with the full legal name of the CEO of FPL, together with a copy of his identification card, and Bond Number and Social Security Number.

Herewith attached, you will find copies of the documents coming from FPL, and letter(s) sent to FPL, together with documentation substantiating my sovereignty, proving that I am the Secured Party/Creditor and the Holder in Due Course of the Commercial Property (ISAIAH BROCK©) which they have been billing and or accosting for unsubstantiated claims for their commercial scheme that is being perpetrated by de-facto corporate government and their Vessels/Agents (FPL, primarily state created entity), while refusing to except the instruments and failing to adjust the account, plus at the same time as causing DISHONOR, breach of agreement (the Commercial Accept for Value with Conditional Acceptance) dated August 16, 2013, and that's commercial fraud. See the below attached documents:

1. Letter from FPL, undated, title, changing the current.
2. Letter from FPL dated May 7, 2014, subject: reminder: final notice-Smart Meter or Alternative Meter?
3. Notice sent to FPL, dated August 16, 2013, Subject: Notice of Understanding and Intent and Claim of Rights, with Notice of Except for Value and Return for Discharge of FPL Utility Service, "Bills," per UCC 1 and HJR 192, 73-10 in behalf of ISAIAH BROCK, JR.© [REDACTED].
4. Affidavit In Support Of Commercial Discharge.
5. State of Florida Uniform Commercial Code Financing Statement form (UCC-1).
6. Copyright Stamp with Declaration of Copyright Trademark.
7. Commercial Affidavit of Truth.



If the government (municipality, county or state) is demanding payment, they are governed by their "Oath of Office" to uphold and support the U.S. Constitution at Article I, Section X, in that; "No State shall ... make any Thing but gold or silver Coin a Tender in payment for Debts."

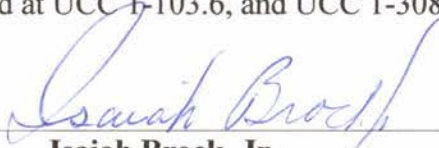
Mr. Commissioner, you are being Notice to do my Bidding, and your failure to respond to this Notice within 10 days will mean you have acquiesced to this error Concerning the Smart Meters and all payments that are unsubstantiated, and that FPL will comply with this demand to cease and desist from all other future demand for payment. The Doctrine of estoppels by acquiescence will prevail, barring any future proceedings against me in any *in res* proceedings against any property held by me. Pending this appeal a stay of execution of collection is in effect. I declare that the foregoing is true and correct.

Executed on 15 day of May, 2014.

Respectfully submitted,

ALL RIGHTS RESERVED "Without prejudice UCC 1-207,"
[Referenced at UCC 1-103.6, and UCC 1-308(a) (pub. 1999)]

Signature


Isaiah Brock, Jr.
Non Domestic/Non Resident
c/o 12821 SW, 147th Terrace Rd.
Six Judicial District
Miami, Florida state [33186]
Phone: (786) 242-2895

Without any admission of any liability whatsoever, and with all Natural, Inalienable, Rights reserved. *Please address all future correspondence in the matter to a direct Human Self, namely: Isaiah of the family of Brock, Jr., as commonly called.*

Commercial Affidavit Oath and Verification

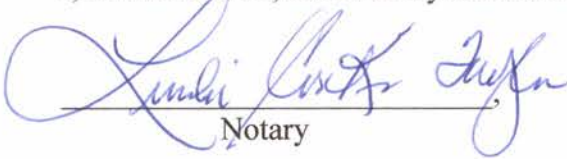
"I, am a man commonly known as Isaiah Brock, Jr., on my own unlimited commercial liability, certify that I have read the above affidavit and do know that the facts contained are true, correct and complete, not misleading, the truth, the whole truth and nothing but the truth."

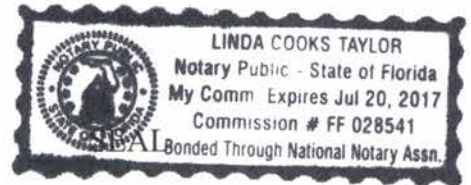


Isaiah Brock, Jr., Non-Domestic/Non-Resident, c/o 12821 SW 147th Terrace Road,
6 Judicial District, Miami, Florida state [33186]

SUBSCRIBED TO AND SWORN before me this 15th day of May, A.D. 2014.

I, THEREFORE, set forth my hand a seal in affirmation the execution thereof.


Notary

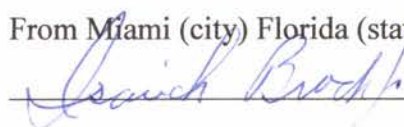


My Commission Expires: 7/20/17

PROOF OF SERVICE

I do hereby declare that I have served the party(s) name hereon with a true copy of the document within, by Certified Mail with Return Receipt Requested, on behalf of ISAAH BROCK, JR.©

From Miami (city) Florida (state) this 15 day of MAY 2014.


Signature of Person Serving.



ATTACHMENT

1



Final Notice: If you do not reply, you will be automatically enrolled in and billed for the Non-Standard Meter Option beginning with your June bill.



*****AUTO**3-DIGIT 331 T18 P1

Isaiah Brock
12821 SW 147th Terrace Rd
Miami, FL 33186-6328

Dear Isaiah Brock:

Service Address: 12821 SW 147th Terrace Rd
Miami, FL 33186

We have written to you previously to advise you that Florida Power & Light Company (FPL) is now able to offer eligible customers an alternative to the smart meter, which is FPL's standard electric meter. If you want to keep the non-standard meter currently at your location, you may do so by enrolling in FPL's Non-Standard Meter Option program, which requires additional fees. The program has been approved but is under review by the Florida Public Service Commission.

We're concerned that we have not heard from you. It is important that you please notify us of your choice. If you do not reply, we will assume you wish to keep the non-standard meter, and we will enroll you automatically in the Non-Standard Meter Option. Unless you inform us that you choose to have FPL install a standard meter (smart meter), you will be billed an enrollment fee of \$95 and a monthly surcharge of \$13 starting in June.

If you have already notified us of your choice, please disregard this letter. We are reaching out in multiple ways, including by certified mail, and apologize if it seems that we're over-communicating, but we want to make sure you understand your options.

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

1 - Get the facts

Smart meters provide important customer benefits. 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 provides. There are no additional fees for the smart meter service.

Some customers have concerns about false information they have seen or heard. Here are the facts: Just like older meters, FPL's smart meters measure the amount of electricity you use, except they measure it more frequently. They only measure the electricity used in your home or business, not individual appliances or electronics. They transmit the usage data to FPL using a low-power, wireless radio signal—the same technology used in wireless computer systems, garage door openers and baby monitors. For more information, including fact sheets and independent third-party data, go to the Resource Library section of www.FPL.com/EnergySmart or call us at **1-866-252-6047**.

2 - Compare the costs and benefits

If you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13, and the benefits of smart meters will not be available to you. These charges would be included on your electric bill. If you choose the smart meter, there are no additional fees.

3 - Notify us of your decision

Your satisfaction is very important to us. Please notify us of your decision by:

- » Filling out the simple online form at **FPL.com/meteroption**. If you're not already registered on FPL.com, please have your account number handy so you can register your account. Your account number is on this letter.
- » Calling **1-866-252-6047**, or
- » Completing the form below and using the envelope we've provided to mail it to us. We'll pay the postage for you.

Thank you in advance for taking the time to notify us of your decision.

Sincerely,

Maria Gomez
Director, Customer Service
Florida Power & Light Company



4453286462

Isaiah Brock

Phone number: _____ Email address: _____

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 inside.) ☐ 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 \$13 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: _____

Print Name: _____

30852_NSMO-REG



The Choice is Yours

www.FPL.com/meteroption

ATTACHMENT

2



From: FPL_Correspondence <FPL_Correspondence@fpl.com>
To: ISHAKEAHAND <ISHAKEAHAND@AOL.COM>
Subject: Reminder: Final Notice - Smart Meter or Alternative Meter?
Date: Wed, May 7, 2014 6:48 am

May 7, 2014
Re: Account #: 4453286462
12821 SW 147TH TERRACE RD
MIAMI, FL 33186

Dear Customer,

If you do not notify us of your choice, you will be automatically enrolled in and billed for the Non-Standard Meter Option beginning in June.

We have written to you previously to advise you that Florida Power & Light Company (FPL) is now able to offer eligible customers an alternative to the smart meter, which is the standard electric meter provided by FPL. If you want to keep the non-standard meter currently at your location, you may do so by enrolling in the Non-Standard Meter Option program, which requires additional fees. The program has been approved but is under review by the Florida Public Service Commission.

We are concerned that we have not heard from you. It is important that you please notify us of your choice. If you do not, we will assume you wish to keep the non-standard meter, and we will enroll you automatically in the Non-Standard Meter Option. Unless you inform us that you choose to have FPL install a standard meter (smart meter), you will be billed an enrollment fee of \$95 and a monthly surcharge of \$13 starting in June.

If you have already notified us of your choice, please disregard this email. We are reaching out in multiple ways, including by certified mail, and apologize if it seems that we are over-communicating, but we want to make sure you understand your options.

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, the Non-Standard Meter Option requires 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.
- (3) Make your choice. Please go to www.FPL.com/meteroption for more information. When you are ready to make your choice, simply scroll down to the green button that says "Log In to Choose." If you have not already registered on FPL.com, please have your account number handy so you can complete the registration process. You may also call us at 1-866-252-6047.

Thank you in advance for making your choice.

Please do not reply to this email as this inbox is not monitored.

Sincerely,

FPL Customer Service



ATTACHMENT

3



REPLY IN WRITING WITHIN TEN (10) DAYS
OF RECEIPT OF THIS CERTIFIED MAIL # 7012 2920 0000 6435 7228
[UCC 1-202 (10)]

COVER LETTER

August 16, 2013

FLORIDA POWER & LIGHT, COMPANY
ATTN: JAMES L. ROBO (DIRECTOR, CHAIRMAN, CFO)
700 UNIVERSE BLVD.
JUNO BEACH, FL 33408



RE: ACCT. # 4453286462

SUBJECT: Notice of Understanding and Intent and Claim of Right, with Notice of Acceptance for Value and Returned for Discharge of FPL Utility Services "Bills," per UCC 1 and HJR 192, 73-10 in behalf of ISAIAH BROCK, JR© [REDACTED].

Dear Sir;

The undersigned is the Secured Party Creditor, authorized representative and attorney-in-fact for the above "corporate entity/person" as identified above and in FLORIDA POWER & LIGHT, INC., et al, (herein after called FPL), account and Presentment.

I, Isaiah Brock, Jr., am a sovereign Citizen, a freeman standing on the land with a filed UCC 1-Financial Statement (see attachment # 1). It has come to my attention, after researching and finding out that the UNITED STATES, INC., et al, has been Bankrupt Since March 9, 1933, and that the United States has been in a state of declared national emergency, and there are historical records and other Acts of Congress that proves the US bankruptcy of 1933, and I would rather "go to peace" via "acceptance for value" and "discharge," in view of the fact that there is "no lawful constitutional money of exchange" that exists within the States per circulation to "pay debts at law," due to the U.S. Bankruptcy, whereas, and pursuant that the American "We the People" are the Creditors.

I, as the Secured Party have been estopped in accessing "constitutional money of exchange" to pay "fines," "fees," "taxes," "debts," "judgments" or otherwise "at law" in behalf of ISAIAH BROCK, JR©, the Ens legis.

Pursuance that Federal Reserve Notes, have no value, and they are merely *bankruptcy script* being merely "paper promises to pay" or are; a Bill of Exchange. Therefore, it's a problem ... one; I cannot "pay at law" to lawfully obtain a title in what I think I've purchased. And two; FLORIDA POWER & LIGHT, INC., et al, demanding payment cannot demand payment in specific coin or currency.

If FLORIDA POWER & LIGHT, INC., et al, and/or the government (municipality, county

or state) is demanding payment, FLORIDA POWER & LIGHT, INC., et al, wherein, FPL is a Vessel/Agent working for and/or belonging to the U. S. Federal Government, and ALL are governed by "Oath of Office" to uphold and support the U.S. Constitution at Article I, Section X, in that; "No State shall ... make any Thing but gold or silver Coin a Tender in payment for Debts." So there is a problem.

Pursuant that I, Isaiah Brock, Jr., am the "Secured Party Creditor;" having standing and capacity with the knowledge of the Redemption Process as to my freedom and posterity, and I understand that there is no lawful money in circulation, and my use of the "Conditional Acceptance for Honor/Value" process is being used for the commercial discharge in light of the fact that "no lawful constitutional money of exchange" exists within the States per circulation to "pay debts at law," due to the U.S. Bankruptcy. (See attachment # 2, Walker F. Todd Affidavit)

Pursuant to my Understanding and Intent and Claim of Right, and in-accordance-with House Joint Resolution (HJR) 192, 73-10, all debts are to be discharged as agreed, but FLORIDA POWER & LIGHT, INC., et al, through greed have not discharged any debt, while fraudulently making me as a customer go deeper in debt by use of "Bank Notes" or "promissory Notes" that FPL add to the public debt side of the books rather than discharging the debts as stipulated in Public Laws, House Resolutions, and House Joint Resolutions.

Whereas, FPL is a private for profit Corporation, and is knowingly participating in the fraud and ponzi scheme with the intent to fraudulently converting my account into a private industry account by fraudulent conveying, embezzling, while committing theft by deception, and by creating fraudulent debt, ponzi scheme and fraud through the US Mail by sending me the Creditor a "bill."

FPL has mailed through the US Mail an intentional misrepresentation of facts, unfair business practices and knowingly with forethought and malice created a fraudulent debt, defrauding me as a Creditor, who is the recipient of said dividends, that FPL led me to believe through deception by sending me an invoice.

The alleged invoice(s) were dividends and FPL was using deceptive business practice and leading me to believe that debts was owed, when it is a fact that it is FPL who owe me the creditor my profit from all those fraudulently received ill gotten gains plus the interest, stocks, bonds and other proceeds derived there from.

FPL has in turn extract through extortionate measures payment from me instead of informing me that it was a dividend, and in actuality a payment to me as a charged off debt. FPL has failed to pay off any of the public debt but rather unlawfully redirected ill-gotten gains into private corporate accounts through embezzlement, theft by deception, fraudulent conversion, and in violation of laws established through and as a result of the US Bankruptcy of 1933, wherein there is no money, only "bank Notes" which are but only a promise to pay.

Additionally, the alleged invoices FPL sent to me as a recipient is a dividend/coupon that has been pre-paid to FPL while claiming it to be a debt that I as creditor owe to FPL, wherein, FPL knows this to be a fact.

I am well aware that FPL gets its instructions from England the same place that



all the banks get their instructions through the Comptroller of The Currency headquarters in London England, and FPL knowing this to be true.

CONSEQUENTLY, if FPL were to keep me insulated from knowledge of Jurisdiction, FPL would effectively succeed in preventing me from exercising my lawful, constitutional rights to Due Process, Equal Protection, and access to the court, in which I desire to redress my grievance(s). Such would be a violation of the United States Constitution (Amendment VI), 42 USC 1983, and/or 18 USC 241 and 242, under which Amendment and sections I will sue, should this matter prevail.

FAILURE on FPL'S part to answer in the prescribed time to me will be deemed acceptance that I, said Secured Party/Creditor, am correct that FPL, the IRS/and/or authorized representative/designee, have no such Jurisdiction or instrument to present with which to demand anything.

I have included a copy of the United States Code, Title 18, Crimes and Criminal procedure, Sec. 241, Conspiracy against Rights. (See attachment # 3) Also, see ATTENTION, WARNING, AND NOTICE "Ignorance of the Law is NO Excuse." (See attachment # 4) I suggest that you read these sections. It is some of several laws, which FPL is in violation of.

The Comptroller of The Currency also knows all of the above to be irrefutable facts, but is acting as money laundering agency by / for / through/ the privately owned Federal Reserve, in Houston Texas, et al.

The Comptroller of the Currency at County, State, and Federal level all know the incorporated documents and testimony to be true, but have yet to discharge any of the public debt, therefore have misappropriated funds through embezzlement, theft by deception, obtaining money through false pretenses, extortion and other predicate acts since the *date of Comptroller of the Currency inception of 1863*.

This means there "IS NO MONEY." It further means that since there is no money American's signatures are used as the credit to run the country. That in turn means that it is the American people whom are the Creditors not the Debtors, as the banks and utilities companies would like everyone to believe.

Whereas, FPL has been operating with this knowledge with intent, forethought and malice to commit the crimes mentioned herein but not limited to.

FPL is now put on notice that all MY (Isaiah Brock, the Secured Party/Creditor) debts on the subject account are to be charged off pursuant to the stipulated and incorporated herein Acts, et al.

So, please find enclosed your Presentment or offer as identified and dated August 12, 2013, Accepted for Value and Returned for Discharge. (See attachment #5)



Please bear in mind that I have concluded the exhaustion of my Private Administrative Process via Conditional Acceptance for Value (CAFV) whereupon you have stipulated, agreed, not only to those referenced Proof of Claim "facts" but that you agreed via tacit procurement (your silence) that the above referenced debt/liability can only be discharged and with my exemption. (See attachment # 6)

PLEASE TAKE NOTICE OF THE FOLLOWING:

- 1) UCC 3-603; "If tender of payment of an obligation to pay an instrument is made to a person entitled to enforce the instrument and the tender is refused, there is discharge, to the extent of the amount of the tender," and:
- 2) ORS 81.010 "Effect of unaccepted offer in writing to payor deliver. An offer in writing to pay a particular sum of money or to deliver a written instrument or specific personal property is, if not accepted, equivalent to the actual production and tender of the money, instrument or property." (The latter here operates via the rule of Para Materia in all other states.)

WHEREFORE; the Undersigned Secured Party Creditor can only discharge any such debt/liability due to the fact that the State of Florida was responsible in the removal of *constitutional money* that was to circulate within the State of Florida whereby the undersigned could "pay debts at law" and the Undersigned herein has been estopped in law from paying debts "at law".

I would also presume, since FPL and the State of Florida is a "federal unit," that it would be a violation of commercial "due process" or "fraud" to bar the Undersigned from accessing the remedy provided by Congress (HJR-192) to discharge debts (liabilities) "dollar for dollar". (See Dyett v Turner, Warden, Utah State, 439 P 2nd 266 @ 267).

THEREFORE, in light of the above, under necessity, having no other means to pay debts at law, and in respect to any supposed "debt/liability" being accepted for value, but being estopped and denied access to lawful constitutional money of exchange, the undersigned can only exercise the remedy under necessity to discharge the "debt/liability" in behalf of ISIAAH BROCK, JR©, via your DULY SIGNED PRESENTMENT Accepted for Value and Returned for Discharge bearing my exemption, therein, please accept this negotiable instrument and credit the above account, in honor, within 3 days upon acceptance.

Any dishonor will be construed as a commercial injury, violation of agreement, fraud, fraud by scienter, violation of commercial law and otherwise, of which I will have no alternative but to initiate my exclusive remedy via the One Florida Supreme Court at Common Law, or otherwise.

I trust that FPL will do the honorable thing in this matter and discharge any and all "Bill" on subject account now and hence forth. Also, please check the Master File for funds paid to FPL, and return all fund paid-in by ISIAAH BROCK, JR©, the Corporate Entity, together with interest and penalty plus all dividend(s) from profits/gains from stocks, bonds and other proceeds derived there from.



Your attention to this matter is greatly appreciated, and I thank you for your time.

Sincerely,

“Without prejudice UCC 1-207 and 1-103.6”

By: _____
Isaiah Brock, Jr. (Secured Party/Creditor)
Authorized Representative, Attorney- In-Fact in behalf of
ISALAH BROCK, JR. ©, Ens legis.



ATTACHMENT

4



**AFFIDAVIT
IN SUPPORT OF COMMERCIAL DISCHARGE**

State of Florida)
) Scilicet
County of Miami-Dade)

**"Indeed, no more than (affidavit) is necessary to
make the prima facie case." United States v. Kis, 658
F.2nd, 526, 536 (7th Cir. 1981); Cert Denied, 50 U.S.
L.W. 2169; S. Ct. March 22, 1982.**

That I, Isaiah Brock, Jr., a sentient, living man, being first duly sworn - does depose, say, and declare by my signature that the following facts are true and correct to the best of my knowledge and belief.

- 1.) THAT, the Affiant is the Secured Party and authorized to speak for, respond, and handle the commercial affairs on behalf of the purported Debtor; ISAIAH BROCK, JR.© , Ens legis, a corporate fiction/entity and trust entity; in respect to the documents intended to discharge any purported debt/liability.
- 2.) The Department of Justice and the Judicial branch have knowingly violate their Fiduciary Trustee position of the State of Emergency 12 USC 95b (Public Law 73-10 40 stat 411) by failing to discharge the public debt in the name of the people of this nation. (Per 18 USC section 8 & 12 USC 411)
- 3.) It is an established fact that the United States Federal Government has been dissolved by the Emergency Banking Act, March 9, 1933, 48 Stat. 1, Public Law 89-719; declared by President Roosevelt, being bankrupt and insolvent. H.J.R. 192, 73rd Congress in session June 5, 1933 - Joint Resolution to Suspend the Gold Standard and Abrogate the Gold Clause dissolved the Sovereign Authority of the United States and the official capacities of all United States Governmental Offices, Officers, and Departments and is further evidence that the United States Federal Government exists today in name only.
- 4.) THAT, upon MIAMI-DADE WATER & SEWER DEPARTMENT, INC., et al, dishonor and failure to cure, Affiant established for the record and has further tendered herein Affiant's "Affidavit re Notice of Default and failure to Contest Acceptance" in this instant matter. MIAMI-DADE WATER & SEWER DEPARTMENT, INC., et al have stipulated to an agreement with Affiant by tacit procuration (silence) that the Affiant can only discharge the purported debt/liability by Acceptance for Value and Return for Discharge via the exemption of the Affiant upon the Presentment so tendered by MIAMI-DADE WATER & SEWER



DEPARTMENT, INC., et al, in light of the U.S. Bankruptcy in behalf of the Ens Legis, corporate entity/Debtor, ISIAIAH BROCK, JR. ©.

5.) THAT the U.S. Bankruptcy is verified in Senate Report No. 93-549 93rd Congress, 1st Session (1973), "Summary of Emergency Power Statutes," Executive orders 6073, 6102, 6111 and by Executive Order 6260 on March 9, 1933, under the "Trading With The Enemy Act (Sixty-Fifth Congress, Session I, Chapters 105, 106, October 6, 1917), and as further codified at 12 U.S.C.A. 95(a) and (b) as amended, operates upon MIAMI-DADE WATER & SEWER DEPARTMENT, INC., et al by notice, agreement, and stipulation of MIAMI-DADE WATER & SEWER DEPARTMENT, INC., et al.

6.) THAT, any transaction to discharge debt liability is in accordance and compliance with UCC 3-104; Title IV, See 401 (FRA); USC Title 12; USC Title 28, §§1631, 3002; and the Foreign Sovereign Immunity Act under necessity, in light of the fact that the several States are in violation of Article I, Section X of the U.S. Constitution.

7.) THAT, the Affiant as the Undersigned Secured Party is "Holder in Due Course" of the Preferred Stock of the federal Corporation (United States - February 21, 1871; 16 Stat. I. 419): and holds a prior, superior, security interest and claim on the DEBTOR and Debtor's property.

8.) THAT, any documents transmitted in behalf of the Debtor to discharge debt liability in behalf of the Debtor is in full accord with HJR-192 (June 5, 1933), Public Law 73-10, UCC 3-419, 1-104 and 10-104.

9.) THAT, the Affiant is "Holder in Due Course" of the deficient account by his Acceptance and retains first priority; and by said Acceptance of any "Claim(s)" has eliminated any controversy in the matters by exhaustion of the Affiant's private administrative process/remedy under necessity supported by scripture and "Self Help" via UCC 1-201 (34) per Official Comments - "Remedy" and Affiant is not protesting in behalf of the Debtor.

10.) THAT, the undersigned Affiant has been estopped from and has no access of "lawful constitutional money of exchange" (See U.S. Constitution - Art. I §X) to "PAY DEBTS AT LAW", and pursuant to HJR-192, can only discharge fines, fees, debts, and judgments "dollar for dollar" via commercial paper or upon his/her exemption.

11.) THAT, Legal tender under the Uniform Commercial Code (U.C.C.), Section 1-201 (24) (Official Comment); "The referenced Official Comment notes that the definition of money is not limited to legal tender under the U C. C. The test adopted is that of sanction of government, whether by authorization before issue or adoption afterward, which recognizes the circulating medium as a part of the official currency of that government. The narrow view that money is limited to legal tender is rejected"



12.) THAT, the Federal Reserve Bank of Chicago in its booklet; MODERN MONEY MECHANICS page 3, states; *"In the United States neither paper currency [e.g., Federal Reserve Notes] nor deposits have value as commodities. Intrinsically, a dollar bill is just a piece of paper. deposits merely book entries.* The acceptance of said "currency" is merely a "confidence" game predicated upon the people's faith or "confidence" that these currencies/instruments can be exchanged/accepted for goods and services.

13.) THAT the "giving a (Federal Reserve) note does not constitute payment." See Echart v Commissioners C.C.A., 42 Fd2d 158.

14.) THAT the use of a (federal reserve) "Note" is only a promise to pay. See Fidelity Savings v Grimes, 131 P2d 894.

15.) THAT Legal Tender (federal reserve) Notes are not good and lawful money of the United States. See Rains v State, 226 S.W. 189.

16.) THAT (federal reserve) "Notes do not operate as payment in the absence of an agreement that they shall constitute payment." See Blachshear Mfg. Co. v Harrell, 2 S.E. 2d 766.

17.) THAT Federal Reserve Notes are valueless. (See IRS Codes Section 1. 1001-1 (4657) C.C.H.).

18.) THAT, in light of the holding of Fidelity Bank Guarantee vs. Henwood, 307 U.S. 847 (1939), take notice of ... *"As of October 27, 1977, legal tender for discharge of debts is no longer required, that is because legal tender is not in circulation at par with promises to pay credit. There can be no requirement of repayment in legal tender either, since legal tender was not loaned [nor in circulation] and repayment [or payment] need only be made in equivalent kind; A "negotiable instrument."*

19.) THAT, the various and numerous references to Case Law, Legislative History, State and Federal Statutes/Codes, Federal Reserve Bank Publications, supreme Court decisions, the Uniform Commercial Code, U.S. constitution, State constitutions, and general recognized maxims of Law as cited herein and throughout, establish the following:

(a) That, the U.S. federal governments did totally and completely debase the organic, lawful, constitutional coin of the several states of the Union and of the United States.

(b) That, the federal government and the several united States have, and continue, to breach the express mandates of Article I, §§ 8 & 10 of the federal Constitution regarding the minting and circulation of lawful coin.

(c) That, the lawful coin (i.e., organic medium of exchange) and former ability to PAY debts - has been replaced with fiat, paper currency, with a limited capacity to only DISCHARGE debts.

(d) That, the Congress of the United States did legislate and provide the American



people a remedy/means to discharge all debts "dollar for dollar" via HJR 192 - due to the declared Bankruptcy of the corporate United States via the abolishment of constitutional coin and currency.

(e) That, the corporate United States, the several States of the Union, intergovernmental organizations, and other nations of the world, recognizes this current, circulating medium of exchange as commercial paper/instruments, negotiable or non-negotiable, the same being accepted as legal tender or money, etc., as set forth in the Uniform Commercial Code.

(f) That, the Affiants acceptance of any monetary/debt presentment and/or demand for payment as presented by any person, natural or corporate, can be returned for discharge, the same constituting the negotiable instrument so bearing the exemption of the Affiant upon any said monetary/debt presentment and/or demand for payment as a non-cash accrual item is but another form of legal tender, money, currency emanating from the Creditor.

20.) THAT, pursuant to "State and Federal" TENDER OF PAYMENT statutes; "Whatever is tendered as payment, whether property, money or an *instrument*, if not accepted, the debt is discharged."

21.) THAT, the Affiant is exercising the remedy provided by Congress via HJR-192 and proceeding upon agreement and stipulation of MIAMI-DADE WATER & SEWER DEPARTMENT, INC., et al; and upon tender of the "instrument", MIAMI-DADE WATER & SEWER DEPARTMENT, INC., et al, are to perform according to GAAP accounting principles and ledger in the credit or therein MIAMI-DADE WATER & SEWER DEPARTMENT, INC., et al, will have breached the agreement and commit various violations of commercial and State Law.

Further Affiant Sayth Not.

Done this 16 day of August 2013 A.D.

By: Isaiah Brock, Jr. "Affiant"
By: Isaiah Brock, Jr., (Secured Party/Creditor)

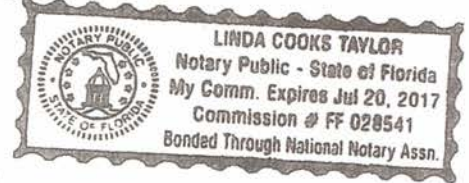


ACKNOWLEDGMENT

SUBSCRIBED TO AND SWORN before me this 16th day of August, A.D. 2013, a Notary, that ISAIAH BRICK, JR. personally appeared, and known to me to be the man whose name subscribed to the within instrument and acknowledged to be the same.

Linda Cooks Taylor
Notary Public in and for said State

My Commission expires; 7/20/17



Seal:



ATTACHMENT

5



STATE OF FLORIDA UNIFORM COMMERCIAL CODE FINANCING STATEMENT FORM

FILED
2013 Dec 04 PM 01:11

**** 201300331141 ****
C * 12041355885201-35.00 ***35.00

A. NAME & DAYTIME PHONE NUMBER OF CONTACT PERSON Isalah Brock, Jr.	
B. Email Address	
C. SEND ACKNOWLEDGEMENT TO:	
Name	Isalah Brock, Jr.
Address	Non Domestic/Non Resident
Address	c/o 12821 SW 147th Terrace Road
City/State/Zip	Miami, Florida [33186]

THE ABOVE SPACE IS FOR FILING OFFICE USE ONLY

1. DEBTOR'S EXACT FULL LEGAL NAME - INSERT ONLY ONE DEBTOR NAME (1a OR 1b) - Do Not Abbreviate or Combine Names

1.a ORGANIZATION'S NAME ISALAH BROCK, JR.			
1.b INDIVIDUAL'S SURNAME	FIRST PERSONAL NAME	ADDITIONAL NAME(S)/INITIAL(S)	SUFFIX
1.c MAILING ADDRESS Line One 12821 SW 147TH TERRACE ROAD, MIAMI, FL 33186		This space not available.	
MAILING ADDRESS Line Two	CITY	STATE	POSTAL CODE
			COUNTRY

2. ADDITIONAL DEBTOR'S EXACT FULL LEGAL NAME - INSERT ONLY ONE DEBTOR NAME (2a OR 2b) - Do Not Abbreviate or Combine Names

2.a ORGANIZATION'S NAME			
2.b INDIVIDUAL'S SURNAME	FIRST PERSONAL NAME	ADDITIONAL NAME(S)/INITIAL(S)	SUFFIX
2.c MAILING ADDRESS Line One		This space not available.	
MAILING ADDRESS Line Two	CITY	STATE	POSTAL CODE
			COUNTRY

3. SECURED PARTY'S NAME (or NAME of TOTAL ASSIGNEE of ASSIGNOR S/P) - INSERT ONLY ONE SECURED PARTY (3a OR 3b)

3.a ORGANIZATION'S NAME			
3.b INDIVIDUAL'S SURNAME Brock	FIRST PERSONAL NAME Isalah	ADDITIONAL NAME(S)/INITIAL(S)	SUFFIX Jr.
3.c MAILING ADDRESS Line One		This space not available.	
MAILING ADDRESS Line Two c/o 12821 SW 147th Terrace Road	CITY Miami	STATE Florida	POSTAL CODE [33186]
			COUNTRY uSA

4. This FINANCING STATEMENT covers the following collateral:

This financial statement includes the previous financial statement filing number 201105765855 and the collateral listed therein, dated December 05, 2011, and is authorized by Isalah Brock, Jr., First Trustee for TRUST OF DEBTOR (ISALAH BROCK, JR.). All of debtor's assets, land, personal property, all accounts and proceeds there from, all debtor's interest in said assets, land, and personal property now owned and hereafter acquired, now existing and hereafter arising and wherever located, described fully in Security Agreement IBJ1 02411 SA, dated October 23, 2011. Inquiring parties may consult directly with debtor for ascertaining in detail the financial relationship and contractual obligations associated with this commercial transaction identified in the Security Agreement referenced above. Adjustment of this filing is in accord with UCC 1-103, 1-104, and House Joint Resolution 192, Public Law 73-10, of June 5, 1933. Secured Party accept debtor's signature in accord with UCC 1-201 (39), 3-401, as Trustee. Whereas, Isalah Brock, Jr., Secured Party/Bailor, and the State Registrar is the Bailee.

5. ALTERNATE DESIGNATION (if applicable)

<input type="checkbox"/> LESSEE/LESSOR	<input type="checkbox"/> CONSIGNEE/CONSIGNOR	<input checked="" type="checkbox"/> BAILEE/BAILOR
<input type="checkbox"/> AG LIEN	<input type="checkbox"/> NON-UCC FILING	<input type="checkbox"/> SELLER/BUYER

6. Florida DOCUMENTARY STAMP TAX - YOU ARE REQUIRED TO CHECK EXACTLY ONE BOX

☐ All documentary stamps due and payable or to become due and payable pursuant to s. 201.22 F.S., have been paid.

☒ Florida Documentary Stamp Tax is not required.

7. OPTIC FILER REFERENCE DATA

This document is certified a true, correct and complete copy of the original. Claimant/Affiant is holder in due course.

By: Isalah Brock Jr. (Claimant/Affiant) Date: 01/20/2014

All Rights Reserved

Convention de La Haye du 5 octobre 1961

STANDARD FORM - FORM UCC-1 (REV.05/2013)

Filing Office Copy

Approved by the Secretary of State, State of Florida



ATTACHMENT

6



STATE OF FLORIDA
COUNTY OF MIAMI-DADE

RECORDING REQUESTED BY:
Isaiah Brock, Jr.
Non Domestic/Non Resident
c/o 12821 SW 147th Terrace Road
6 Judicial District
Miami, Florida state

COPYRIGHT STAMP

Declaration of Copyright Trademark. I am known by the name : ©Isaiah of the family: Brock, Creditor, Trustee, Secure Party, Author of the Copyright Name Trademark Claim autograph (ISIAAH BROCK™) or any derivative thereof HEREBY ATTEST THAT, I am competent and capable of handling my private and commercial affairs in my full capacity as Agent for the NAME ISIAAH BROCK JR™ and will enforce with prejudice any Copyright Name Trademark Claim infringements. ALL RIGHTS RESERVED



ATTACHMENT

7



COMMERCIAL AFFIDAVIT OF TRUTH

Affiant:

Isaiah Brock, Jr., a man, non-citizen, non-individual
c/o 12821 SW 147th Terrace Road
Six Judicial District
Miami, Florida state
Non domestic without the United States

Respondent:

Federico A. Moreno (Chief US District Judge)
United States District Court, Southern District of Florida
400 North Miami Ave. (Rm 13-3)
Miami, Florida 33128

Sent Certified Mail # 7013 2630 0001 0082 6205

Reference Case # 1:14-cv-20836-MGC



AFFIDAVIT

A verified plain statement of facts

Notice to agent is notice to principal, notice to principal is notice to agent

For purposes of this affidavit and attached process, if any, the term "STATES OF FLORIDA/UNITED STATES" mean the corporation, and all agents, employees, subdivisions and representatives thereof, without any implied submission to the STATE OF FLORIDA/UNITED STATES or such private corporate "statutes."

I am a man commonly known as Isaiah Brock, Jr., hereinafter "Affiant" and "I" am competent to state the following matters that they are true, correct and complete, presented in good faith, and not intended to mislead.

- 1) The Affiant is a private living sentient man.
- 2) The Affiant is not a STATE OF FLORIDA/UNITED STATES "citizen," "subject," "vessel" or "person" or any *ens legis* artificial entity, procedural phantom, legal fiction or juristic personality within the STATE OF FLORIDA/UNITED STATES.
- 3) The STATE OF FLORIDA/UNITED STATES are corporations, an artificial entities and legal fictions that operates in bankruptcy.
- 4) ISIAHA BROCK, JR., is an artificial entity and a legal fiction that operates in bankruptcy.
- 5) MR ISIAHA BROCK, JR., MR I BROCK, I BROCK, Mr Isaiah Brock, Jr., and Mr I Brock are all artificial entities and legal fictions, or any derivative thereof.

*Isaiah Brock, Jr., Affiant. Rick Scott, Respondent. Affidavit, reference # *IBJ 0015*

- 6) The Affiant did not receive full disclosure from the Respondent, the Respondent's predecessors or any agent, officer or employee within the STATE OF FLORIDA/UNITED STATES of the benefits and liabilities associated with the creation of legal fiction ISALAH BROCK, JR., or any other legal fiction.
- 7) The Affiant is not liable for ISALAH BROCK, JR., or any artificial derivative thereof at anytime whatsoever.
- 8) The Affiant is not a co-business partner with the artificial entity and legal fiction ISALAH BROCK, JR., or any derivative thereof.
- 9) The Affiant is not liable for any public debts/liabilities at any time whatsoever.
- 10) The Affiant is not liable to or for any Government statutes, rules and/ or codes, including, without limitation, STATE OF FLORIDA/UNITED STATES Codes and statutes and/ or codes of any of Respondents' political subdivisions.
- 11) The Affiant's use of a notary public, Bank Promissory Notes, and/ or any other public facilities, when alternatives are generally unavailable, does not comprise Affiant's submission to any political jurisdiction, the creation of an adhesion contract expressly or tacitly with the STATE OF FLORIDA/UNITED STATES and/ or any other party real or imagined, or an appearance before anybody or tribunal, administrative or judicial, real or imagined.
- 12) A legal fiction corporation cannot secure *in personam* jurisdiction over or against Affiant, a living man, without Affiant's voluntary election to submit.
- 13) Any Police Officer and/or Government corporate officer, agent and/ or employee who attempts to enforce statutes against Affiant would be violating the law and engaging in Enticement to Slavery.
- 14) It would be unlawful for any Police Officer, Government corporate agent, official, employee or the like, to hold, incarcerate, detain, restrain and/ or restrict the Affiant against the Affiant's will at any time whatsoever.
- 15) Any party that would order, represent or persuade the Affiant to falsely present the Affiant as a STATE OF FLORIDA/UNITED STATES citizen, vessel or person directly or by deception, device, misnomer, mistaken identity, warrant or indictment, real or imagined, would be engaging in Enticement to Slavery.
- 16) It would be both a violation of law and a violation of the Affiant's God given unalienable rights if any government, corporative agent, officer or employee attempts to, or does in-fact, force, coerce, manipulate and/ or deceive the Affiant into receiving any form of medical treatment at anytime whatsoever, including but not limited to vaccinations.
- 17) The Affiant is not a member of any society whatsoever and therefore the Affiant is not bound by any society's statutes, rules or codes.
- 18) It would be unlawful for the Respondent and/or any of the Respondent's agents, officers or employees, and/ or any Government corporate agent, officer or employee, to remove the Affiant's property and/ or interests, or restrict Affiant's use of Affiant's property and/ or interests against Affiant's will and without Affiant's express consent.
- 19) Any party that alleges a liability against the Affiant is obligated to produce an Affidavit of Liability to demonstrate such liability.
- 20) The Affiant is in peaceful and lawful possession of the property known as c/o 12821 SW 147th Terrace Road, located on the geographical land mass commonly known as Miami, Florida state [Zip exempt].
- 21) Respondent's failure to provide the Affiant with a verified rebuttal to this affidavit point-by-point no later than ten (10) days from the date of issuance, or request additional time to comply, will comprise Respondent's agreement with and confession of all facts herein, in perpetuity, the said confession being *res judicata* and *stare decisis*.



22) All words herein are as Affiant defines them.

Commercial Affidavit Oath and Verification

"I, a man commonly known as Isaiah Brock, Jr., (Affiant), on my own unlimited commercial liability, certify that I have read the above affidavit and do know that the facts contained are true, correct and complete, not misleading, the truth, the whole truth and nothing but the truth."

Signed and sealed By this 14 day of March, 2014.

All rights reserved.

By: Isaiah Brock, Jr. (Affiant)
Isaiah Brock, Jr., *in rerum natura*

Acknowledgment

For verification purposes only

SUBSCRIBED AND SWORN TO before me by Isaiah Brock, Jr., known to me or proven to me to be the real man signing this affidavit this 14 day of March 2014

WITNESS my hand and official seal.

Linda Cooks Taylor NOTARY PUBLIC

Date: March 14, 2014

My commission expires: July 20, 2017



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Isaiah Brock, Jr.
Non resident/Non Domestic
6 Judicial District
c/o 12821 SW 147th Terrace Road
Miami, Florida state [33186]

State of Florida (Public Service Commission)
~~Attn: Dan Hope (Director)~~
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Shawna Senko

From: Betty Leland
Sent: Wednesday, May 21, 2014 4:34 PM
To: Commissioner Correspondence
Subject: FW: Important information on "Smart Meters"

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

Thanks.

From: James Arpaia [<mailto:arpaiajs@yahoo.com>]
Sent: Wednesday, May 21, 2014 2:52 PM
Subject: Important information on "Smart Meters"

Please open the attached web-site, and learn how other states and communities are treating "SMART METERS" We need to put a "HOLD" on FPL from forcing the accepting of the Smart Meters.

<http://www.refusesmartmeters.com/>

James S. Arpaia arpaiajs@yahoo.com

Shawna Senko

From: Betty Leland
Sent: Wednesday, May 21, 2014 8:09 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:stownsend3@cfl.rr.com]
Sent: Monday, May 19, 2014 12:22 AM
To: Office of Commissioner Balbis; Office Of Commissioner Edgar; Office Of Commissioner Graham; Office of Commissioner Brisé; media.relations@fpl.com
Subject: RE: Spy meter non-compliance penalties

<https://sites.google.com/site/nocelltowerinourneighborhood/home/wireless-smart-meter-concerns/jerry-day-s-no-consent-form>

From: Stephen Townsend [mailto:stownsend3@cfl.rr.com]
Sent: Wednesday, March 19, 2014 6:31 AM
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: 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:stownsend3@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.

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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: Ruth McHargue
Sent: Tuesday, May 20, 2014 5:01 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 130223

Customer correspondence

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, May 16, 2014 6:42 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36065

CUSTOMER INFORMATION

Name: Celeste Welch
Telephone: (941) 355-2070
Email: candcwelch@yahoo.com
Address: 2717 57th St Sarasota FL 34243

BUSINESS INFORMATION

Business Account Name: Celeste Welch
Account Number: 4177197359
Address: 2717 57th St Sarasota Florida 34243

COMPLAINT INFORMATION

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

Our electric meter is located just outside the wall from where our daughters head lays at night. Our daughter has a brain tumor and VP shunt device in her brain. We have contacted FPL and shared with them that we do not want the Smart Meter because of the interference it could cause to her medical device and due to the possibility of having cellular type signals that close to her head at night. We do not allow her to use a cell phone or other device. Our daughter is 10 years old. We do not have a way to alter the arrangement of her bedroom. Because of this medical issue, interference with her medical device, and the unknown longterm exposure data - we do not feel we should have to pay a fee of \$95 to keep the old equipment that we currently have. FPL is wanting to charge us without providing anything. We were told last year that we would be able to keep our meter due to our daughters medical condition. In addition, FPL should offer Smart Meter customers a monthly discount rather than charging those who need to keep the old meters due to medical conditions. This is an unfair charge for low income families with medically fragile children.

Crystal Card

From: Ruth McHargue
Sent: Tuesday, May 20, 2014 4:52 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, May 20, 2014 3:50 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1147736C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, May 19, 2014 5:09 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36077

CUSTOMER INFORMATION

Name: Raymond Fridley
Telephone:
Email: RAYFRIDJR@aol.com
Address: 332 24th Place SE Vero Beach FL 32962

BUSINESS INFORMATION

Business Account Name: Raymond Fridley
Account Number:
Address: 332 24th Place SE Vero Beach Florida 32962

COMPLAINT INFORMATION

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

Florida Power & Light Company is forcing so called "smart meters" down the throats of their customers and deliberately impeding any opposition. In that regard, FP&L is charging non-standard meter fees to those who opt out. The smart meters are not harmless. I can document a preponderance of evidence the harm and even death these have caused. The meters transmit radiation over and above the Federal Communications Commission standards. FP&L has been asked to provide FCC and other data to support their position that their smart meters dont exceed the radiation standards. FP&L knows the hazards of smart meter filed operations. FP&L continuously fails to address the complaints from those who object. Charging money with knowledge of such hazards and harm to keep the non-standard analog meter is extortion, a felony under Florida Statue.

THE FOCUS OF THIS COMPLAINT IS NOT THE SMART METER ITSELF.THE POINT IS IF THE PSC HAD APPROVED THE NON-STANDARD METER FEES ON THE GROUNDS THAT IT IS NOT FAIR*TO THE OTHER CUSTOMERS WITH SMART METERS TO PAY HIGHER BILLS. IF THE PUC DID APPROVE THE FEES, THAT MAKES THE COMMISSION MEMBERS ACCOMPLICES IN CRIME. SHOLUD THE COMMISSION DISMISS THIS COMPLAINT WITHOUT ACTION,COMMISSION MEMBERS RISK ARREST AND PROSECUTION! DONT IGNOR! *From FP&L fliers.
I will not accept any phone calls in regards to this matter.

Crystal Card

From: Pamela Paultre
Sent: Tuesday, May 20, 2014 11:47 AM
To: Commissioner Correspondence
Subject: Docket Correspondence #130223
Attachments: 'Smart' meter spying finally admitted; Smart Meters and Docket No. 130223; 5 new petition signatures: Vernon Havens, Dawn Olson...; Smart meters property owners rights

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: Your Realestate advisor <jingerk@msn.com>
Sent: Saturday, April 26, 2014 8:26 AM
To: Office of Commissioner Brisé
Subject: Smart meters property owners rights

Follow Up Flag: Follow up
Flag Status: Completed

Sent from my Windows PhoneDear commissioner,

As a homeowner I am being prevented from opting out if the smart meter program by fpl as they state that I do not have the authority to determine what type of meter can be installed on my home because I am the homewoner and not the tenant. Is this the case? Has this commission stripped me of the power to decide what equipment is placed on my home? Have you allowed fpl to determine my property rights? Please reconsider allowing fpl to force homeowners to place an untested, potentially dangerous device on our home and protect our right to decide what is safest for our property.

Thank you for your prompt attention to this matter

Jinger knox

Crystal Card

From: Vernon Havens <mail@changemail.org>
Sent: Wednesday, May 07, 2014 3:03 PM
To: Office of Commissioner Brisé
Subject: 5 new petition signatures: Vernon Havens, Dawn Olson...

Follow Up Flag: Follow up
Flag Status: Flagged

5 new people recently 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.](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)" on Change.org.

There are now 60 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>

Dear Ronald A. Brisé,

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://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,

60. Vernon Havens West Palm Beach, Florida

59. Dawn Olson Sarasota, Florida

57. Christine Lumsden Cartersville, Georgia

56. Cary Rego Miramar, Florida

55. Tim Garvey hobe sound, Florida



Crystal Card

From: Jeanne <beverlyj3r@aol.com>
Sent: Monday, May 19, 2014 7:19 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 Docket No. 130223

I am very concerned about Smart Meters and the health effects from radiation, invasion of privacy, increased utility costs, remote shut downs and uninsurable consequences. Florida Power & Light has been notified of my decision to be in enrolled in the Non-Standard Meter Option.

Please consider my concerns and complaint regarding the "enrollment" fee of \$95 for a meter I already have and monthly surcharge of \$13 when reviewing the tariff.

Thank you.

Sincerely,

Beverly J. Reynolds
840 Center Ave., #3
Holly Hill, FL 32117-3362

(386) 258-3061

Crystal Card

From: Helen Searle <helensearle@rocketmail.com>
Sent: Friday, May 16, 2014 9:00 AM
To: Office of Commissioner Brisé
Subject: 'Smart' meter spying finally admitted

Thanks for being so helpful!

Industry mouthpiece SmartGridNews finally admitted today that "smart" meters are surveillance devices. Of course they didn't quite put it that bluntly. In fact, they celebrate the ability of utilities to know what appliances people use as another tool to help craft the wonderful world of the future.

Below is my letter to the Arizona Corporation Commission pointing out that industry has finally come out and admitted what I and others have been saying for years.

The link to the SmartGridNews article entitled, *Now utilities can tell customers how much energy each appliance uses (just from the smart meter data)*, follows the letter.

**Warren Woodward
55 Ross Circle
Sedona, Arizona 86336
928 204 6434**

May 15, 2014

Arizona Corporation Commission (ACC)
Docket Control Center
1200 West Washington Street
Phoenix, Arizona 85007

Re: Docket # E-01345A-14-0113

Ladies and Gentlemen;

Here is breaking news. SmartGridNews has just come out of the closet and admitted what I and others have been saying all long: **"Smart" meters are surveillance devices.**

APS and utilities nationwide have been denying the surveillance capability of "smart" meters but here is one of the foremost "smart" meter cheerleaders in the world finally admitting the truth.

SmartGridNews calls such “smart” grid industry names as Telvent, Silver Spring Networks and Lockheed Martin its “major sponsors”. So of course the news story attempts to put a positive spin on the surveillance, hyping such nonsense as an “over 4% conservation [of energy] after just a few months”.

Wow, that means I might save four whole dollars and change on a one hundred dollar electrical bill. Where do I sign up to be spied on?

Enclosed is the SmartGridNews article, *Now utilities can tell customers how much energy each appliance uses (just from the smart meter data)*.

Sincerely,

Warren Woodward

PS – In the article, note the creepy picture of a guy dressed in black and using binoculars. SmartGridNews is shameless to promote Peeping Toms as cool. Note also Orwellian phrasing such as “behavioral science” and turning ratepayers into “willing partners”. It's not a “smart” grid; it's a sick grid.

http://www.smartgridnews.com/artman/publish/Technologies_Metering/Now-utilities-can-tell-customers-how-much-energy-each-appliance-uses-just-from-the-smart-meter-data-6530.html?utm_medium=email&utm_source=Act-On+Software&utm_content=email&utm_campaign=More%20proof%20energy%20storage%20is%20turning%20the%20corner%20%28commercial%20buildings%20are%20on%20board%29&utm_term=H-Now%20utilities%20can%20tell%20customers%20how%20much%20energy%20each%20appliance%20uses%20%28just%20from%20the%20smart%20meter%20data%29&cm_mmc=Act-On%20Software-_-email-_-More%20proof%20energy%20storage%20is%20turning%20the%20corner%20%28commercial%20buildings%20are%20on%20board%29-_-H-Now%20utilities%20can%20tell%20customers%20how%20much%20energy%20each%20appliance%20uses%20%28just%20from%20the%20smart%20meter%20data%29#.U3WQbyia_QV

Crystal Card

From: Ellen Plendl
Sent: Tuesday, May 20, 2014 8:55 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: Smart Meters; Smart meters; Powell, George Garrison - PAC .pdf; George Powell.pdf; Message from KM_C364e; Carol and Warren Martin.pdf; FW: Smart Meters; RE: Governor's Office of Citizen Service Request - Smart meters; victor-rita.pdf; Victor Rita.pdf; FW: Smart Meters; RE: Governor's Office of Citizen Service Request - Smart meters; FW: Smart Meter Issue; RE: Governor's Office of Citizen Service Request - Smart meters

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

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Friday, May 16, 2014 9:59 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meters

From: sandihere2003@aol.com [<mailto:sandihere2003@aol.com>]
Sent: Thursday, May 15, 2014 5:23 PM
To: Governor Rick Scott
Subject: Smart Meters

Dear Governor Scott:

I just learned of the health problems caused by the Smart Meters.

"The World Health Organization classifies RF as a 2B carcinogen, same as DDT and lead. Military studies here and here show pulsed radiation can cause serious health problems, including tinnitus, memory loss and seizures. Thousands of studies link biological effects to RF radiation exposure, including increased cancer risk, damage to the nervous system, adverse reproductive effects, DNA damage, and more. The top public health official in Santa Cruz County California prepared this report, confirming Smart Meters pose a health risk. The American Academy of Environmental Medicine (AAEM) sent this letter to the CPUC calling for a halt to wireless smart meters."

I live in a condo and the Smart Meter was installed in 2011. In 2013, I was diagnosed with "tinnitus" - thank you FPL.

As if that wasn't bad enough, I will have to pay them \$95 to have it removed and \$13 per month.



I have ringing in the my ears day in and day out now reminding me of FPL's brilliant idea to install them and also eliminating jobs.

I'm on a fixed income and try to keep my expenses down. This is not the way to go.

Anything you can do to keep us healthy would be much appreciated by all Senior Citizens. I'm sure they are not aware what ill effects it has on their health by having a Smart Meter. It might be a "smart meter" for FPL but not for those that already have declining health problems - "dumb meter".

Thank you for looking into this very important health issue.

Warmest regards,
Sandi

Crystal Card

From: David Dowds
Sent: Monday, May 19, 2014 7:13 AM
To: 'sandihere2003@aol.com'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: Smart meters

Thank you for your contact regarding smart meters; the Governor's Office forwarded your correspondence to us. 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. However, pending resolution of this matter after the hearing, the tariff remains in effect, with rates subject to refund.

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
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



Office of U.S. Senator Marco Rubio

Privacy Act Consent Form

In accordance with the provisions of The Privacy Act of 1974 (Public Law 93-579), your written consent is required so that we may contact a federal agency on your behalf. Since e-mails do not contain a valid signature, they do not fulfill the requirements of the law. If you are inquiring on behalf of another person that is 18 or older, it is necessary that he or she sign this document. All information must be written in English.

Title: (select one) ☒ Mr. ☐ Ms. ☐ Mrs. ☐ Mr. & Mrs. ☐ Rev. ☐ Doctor ☐ Other: _____

Name: George Garrison Powell
(First Name) (Middle Name) (Last Name)

Address: 878 Barber st. City Sebastian State: FL

Zip code: 32958 Phone: 772-8571-3222 Fax: _____ Cell: _____

E-mail Address: Ameronh@Aol.com Date of Birth: 4-6-1941

If you have contacted another congressional office to assist you, please list the office: No

Federal Agency Issue: _____

(Please complete the sections that apply to your case on page 2)

BRIEFLY STATE YOUR PROBLEM AND WHAT OUTCOME YOU WOULD LIKE FROM THIS INQUIRY.

Signature: George Powell Date: 4/28/14

I have discussed my concerns with Senator Marco Rubio and/or his representative(s), and request that any relevant information that is required to assist in responding to my inquiry may be furnished upon request.

Please return the completed form:

By mail:	U.S. Senator Marco Rubio 201 S. Orange Avenue, Suite 350 Orlando, Florida 32801
By fax:	(407) 423-0941
By email:	casework@rubio.senate.gov

If you have any questions, please call the Orlando Regional Office at (407) 254-2573 or (866) 630-7106, toll-free in Florida.

Name: George G Powell
(First Name) (Middle Name) (Last Name)

FOR INTERNAL USE ONLY:

WORKFLOW #

Social Security Number: _____

COMPLETE THE SECTION THAT APPLIES TO YOUR CASE

☐ **CHILD SUPPORT** (Note: By law, if both parents reside in Florida, your inquiry will be referred to your state legislators.)

Child Support Case Number: _____

Name of Custodial Parent: _____ Date of Birth: _____ SSN: _____

Name of Non-custodial Parent: _____ Date of Birth: _____ SSN: _____

Name of Child(ren): _____ Date of Birth: _____ SSN: _____

☐ **IMMIGRATION**

Alien Number: _____ Date of Birth: _____ Place of Birth: _____

Type of Application Filed: _____ Beneficiary Name: _____
(Ex: N-400, I-130, I-765)

Receipt Number: _____

☐ **MEDICARE/SOCIAL SECURITY**

Type of Claim Filed: _____ SSN: _____ Date Filed: _____

Current Level of Appeals: _____ Medicare Provider Number: _____

Medicare Supplier Number: _____ Name of Business: _____

☐ **MILITARY/VETERAN** (Note: Complete this section only if you are seeking assistance with a military/VA issue. If you have a Tri-care problem, please contact our office to obtain a Tricare Authorization Form.)

Military Rank and Unit: _____ Duty Station: _____ VA Claim Number: _____

Home of Record Address: _____

Type of Claim: _____ VA Office Where Claim is Located: _____

☐ **MORTGAGE**

Loan Servicer: _____ Loan Number: _____

☐ **OTHER** Name of Federal Agency: _____

☐ **VISAS**

Name of Applicant: _____ Passport Number: _____

Date of Birth: _____ Place of Birth: _____ Consulate: _____

Dear Senator Rubio,

FPL is insisting on installing a smart meter in home located at 878 Barber St. Sebastian, Fl. 32958.

I told the representative from FPL that I do not want a devise affixed to my home that causes cancer. FPL's response was "Smart meters are no worse for your health than a cell phone and that if I refused the installation of their smart meter that they would charge me a one time fee of \$95.00 and a monthly increase of \$13.00"

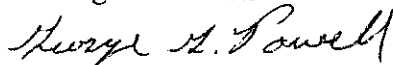
I know these numbers seem nominal to most, but when you are living off a small pension and social security the amounts listed above can be the difference between surviving and not surviving!!!

I find it outrageous that a regulatory body would allow FPL to install disease causing equipment on every home in the state of Florida, and then allow FPL to hold the citizens of Florida over a financial barrel they don't allow them to install a devise they could endanger their health.

I do not want to pay with my health so that FPL can have the convenience of a smart meter. I most definitely do not want to pay more because I refuse to be bullied by a monopoly!!

Most Respectfully,

George G. Powell

A handwritten signature in cursive script that reads "George G. Powell".

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

May 14, 2014

Mr. George Garrison Powell
878 Barber St.
Sebastian, FL 32958

Dear Mr. Powell:

Thank you for your correspondence to Senator Marco Rubio regarding smart meters. The Senator'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,

A handwritten signature in black ink, appearing to read "Walter", followed by a long horizontal flourish.

Walter Clemence, Public Utility Analyst
Market Analysis Section

Crystal Card

From: CAP1901BIZHUBC364@EOG.MYFLORIDA.com
Sent: Thursday, May 15, 2014 3:23 PM
To: SCAN, CTS
Subject: Message from KM_C364e
Attachments: PSC P14-296581.pdf

Category: Utilities

Status: Assigned
Public Record

Summary: FPL Smartmeters
Agency Referenced:
Forwarded By:

Assigned To

Section: Public Service Commission (PSC)
Coordinator: Ellen Plendl
Author: Ellen Plendl

Assignment Comments:

Letter Date	Assigned	Due	Reply	Filed
04/23/2014	05/08/2014	05/22/2014		

From Mr. and Mrs. Warren Martin

Title: Mr. and Mrs.
Business:
Phone Number:
Address: 413 Harvey Avenue Northeast
Palm Bay, Florida 32907-2462 . . . County/Province: Brevard
Email Address:

General comments and related documents

Modification History

Created: 04/29/2014 02:33:12 PM .. Jonathan Orcei
Last Edited: 05/08/2014 12:25:11 PM .. Kelly Pacchioli

>>>> 04/29/2014 02:34: PM Jonathan Orcei
Subject changed from blank to Utilities. Status changed from Received to Assigned. Assignment changed from Warren Davis; Jennifer Britt to K
Pacchioli. Letter date changed from blank to 04/23/2014.
04/29/2014 02:34 PM Assignment notification sent to KELLY PACCHIOI
>>>> 05/08/2014 12:25: PM Kelly Pacchioli
Section changed from Citizen Services (CAS) to Public Service Commission (PSC). Coordinator changed from Warren Davis; Jennifer Britt to Ell
Plendl. Assignment changed from Kelly Pacchioli to Ellen Plendl. Assignment date changed from 04/29/2014 to 05/08/2014. Due date changer
from 05/13/2014 to 05/22/2014.

ACTION TAKEN — COMMENTS:			
<input type="checkbox"/> Responded by letter	<input type="checkbox"/> Responded by e-mail	<input type="checkbox"/> Responded by phone	<input type="checkbox"/> No Reply Necessary
<input type="checkbox"/> Date of Response _____	<input type="checkbox"/> Name of Responder _____		
<input type="checkbox"/> Relog to _____	_____		

Submitted by: _____
(Please print legibly)

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

May 19, 2014

Carol and Warren Martin
413 Harvey Ave. NE
Palm Bay, FL 32907

Dear Mr. and Mrs. Martin:

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.

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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 blue ink, appearing to read "Walter C.", with a long horizontal flourish extending to the right.

Walter Clemence, Public Utility Analyst
Market Analysis Section

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Thursday, May 15, 2014 1:25 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meters

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

From: bbatchelder@cfl.rr.com [<mailto:bbatchelder@cfl.rr.com>]
Sent: Thursday, May 15, 2014 12:14 PM
To: Governor Rick Scott
Subject: Smart Meters

To the Honorable Rick Scott, Gov. of Florida

Dear Gov. Scott,

I'm writing once again to protest the tariff for opting out of having a smart meter.

On Thursday, 3 April, I received an email from Mark Futrell of the PSC of the State of Florida, saying there would be a hearing about the fee of \$95.00 on those of us who refuse to have a Smart Meter attached to our home.

This hearing supposedly is scheduled for Sep. 23, 24 2014. Now on 10 May 2014, I have a letter from FI Power & Light, saying they will charge my JUNE bill \$95.00. THREE MONTHS BEFORE THE HEARING! HOW CAN THEY DO THIS? This is wrong, the tariff is wrong. I will not have a smart meter anywhere on my house. Protesting in vain but putting it on record anyway.

Respectfully submitted, Barbara Batchelder

THE MORE OUR HEARTS ARE GRATEFUL, THE MORE OUR LIVES ARE BLESSED.

Crystal Card

From: Mark Futrell
Sent: Friday, May 16, 2014 5:16 PM
To: 'bbatchelder@cfl.rr.com'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: RE: Governor's Office of Citizen Service Request - Smart meters

Dear Ms. Batchelder,

This is in response to your email below to Governor Scott on Florida Power and Light Company's smart meter opt-out tariff.

Florida law allows a utility such as FPL to implement a tariff after receiving approval from the Florida Public Service Commission or within eight months of filing its request for approval of a tariff.

FPL has submitted its revised tariff pursuant to the direction given by the Commission in January 2014 to reduce the fees and FPL may implement the tariff.

However, because the tariff has been protested by two customer groups, the revenues FPL collects as a result of the tariff, will be held subject to refund.

If the Commission eliminates or lowers the fees following the hearing in September, customers participating in the tariff will receive a refund.

I hope this information will be of assistance.

Sincerely,
Mark Futrell
mfutrell@psc.state.fl.us

Re: PSC Inquiry 1142296C

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

From: bbatchelder@cfl.rr.com [<mailto:bbatchelder@cfl.rr.com>]
Sent: Thursday, May 15, 2014 12:14 PM
To: Governor Rick Scott
Subject: Smart Meters

To the Honorable Rick Scott, Gov. of Florida

Dear Gov. Scott,

I'm writing once again to protest the tariff for opting out of having a smart meter. On Thursday, 3 April, I received an email from Mark Futrell of the PSC of the State of Florida, saying there would be a hearing about the fee of \$95.00 on those of us who refuse to have a Smart Meter attached to our home.

This hearing supposedly is scheduled for Sep. 23, 24 2014. Now on 10 May 2014, I have a letter from Fl Power & Light, saying they will charge my JUNE bill \$95.00. THREE MONTHS BEFORE THE HEARING! HOW CAN THEY DO THIS? This is wrong, the tariff is wrong. I will not have a smart meter anywhere on my house. Protesting in vain but putting it on record anyway. Respectfully submitted, Barbara Batchelder

Utilities
CAS Kelly

Smartmeter/
FPL

Victor Rita
1395 NE 132nd Street
North Miami, FL 33161
April 1, 2013

OFFICE OF THE GOVERNOR
CITIZEN SERVICES
14 APR - 2 1:45

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

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

Dear Governor Scott:

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

Al 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!

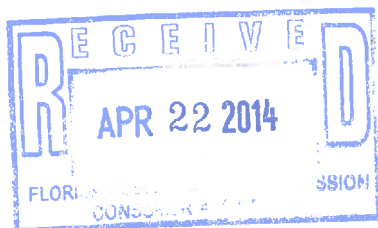
I am 100% disabled veteran with enough medical problems to have to deal with this as well.

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!



Victor Rita

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

May 14, 2014

Mr. Victor Rita
1395 NE 132nd Street
North Miami, Florida 33161

Dear Mr. Rita:

Your letter to the Governor's Office of Citizen Services was forwarded to this agency to provide a response regarding smart meters.

You wish to know if you allow installation of a smart meter and damage to your standalone generator occurs, who would be liable. In general equipment installed on the customer side of the meter, is the responsibility of the customer, not the regulated electric company. However, since we do not know all the details regarding your standalone generator, such as who installed it and the details of any warranty associated with the unit, we are unable to determine who ultimately may be liable should damage occur. Moreover, as provision and maintenance of standalone generators are unregulated services, these would be beyond the jurisdiction of the Commission.

We would suggest you review the terms and conditions associated with the acquisition and installation of your generator, or contact the entity from whom you purchased it. Since you indicate in your letter that FP&L services your generator under contract, you also could also contact them, as they should be able to provide you information regarding what services they provide you and any warranty provisions.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Dowds".

Dave Dowds
Supervisor, Market Analysis Section

DD:db

cc: Cindy Muir

Rhonda Hicks

Crystal Card

From: Mark Futrell
Sent: Monday, May 12, 2014 1:53 PM
To: 'insite7@gmail.com'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: RE: Governor's Office of Citizen Service Request - Smart meters

Ms. Ramirez,

Thank you for your email below to Governor Scott regarding smart meters.

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the Florida Public Service Commission (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 2014, 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:

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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.

Sincerely,
Mark Futrell
mfutrell@psc.state.fl.us

Re: PSC Inquiry 1146996C

From: "Governor Rick Scott" <Rick.Scott@eog.myflorida.com>
Date: May 12, 2014 at 9:15:35 AM EDT
To: <eplendl@psc.state.fl.us>
Cc: "Sunburst" <sunburst@eog.myflorida.com>
Subject: FW: Smart Meter Issue

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

From: Heidi [<mailto:insite7@gmail.com>]

Sent: Friday, May 09, 2014 12:07 PM

To: Governor Rick Scott

Subject: Smart Meter Issue

From: Heidi <insite7@gmail.com>

County: Brevard

Zip Code: 32901

Phone Number:

Message Body: Below is a letter I have sent to FPL about the current issues that smart meters have caused our household. We have extreme illness as well as other electrical issues. I request your help in this matter as it is a concern to our health and the health of my family at this point.

FPL Headquarters

Florida Power & Light Company Inc.

700 Universe Boulevard

Juno Beach, FL 33408-2683

5/9/2014

Re: Heidi Ramirez c/o Manuel Ramirez, 4141 Bahama Ave, Melbourne Florida 32901 NOTICE OF NO CONSENT TO TRESPASS AND SURVEILLANCE, NOTICE OF LIABILITY Sent By Certified Mail To Whom it may concern:

Be advised, you and all other parties are hereby denied consent for installation and use of any and all "Smart Meters" or any other surveillance and activity monitoring device, or devices, at the above property. Installation and use of any surveillance and activity monitoring device 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 for undisclosed and unauthorized purposes. Authorization for sharing of personal and private information may only be given by the originator and subject of that information. That authorization is hereby denied and refused with regard to the above property and all its occupants. "Smart Meters" violate the law and cause endangerment to residents by the following factors:

1. Upon installation of my neighbors smart meters, the radiation coming off the meter has been detrimental to my families health and we are suffering severely.
2. Upon installation of my neighbors smart meters, 2 weeks after every single one of our appliances had an electrical fail, all our appliances were brand new, to include, washer, microwave, stove & refrigerator.
3. Upon installation of my neighbors smart meters, we had a light bulb catch fire on our porch and our light fixture completely fried.
4. They individually identify electrical devices inside the home and record when they are operated causing invasion of privacy.
5. They monitor household activity and occupancy in violation of rights and domestic security.
6. 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.
7. 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.

8. 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.

9. 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.

10. “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.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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).

16. 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.

17. 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.

18. Encryption of data is irrelevant due to well known “Tempest” attacks; see 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.

19. 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.

20. 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.

21. 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.

22. 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.

23. 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.

24. 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.

25. 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.

26. 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.

27. 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 (Electrically 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.

28. 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. I 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.

I demand an immediate investigation into these issues by the Public Utilities Commission.

Due to the current extreme illness in our home and unsafe conditions that have occurred in our household due to our neighbors smart meters. I demand an immediate un-installation of Smart Meters

on my neighbors homes until all issues are resolved, the Smart Meters to be removed 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.

I 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.

I forbid, refuse and deny consent of any installation and use of any monitoring, eavesdropping, and surveillance devices on my property, my place of residence and my place of occupancy. That applies to and includes "Smart Meters" and 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.

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

Best,

Heidi Ramirez, 4141 Bahama Ave, Melbourne Florida 32901 c/o Manuel Ramirez

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Monday, May 12, 2014 9:16 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meter Issue

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

From: Heidi [mailto:insite7@gmail.com]
Sent: Friday, May 09, 2014 12:07 PM
To: Governor Rick Scott
Subject: Smart Meter Issue

From: Heidi <insite7@gmail.com>

County: Brevard

Zip Code: 32901

Phone Number:

Message Body: Below is a letter I have sent to FPL about the current issues that smart meters have caused our household. We have extreme illness as well as other electrical issues. I request your help in this matter as it is a concern to our health and the health of my family at this point.

FPL Headquarters
Florida Power & Light Company Inc.
700 Universe Boulevard
Juno Beach, FL 33408-2683
5/9/2014

Re: Heidi Ramirez c/o Manuel Ramirez, 4141 Bahama Ave, Melbourne Florida 32901 NOTICE OF NO CONSENT TO TRESPASS AND SURVEILLANCE, NOTICE OF LIABILITY Sent By Certified Mail To Whom it may concern:

Be advised, you and all other parties are hereby denied consent for installation and use of any and all "Smart Meters" or any other surveillance and activity monitoring device, or devices, at the above property. Installation and use of any surveillance and activity monitoring device 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 for undisclosed and unauthorized purposes. Authorization for sharing of personal and private information may only be given by the originator and subject of that information. That authorization is hereby denied and refused with regard to the above property and all its occupants. "Smart Meters" violate the law and cause endangerment to residents by the following factors:

1. Upon installation of my neighbors smart meters, the radiation coming off the meter has been detrimental to my families health and we are suffering severely.
2. Upon installation of my neighbors smart meters, 2 weeks after every single one of our appliances had an electrical fail, all our appliances were brand new, to include, washer, microwave, stove & refrigerator.
3. Upon installation of my neighbors smart meters, we had a light bulb catch fire on our porch and our light fixture completely fried.

4. They individually identify electrical devices inside the home and record when they are operated causing invasion of privacy.
5. They monitor household activity and occupancy in violation of rights and domestic security.
6. 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.
7. 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.
8. 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.
9. 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.
10. "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.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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).
16. 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.
17. 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.
18. Encryption of data is irrelevant due to well known "Tempest" attacks; see 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.
19. 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.
20. 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.
21. 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.

22. 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.

23. 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.

24. 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.

25. 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.

26. 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.

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I 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.

I demand an immediate investigation into these issues by the Public Utilities Commission.

Due to the current extreme illness in our home and unsafe conditions that have occurred in our household due to our neighbors smart meters. I demand an immediate un-installation of Smart Meters on my neighbors homes until all issues are resolved, the Smart Meters to be removed 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.

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health and safety, all prohibited and punishable by law through criminal and civil complaints. All persons, government agencies and private organizations responsible for installing or operating monitoring devices directed at or recording my activities, which I have not specifically authorized in writing, will be fully liable for any violations, intrusions, harm or negative consequences caused or made possible by those devices whether those negative consequences are justified by "law" ! or not..

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Best,

Heidi Ramirez, 4141 Bahama Ave, Melbourne Florida 32901 c/o Manuel Ramirez

Crystal Card

From: Mark Futrell
Sent: Friday, May 16, 2014 5:06 PM
To: 'bobkatpg@yahoo.com'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: RE: Governor's Office of Citizen Service Request - Smart meters

Dear Mr. and Mrs. McGuire,

Thank you for your email below to Governor Scott regarding smart meters.

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the Florida Public Service Commission (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 2014, 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/>.

Thank you again for expressing your concerns.

Sincerely,
Mark Futrell
mfutrell@psc.state.fl.us

Re: PSC Inquiry 1147343C

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

From: Mr. & Mrs. Robert F. McGuire [<mailto:bobkatpg@yahoo.com>]
Sent: Tuesday, May 13, 2014 9:03 PM
To: Governor Rick Scott
Subject: Smart Meters

From: Mr. & Mrs. Robert F. McGuire <bobkatpg@yahoo.com>

County: Out of State

Zip Code: 34287

Phone Number: 941-426-3675

Message Body: When my wife and I first met you in 2012 at the Sarasota County Republican campaign office, you stated to those present, if you have an issue that you would like me to address, please bring it to my attention. Here is an issue that many of us have strong feelings on.

I have opted out and have not permitted FPL to install a so called Smart Meter on my home. It is well known that smart meters give off Radio Frequency and Electro Magnetic Radiation that has yet to be proven safe for humans and animals alike. However, in order to opt out, FPL is charging a one time fee of \$95 and a monthly charge of \$13 being added to my billing statement. This is an attempt by this power company to extort money from those who opt out from smart meter installation. FPL is telling the consumer either accept an item many researchers (those not on the company payroll) is environmentally unsafe and is medically unsafe to humans.

How safe is a smart meter if those contracted to install this device wear what in all appearance look like hazmat suits and helmets with face shields? If the installer needs to wear such clothing just for installation, what about the homeowner who will have to live with this device continually emitting signals that are known to be dangerous to health and body. Research paid for and conducted by power companies claim these devices are safe and yet independent research indicates otherwise. Numerous well documented health problems associated these devices are out there if one did a little research.

I am requesting that as governor, you will halt any further installation of these meters until a full public hearing is conducted throughout the state that is not controlled by the power companies or the Florida Public Service Commission. I am also requesting that you advise the power companies in Florida to reinstall the Analog meters on all those customers that request them without paying a penalty when and until a full hearing and investigation on the health affects of smart meters has been researched.

So far, we have only the power companies providing all the research and any information provided to the contrary is usually looked upon as wacko science with no legitimacy. Before this becomes a serious issue that can have political consequences or serious health related issues, a full and complete study must be completed and the installation stopped and replaced.

I am calling on you as governor to protect the people in Florida by taking the initiative and calling for a full and complete study on this issue without political, or power company interference. The question is what is more important, politics and the money that industry can donate to both parties or the health and welfare of the Florida citizen?

Action is needed, not rhetoric. If I wanted rhetoric I will just turn up the volume on my television every time President Obama speaks. A man of many words and little action. We hope you are a governor of action.

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Wednesday, May 14, 2014 1:58 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meters

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

From: Mr. & Mrs. Robert F. McGuire [<mailto:bobkatpg@yahoo.com>]
Sent: Tuesday, May 13, 2014 9:03 PM
To: Governor Rick Scott
Subject: Smart Meters

From: Mr. & Mrs. Robert F. McGuire <bobkatpg@yahoo.com>

County: Out of State

Zip Code: 34287

Phone Number: 941-426-3675

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Action is needed, not rhetoric. If I wanted rhetoric I will just turn up the volume on my television every time President Obama speaks. A man of many words and little action. We hope you are a governor of action.

Crystal Card

From: Mark Futrell
Sent: Friday, May 16, 2014 5:16 PM
To: 'bbatchelder@cfl.rr.com'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: RE: Governor's Office of Citizen Service Request - Smart meters

Dear Ms. Batchelder,

This is in response to your email below to Governor Scott on Florida Power and Light Company's smart meter opt-out tariff.

Florida law allows a utility such as FPL to implement a tariff after receiving approval from the Florida Public Service Commission or within eight months of filing its request for approval of a tariff.

FPL has submitted its revised tariff pursuant to the direction given by the Commission in January 2014 to reduce the fees and FPL may implement the tariff.

However, because the tariff has been protested by two customer groups, the revenues FPL collects as a result of the tariff, will be held subject to refund.

If the Commission eliminates or lowers the fees following the hearing in September, customers participating in the tariff will receive a refund.

I hope this information will be of assistance.

Sincerely,
Mark Futrell
mfutrell@psc.state.fl.us

Re: PSC Inquiry 1142296C

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

From: bbatchelder@cfl.rr.com [<mailto:bbatchelder@cfl.rr.com>]
Sent: Thursday, May 15, 2014 12:14 PM
To: Governor Rick Scott
Subject: Smart Meters

To the Honorable Rick Scott, Gov. of Florida

Dear Gov. Scott,

I'm writing once again to protest the tariff for opting out of having a smart meter. On Thursday, 3 April, I received an email from Mark Futrell of the PSC of the State of Florida, saying there would be a hearing about the fee of \$95.00 on those of us who refuse to have a Smart Meter attached to our home.

This hearing supposedly is scheduled for Sep. 23, 24 2014. Now on 10 May 2014, I have a letter from FPL Power & Light, saying they will charge my JUNE bill \$95.00. THREE MONTHS BEFORE THE HEARING! HOW CAN THEY DO THIS? This is wrong, the tariff is wrong. I will not have a smart meter anywhere on my house. Protesting in vain but putting it on record anyway. Respectfully submitted, Barbara Batchelder

THE MORE OUR HEARTS ARE GRATEFUL, THE MORE OUR LIVES ARE BLESSED.

Category: Utilities

Status: Assigned
Public Record

Summary: Smartmeter/FPL

Agency Referenced:

Forwarded By:

Assigned To

Section: Public Service Commission (PSC)
Coordinator: Ellen Plendl
Author: Ellen Plendl

Assignment Comments:

Letter Date	Assigned	Due	Reply	Filed
04/01/2014	04/16/2014	04/30/2014		

From Mr. Victor Rita

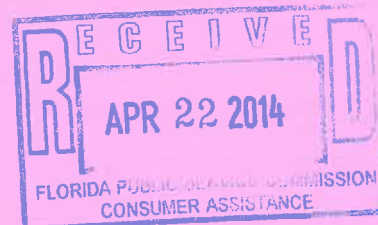
Title: Mr.
Business:
Phone Number:
Address: 1395 Northeast 132nd Street
North Miami, Florida 33161 . . . County/Province: Dade
Email Address:

General comments and related documents

Modification History

Created: 04/14/2014 03:50:56 PM .. Jonathan Orcel
Last Edited: 04/16/2014 10:03:49 AM .. Kelly Pacchioli

>>>> 04/14/2014 03:52: PM Jonathan Orcel
Subject changed from blank to Utilities. Status changed from Received to Assigned. Assignment changed from Warren Davis; Jennifer Britt to K
Pacchioli. Letter date changed from blank to 04/01/2014.
04/14/2014 04:04 PM Assignment notification sent to KELLY PACCHIOLO
>>>> 04/16/2014 10:03: AM Kelly Pacchioli
Section changed from Citizen Services (CAS) to Public Service Commission (PSC). Coordinator changed from Warren Davis; Jennifer Britt to El
Plendl. Assignment changed from Kelly Pacchioli to Ellen Plendl. Assignment date changed from 04/14/2014 to 04/16/2014. Due date changer
from 04/28/2014 to 04/30/2014.



ACTION TAKEN — COMMENTS:

☐ Responded by letter ☐ Responded by e-mail ☐ Responded by phone ☐ No Reply Necessary
☐ Date of Response _____ ☐ Name of Responder _____
☐ Relog to _____

Submitted by: _____
(Please print legibly)

Governor's Office of Citizen Services
Room 1901, The Capitol
Tallahassee, Florida 32399
850-488-4441
850-487-0801 – Fax

Received Via Postal Mail
Postal Number: P14-295768

Category: Utilities

Status: Assigned
Public Record

Summary: Smartmeter/FPL

Agency Referenced:

Forwarded By:

Assigned To

Section: Citizen Services (CAS)
Coordinator: Warren Davis; Jennifer Britt
Author: Kelly Pacchioli

Assignment Comments:

<u>Letter Date</u>	<u>Assigned</u>	<u>Due</u>	<u>Reply</u>	<u>Filed</u>
04/01/2014	04/14/2014	04/28/2014		

From Mr. Victor Rita

Title: Mr.
Business:
Phone Number:
Address: 1395 Northeast 132nd Street
North Miami, Florida 33161 . . . County/Province: Dade
Email Address:

General comments and related documents

Modification History

Created: 04/14/2014 03:50:56 PM .. Jonathan Orcei
Last Edited: 04/14/2014 03:52:03 PM .. Jonathan Orcei

ACTION TAKEN — COMMENTS:

☐ Responded by letter ☐ Responded by e-mail ☐ Responded by phone ☐ No Reply Necessary
☐ Date of Response _____ ☐ Name of Responder _____
☐ Relog to _____

Submitted by: _____

(Please print legibly)

THE MORE OUR HEARTS ARE GRATEFUL, THE MORE OUR LIVES ARE BLESSED.

Received Via Postal Mail
Postal Number: P14-296581

Category: Utilities

Status: Assigned
Public Record

Summary: FPL Smartmeters
Agency Referenced:
Forwarded By:

Assigned To

Section: Citizen Services (CAS)
Coordinator: Warren Davis; Jennifer Britt
Author: Kelly Pacchioli

Assignment Comments:

<u>Letter Date</u>	<u>Assigned</u>	<u>Due</u>	<u>Reply</u>	<u>Filed</u>
04/23/2014	04/29/2014	05/13/2014		

From Mr. and Mrs. Warren Martin

Title: Mr. and Mrs.
Business:
Phone Number:
Address: 413 Harvey Avenue Northeast
Palm Bay, Florida 32907-2462 County/Province: Brevard
Email Address:

General comments and related documents

Modification History

Created: 04/29/2014 02:33:12 PM .. Jonathan Orcel
Last Edited: 04/29/2014 02:34:14 PM .. Jonathan Orcel

ACTION TAKEN — COMMENTS:	
<input type="checkbox"/> Responded by letter	<input type="checkbox"/> Responded by e-mail
<input type="checkbox"/> Date of Response _____	<input type="checkbox"/> Responded by phone
<input type="checkbox"/> Relog to <u>Ellen / PSC</u>	<input type="checkbox"/> No Reply Necessary
<input type="checkbox"/> Name of Responder _____	
<u>Smart Meters</u>	

Submitted by:

Kelly Pacchioli
(Please print legibly)

Utility
CAS Kelly
FPL Smartmeter

April 23, 2014

Office of Gov. Rick Scott
State of Florida-The Capital
400 S. Monroe St.
Tallahassee, Fla. 32399-021

Dear Gov. Scott,

We are writing to you in reference to the FPL's smart meter.

We have used the standard meter for over 30yrs, and never had any problems with it. Now we are told that we have to use the smart meter, which does not have the longevity of the standard meter, and has issues of safety.

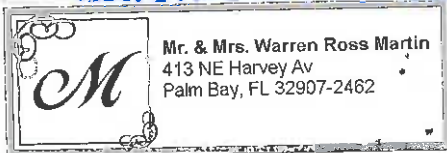
Since we still keep our 31 yr old meter, we have to pay an enrollment fee of \$95.00, and an additional \$13 per month surcharge. You would think logically that the fee would apply to the new so called smart meter enrollment?

Unfortunately, logic does not exist in our county, our state, or our country for that matter.

We can complain that we are seniors on a small fixed budget, but big business rules, and the average citizen, who pays their bills, raises their children, and hopes and prays for an honest and decent life for their grand children is discarded on the wayside. This is just another example.

Cordially,

Carol and Warren Martin
413 Harvey Ave. N.E.
Palm Bay, Fla. 32907-2462



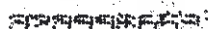
ORLANDO FL 328

23 APR 2014 PM 1 L

LINE YOUR MAIL
WITH US



Office of Gov. Rick Scott
State of Florida - The Capital
400 S. Monroe St.
Tallahassee, Florida
32399-021



Crystal Card

From: Office of Commissioner Brown
Sent: Tuesday, May 20, 2014 8:43 AM
To: Commissioner Correspondence
Subject: FW: Smart Meters and Docket No. 130223

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
(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: Jeanne [<mailto:beverlyj3r@aol.com>]
Sent: Monday, May 19, 2014 7:19 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 Docket No. 130223

I am very concerned about Smart Meters and the health effects from radiation, invasion of privacy, increased utility costs, remote shut downs and uninsurable consequences. Florida Power & Light has been notified of my decision to be in enrolled in the Non-Standard Meter Option.

Please consider my concerns and complaint regarding the "enrollment" fee of \$95 for a meter I already have and monthly surcharge of \$13 when reviewing the tariff.

Thank you.

Sincerely,

Beverly J. Reynolds
840 Center Ave., #3
Holly Hill, FL 32117-3362

(386) 258-3061

Crystal Card

From: Office of Commissioner Balbis
Sent: Tuesday, May 20, 2014 8:39 AM
To: Commissioner Correspondence
Subject: FW: Smart Meters and Docket No. 130223

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

Thanks,

Cristina

From: Jeanne [<mailto:beverlyj3r@aol.com>]
Sent: Monday, May 19, 2014 7:19 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 Docket No. 130223

I am very concerned about Smart Meters and the health effects from radiation, invasion of privacy, increased utility costs, remote shut downs and uninsurable consequences. Florida Power & Light has been notified of my decision to be in enrolled in the Non-Standard Meter Option.

Please consider my concerns and complaint regarding the "enrollment" fee of \$95 for a meter I already have and monthly surcharge of \$13 when reviewing the tariff.

Thank you.

Sincerely,

Beverly J. Reynolds
840 Center Ave., #3
Holly Hill, FL 32117-3362

(386) 258-3061

Crystal Card

From: Ruth McHargue
Sent: Monday, May 19, 2014 5:03 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 36063; E-Form Other Complaint TRACKING NUMBER: 36068; E-Form Other Complaint TRACKING NUMBER: 36071

Customer correspondence

From: Diane Hood
Sent: Monday, May 19, 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: Friday, May 16, 2014 6:38 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36063

CUSTOMER INFORMATION

Name: LEAH ULIANO
Telephone:
Email:
Address: PO BOX 720 FELLSMERE FL 32948

BUSINESS INFORMATION

Business Account Name: LEAH M ULIANO
Account Number:
Address: 14275 95TH STREET FELLSMERE Florida 32948

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:
Topic: FPL harassment concerning Non-Standard Meter Option (NSMO)

March 2014

- Received 1st NSMO letter from FPL with "ACTION REQUIRED" on envelope requesting action by 4/13/14
- 1st harassing prerecorded FPL Smart Meter message concerning fees and NSMO choice

Wednesday, April 9, 2014

- Sent NSMO letter response to FPL (Certified w/Return Receipt) selecting Analog Meter along with second signed letter refusing "Smart Meter" and stating objections to FPL extortion fees of \$95 "enrollment fee" and \$13 "monthly surcharge"

Tuesday, April 15, 2014

- Received Return Receipt back which was signed by FPL on 4/11/14

Thursday, April 17, 2014

- Phone message from FPL corporate wanting to discuss the NSMO response
- Mark (? unclear): 800-516-6250 x0974
- M-F 8:30 AM – 4:30 PM

Friday, April 18, 2014

- Phone message from FPL corporate wanting to discuss the NSMO response
- Scott: 800-516-6250 x2632
- M-F 8:30 AM – 4:30 PM

Wednesday, April 30, 2014

- Received 2nd NSMO letter from FPL with "ACTION REQUESTED" on envelope requesting action by 5/13/14
- Letter contained "If you have already notified us, please disregard this letter."

- They had received NSMO response on 4/11/14

Saturday, May 3, 2014

- 2nd harassing prerecorded FPL Smart Meter message concerning fees and NSMO choice
- They had received NSMO response on 4/11/14

Friday, May 9, 2014

- Received 3rd NSMO letter from FPL with "FINAL NOTICE" on envelope
- Letter contained "We're concerned that we have not heard from you."
- They had received NSMO response on 4/11/14.

Friday, May 16, 2014

- Received 4th NSMO letter from FPL via USPS Certified Mail
- Letter contained "We're concerned that we have not heard from you."
- They had received NSMO response on 4/11/14

I am refusing a "Smart Meter" due to its emission of harmful microwave pulses and its invasion of my privacy.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, May 16, 2014 10:44 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36068

CUSTOMER INFORMATION

Name: Bruce and Cynthia Hedgepeth
Telephone: 941-371-4014
Email: cindy.hedge@gmail.com
Address: 1353 Cottonwood Trail Sarasota FL 34232

BUSINESS INFORMATION

Business Account Name: Bruce E. Hedgepeth Account Number:
Address: 1353 Cottonwood Trail Sarasota Florida 34232

COMPLAINT INFORMATION

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

We believe that it is not reasonable for FP&L to charge us for not using the Smart Meter that we dont want put upon our home. We are concerned about the health considerations of the device and the potential evasion of privacy that this device allows, so we are declining the instillation of the Smart Meter. We dont believe that it is honorable or a good business practice to force an economic decision on people who do not wish to have the risk of the device hoisted upon them. We wish that you would seriously consider reversing your decision to charge consumers

PSC was contacted previously

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, May 18, 2014 4:37 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36071

CUSTOMER INFORMATION

Name: steven Pallot
Telephone: 3055276209
Email: pallotrealty@bellsouth.net
Address: 617 North Greenway Drive Coral Gables FL 33134

BUSINESS INFORMATION

Business Account Name: 09828-48277
Account Number:
Address: 617 N. Greenway Dr Coral Gables Florida 33134

COMPLAINT INFORMATION

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

FPL is demanding a \$95 fee if I retain my meter. I do not want a smart meter. I requested an fpl engineer to supervise change of meter, fpl refuses. fpl is not being fair...please help. Steven Pallot

2648 Clipper Way
Naples, FL 34104

May 10, 2014

Gilberte Paul
FPL Customer Advocate
P.O. Box 029311
Miami, FL 33102

Re: Docket #

13022

RECEIVED-PROC
14 MAY 19 AM 9:14
COMMISSION
CLERK

Re: Bill Acct. # 89200 15412 / SMART METER
2648 Clipper Way, Naples, FL 34104

Dear Ms. Paul,

Thank you for your letter dated March 14, 2014, and your patience during our phone conversations, and also the information regarding the grid, advantages of smart meters, and perceived health effects.

I am sensitive to microwave radiation and have to keep all devices at a distance, nor can I use a cell phone, microwave oven, or have any wireless in the house. I feel I cannot have the smart meter installed on the house.

As an old customer, and appreciative of FPL's great service and all its innovations and concerns for its customers, I would like to ask to be exempted from paying extra to keep my old meter. The results are not all in regarding health effects of varying strengths of microwave radiation; I only know I cannot tolerate it in my life and environment.

Please give consideration to this request. If any further information is required, please contact me.

Sincerely,

Susan Heckel

239-403-8463

cc: Public Service Commission



Susan Heckel
2648 Clipper Way
Naples, FL 34104-3324

FT MYERS FL 339

14 MAY 2014 PM 6 L



DISTRIBUTION CENTER

14 MAY 19 AM 7:24

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

32399085099



Crystal Card

From: Randy Roland
Sent: Monday, May 19, 2014 8:16 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 36057; E-Form Other Complaint TRACKING NUMBER: 36058

Please add the attached consumer correspondence to docket 130223-EI.

From: Diane Hood
Sent: Friday, May 16, 2014 3:50 PM
To: Randy Roland
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: Friday, May 16, 2014 2:35 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36058

CUSTOMER INFORMATION

Name: kathleen bolanos
Telephone: 3215447655
Email: kbolanos@cfl.rr.com
Address: 614 dryden circle cocoa FL 32926

BUSINESS INFORMATION

Business Account Name: kathleen bolanos
Account Number: 8855621127
Address: 614 dryden circle cocoa Florida 32926

COMPLAINT INFORMATION

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

i am being charged a fee of \$95 and a monthly fee in addition to avoid having a "smart meter" installed in my home. i do not believe the "smart meter" is safe as i have read many reports involving the continual emissions released by this meter and the illnesses that have been associated to these emissions. Florida Power and Light has been using a meter reader system since inception & i would gladly send in my meter reading to Florida Power & Light, therefore causing them no additional expense. i feel i am being extorted by FPL in a profit making scheme. they have received monies from the federal government in order to initiate and implement the "smart meter" program. i do not feel there should be any cost related to keeping my current meter.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, May 16, 2014 12:02 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36057

CUSTOMER INFORMATION

Name: Joel and Ellen Nevins
Telephone:
Email: nottwo@live.com
Address: 6428 55th Square Vero Beach FL 32967

BUSINESS INFORMATION

Business Account Name: Ellen Nevins
Account Number:
Address: 6428 55th Square Vero Beach Florida 32967

COMPLAINT INFORMATION

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

I am writing the Florida Public Service Commission for assistance because Florida Power & Light (FPL) has refused to disclose to my family basic public health information about the number of times per day FPL's smart meters emit RF radiation.

FPL desires to charge my family and thousands of other fellow Floridians an additional \$1,600 over the next ten years if we decline to install a smart meter in our homes.

So, in order to make an informed decision, I contacted Florida Power & Light (FPL) multiple times over the past month to obtain factual information about how many times per day their smart meters emit radio-frequency (RF) radiation.

After six emails to them—and five surprisingly ambiguous responses—I've come to believe FPL is evading disclosing the simple facts.

How can the Florida Public Service Commission condone FPL's charging extensive additional fees to consumers yet allow FPL to withhold from those same consumers the most basic facts possible relating to the public health issue of RF radiation?

As a result of the above, I am now respectfully requesting the following from the Florida Public Service Commission:

1. Compel FPL to disclose without delay the number of times each day a typical smart meter emits RF radiation—including the smart meter's relay transmitter emissions—along with the duration of these RF emissions;
2. Compel FPL to issue periodic disclosures in a standardized format determined by the FPSC to reveal how many times per day their smart meters emitted RF radiation over the prior quarter or other standardized period, any anticipated changes over the upcoming period, and the total body radiation emitted by their smart meters during that period, with a standardized visual comparison of this level to the amount of radiation typically emitted by cell phones, microwave ovens, and wifi routers;

3. Following my experience apparently being stonewalled by FPL over the past month, I am now additionally requesting that, instead of charging unnecessary fees to customers who wish to avoid potentially harmful RF-radiation emitted by FPL's smart meters, that the FPSC compel FPL to, upon a customer's request, install smart meters that have software programmed, for example, to generate a single set of signals once per 24-hour cycle, or that are programmed to emit RF radiation during a single two-hour period per month. This would bypass the need to manually read meters for billing purposes, thereby reducing unnecessary fees while also protecting the health of concerned customers. FPL does not presently offer this option to customers yet easily could, and likely at little or no cost to FPL.

I am simply a concerned Floridian who discovered that FPL had installed a smart meter at my house just a few feet from my daughter's head as she slept in her bed each night. Before they did this, I had a favorable view of FPL and I also had no idea that FPL's new smart meters released RF emissions. I only discovered this after reading a local newspaper article and then undertaking research on the subject. If FPL's smart meters emit radiation once every four hours for just a few seconds—and that's mainly it—I am fine having one installed at my home. This is what FPL had led me to believe in their initial disclosure. If, however, these smart meters also emit RF radiation in millisecond bursts a hundred times a day—or between 9,600 and 160,000 times a day, as was suggested in the Palm Beach Post (see <http://www.palmbeachpost.com/news/business/todays-topic-smart-meterssmart-meters-possible-hea/nSyjQ/>)—then I don't wish to have one operating a few feet from my daughter's head. I don't know which is the case, because it now appears that FPL has dodged the issue of 'relay transmitter' emissions in their email responses over the past month. Since you are the regulatory body, I am prepared to send you the chain of emails so you can view firsthand the way in which FPL's spokesperson designated to answer questions about smart meter radiation appears to have evaded answering my simple and direct question. FPL is a monopoly-provider, leaving me no ability to find an alternative supplier, and so I am now respectfully requesting the active intervention of the Florida Public Service Commission.

Thank you very kindly for your attention to this regulatory matter.

Sincerely yours,

Joel Nevins, M.A.
(and Ellen Nevins, M.B.A.)
Vero Beach, Florida

Crystal Card

From: Office of Commissioner Brown
Sent: Friday, May 16, 2014 9:25 AM
To: Commissioner Correspondence
Subject: FW: 'Smart' meter spying finally admitted

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

Thank you,
Terry

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

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>]
Sent: Friday, May 16, 2014 9:00 AM
To: Office of Commissioner Brown
Subject: 'Smart' meter spying finally admitted

Thanks for being so helpful!

Industry mouthpiece SmartGridNews finally admitted today that "smart" meters are surveillance devices. Of course they didn't quite put it that bluntly. In fact, they celebrate the ability of utilities to know what appliances people use as another tool to help craft the wonderful world of the future.

Below is my letter to the Arizona Corporation Commission pointing out that industry has finally come out and admitted what I and others have been saying for years.

The link to the SmartGridNews article entitled, *Now utilities can tell customers how much energy each appliance uses (just from the smart meter data)*, follows the letter.

Warren Woodward
55 Ross Circle

**Sedona, Arizona 86336
928 204 6434**

May 15, 2014

Arizona Corporation Commission (ACC)
Docket Control Center
1200 West Washington Street
Phoenix, Arizona 85007

Re: Docket # E-01345A-14-0113

Ladies and Gentlemen;

Here is breaking news. SmartGridNews has just come out of the closet and admitted what I and others have been saying all long: **“Smart” meters are surveillance devices.**

APS and utilities nationwide have been denying the surveillance capability of “smart” meters but here is one of the foremost “smart” meter cheerleaders in the world finally admitting the truth.

SmartGridNews calls such “smart” grid industry names as Telvent, Silver Spring Networks and Lockheed Martin its “major sponsors”. So of course the news story attempts to put a positive spin on the surveillance, hyping such nonsense as an “over 4% conservation [of energy] after just a few months”.

Wow, that means I might save four whole dollars and change on a one hundred dollar electrical bill. Where do I sign up to be spied on?

Enclosed is the SmartGridNews article, *Now utilities can tell customers how much energy each appliance uses (just from the smart meter data).*

Sincerely,

Warren Woodward

PS – In the article, note the creepy picture of a guy dressed in black and using binoculars. SmartGridNews is shameless to promote Peeping Toms as cool. Note also Orwellian phrasing such as “behavioral science” and turning ratepayers into “willing partners“. It's not a “smart” grid; it's a sick grid.

http://www.smartgridnews.com/artman/publish/Technologies_Metering/Now-utilities-can-tell-customers-how-much-energy-each-appliance-uses-just-from-the-smart-meter-data-6530.html?utm_medium=email&utm_source=Act-On+Software&utm_content=email&utm_campaign=More%20proof%20energy%20storage%20is%20turning%20the%20corner%20%28commercial%20buildings%20are%20on%20board%29&utm

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Now%20utilities%20can%20tell%20customers%20how%20much%20energy%20each%20applianc
e%20uses%20%28just%20from%20the%20smart%20meter%20data%29&cm_mmc=Act-

On%20Software- -email- -

More%20proof%20energy%20storage%20is%20turning%20the%20corner%20%28commercial%2
0buildings%20are%20on%20board%29- -H-

Now%20utilities%20can%20tell%20customers%20how%20much%20energy%20each%20applianc
e%20uses%20%28just%20from%20the%20smart%20meter%20data%29#.U3WQbyia_QV

Shawna Senko

From: Ruth McHargue
Sent: Thursday, May 15, 2014 3:24 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: James J. McGovern 1147394C.pdf

[Customer correspondence](#)

From: Diane Hood
Sent: Thursday, May 15, 2014 10:26 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

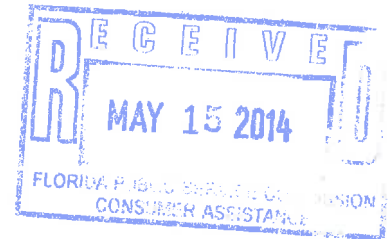
Copy on file, see 1147394C. DHood

TO: Agent for Service @ FP&L
Mr. Armando J. Olivera, CEO FP&L Co.
700 Universe Boulevard
Juno Beach, Florida, 33408 also,

Sent by Certified Mail

TO: NSMO RESPONSE
FLORIDA POWER AND LIGHT COMPANY
P.O. BOX 029100
MIAMI, FL 33102-9977

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



DATED: 10 May 2014
RE: **6058 SE Grand Cay Court, Stuart, FL 34997**
Account #: 1305748400

Dear Mr. Olivera, agents, officers, employees, contractors and interested parties:

My wife and I recently received the form your company sent out offering the “choice” of metering for our residence. We are a household that has notified FP&L of our objections to the installation of a metering device that exceeds the necessary requirements to measure the delivery of electric power to our residence. We have retained the original analog/mechanical meter that has served that purpose for over sixteen years.

On November 11, 2011 we sent you a letter (enclosed) (to the above Mr. Olivera) by certified mail articulating our many objections and notifying you that we will not waive any of our rights under the law.

Since that time your company has prevailed upon the “regulators” from the State of Florida to permit you to charge an exorbitant “enrollment fee” and an excessive monthly “service charge” to force compliance with the Smart Meter Program. The “benefits” listed in your documentation for this program are both spurious and hyperbolic. The “regulators,” however, failed to even question why these changes are necessary, the safety of the devices, or even how these changes are in the interest of the consumer.

These bureaucrats apparently “authorized” you to install your Smart Meters or to penalize customers who do not conform. This, in our view, elevates your installation to a “state action.” The collection of data from such a device would then constitute an infringement of private property rights and a violation of basic privacy rights in a premises under the Fourth and Fifth Amendments of the U.S. Constitution and the Constitution of the State of Florida. What the P.S.C. did not do - *and what they do not have the authority to do* - is allow you to take away our property rights or our rights to maintain our household in privacy and security.

The “choice” you offer your customers is a false one. You have manufactured a “problem” and then offered (only) two choices of solution; one being compliance and the other is a penalty for resisting this intrusive expansion of your basic mission. I am thereby instructed to go to your website (or send in the form) to specify whether I want to ⁽¹⁾ give in or, ⁽²⁾ pay your penalty. Where is the “*none of the above*” button?

I choose neither.

As mentioned in our letter of November 2011, we continue to reserve our rights to privacy as expressed in the Fourth, Fifth and Fourteenth Amendments to the Constitution of the United States and in various provisions of the Florida Constitution. Specifically, we refer you to the letter's first section which says,

Installation and use of any surveillance and activity monitoring device 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 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.

While we may not have the legal authority to specify which piece of equipment you install for your metering requirements, we steadfastly refuse to waive our privacy and/or property rights that have been in effect continuously since your Company agreed to supply electrical power *under license from the State of Florida*. If and when you send a replacement for our metering equipment, you still do not have our permission to collect, transmit, store or disseminate any data beyond that necessary to calculate the proper payment for delivery of electric power to our residence. We believe the Smart Meters are unsafe, dangerous and pose a significant health hazard. We do not want those devices near our home and exposing us to these microwave transmitters is an assault on our family.

Notwithstanding the "ruling" of the Florida Public Service Commission, we do not believe you have the right to collect, transmit, store or disseminate information of any kind from any device you install on our residence. We further believe that the fees "authorized" by the Florida Public Service Commission are illegal, in that they facilitate an **extortion** by penalizing customers who believe their families are put in jeopardy from the Smart Meters. These fees are, in our opinion, a "taking" (by the Public Service Commission) of our property without Due Process and should be prohibited.


We therefor object to paying any "enrollment fee" or monthly "service fees" associated with the "choice" of a "non-standard" meter, since we are not asking for a "non-standard" meter. We are confident that any legal or extralegal methods which you may choose to employ to collect these charges will be found to be improper and illegal. At this time we will pay the fees demanded because we are not able to risk the disconnection of our residential power (which is under the control of the demanding party). Payment will be made "under protest" and measures will be taken to recover their costs.

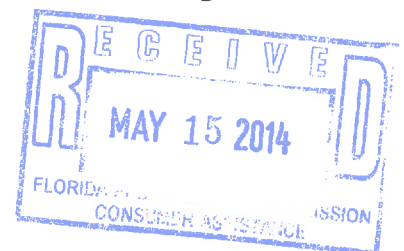
We prefer to retain the mechanical/analog meter that is currently (no pun intended) serving our power needs and we also do not want to be billed for keeping it. We can and will provide your company with sufficient documentation each month to account for our power usage (at no extra charge to you), thereby relieving your Company from the expense of sending an agent to read the meter.

You may consider this letter our official response to your offer of a "choice" concerning the metering equipment to be installed on our residence.

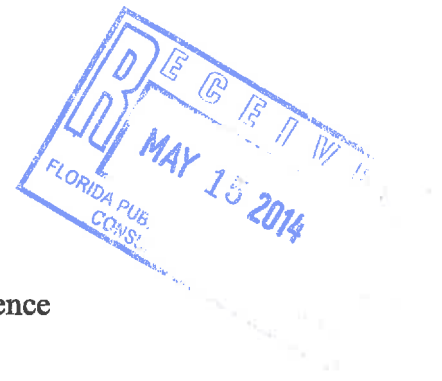
Sincerely,
Property owners/residents:


James J. McGovern


Irene D. McGovern



TO: Agent for Service @ FP&L
Mr. Armando J. Olivera, CEO FP&L Co.
700 Universe Boulevard
Juno Beach, Florida, 33408



DATED: 11/10/11

RE: 6058 SE Grand Cay Court, Stuart, FL 34997, a private residence

Sent by Certified Mail

Dear Mr. Olivera, 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: or any other surveillance and activity monitoring device, or devices at the above property. Installation and use of any surveillance and activity monitoring device that sends and receives communications technology is hereby refused and prohibited. Informal^(s) consent is legally required for installation of any surveillance device and any device that will collect and transmit private and personal data to undisclosed and unauthorized parties for undisclosed and unauthorized purposes.

Authorization for sharing of personal and private information may only be given by the originator and subject of that information. That authorization is hereby denied and refused with regard to the above property and all its occupants; "Smart Meters" violate the law and cause endangerment to residents by the following factors:

1. They individually identify electrical devices inside the home and record when they are operated causing invasion of privacy.
2. They monitor household activity and occupancy in violation of rights and domestic security.
3. They transmit wireless signals which may be intercepted by unauthorized and unknown parties. Those signals can be used to monitor behavior and occupancy and they can be used by criminals to aid criminal activity against the occupants.
4. Data about occupants' daily habits and activities are collected, recorded and stored in permanent databases which are accessed by parties not authorized or invited to know and share that private data by those 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 interest 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 with the home, vacancy patterns, and personal information and habits of 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 limit for domestic environments as determined by the EPA and other scientific programs.

I forbid, refuse and deny consent of any installation and use of any monitoring, eavesdropping, and surveillance devices on my property, my place of residence and my place of occupancy. That applies to and includes "Smart Meters" and 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 complains. 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 a legal notice. After this delivery the liabilities listed above may not be denied or avoided by parties named and implied in this notice. Civil Servant immunities and protections do not apply to the installation of smart meters due to the criminal violations they represent.

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

Property owner/resident:

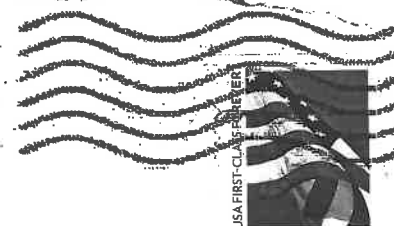
James J. McGovern

Irene D. McGovern

James J. McGovern
6058 SE Grand Cay Court
Stuart, FL 34997

DM DANIELS NJ 070

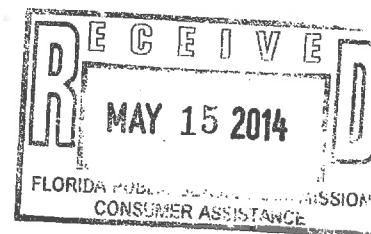
12 MAY 2014 PM 3 L



DISTRIBUTION CENTER

14 MAY 15 AM 7:06

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



32399085099



Shawna Senko

From: Ruth McHargue
Sent: Thursday, May 15, 2014 2:49 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: 130223

Customer correspondence

From: Consumer Contact
Sent: Thursday, May 15, 2014 12:54 PM
To: Ruth McHargue
Subject: FW: Fpl Complaint

From: Carol Sandoval [<mailto:csand749@gmail.com>]
Sent: Thursday, May 15, 2014 12:32 PM
To: Consumer Contact
Subject: Fpl Complaint

FPL has forced me to Have a Smart Meter put in my home.I was happy with the old analog Meter then they came to my home and put a Smart Meter in home without my permission. I was waking up every night at 2;00 am in the morning, didn't know why. A friend told me about the Smart meter it was radioactive waves going through my home So i called FPL ask them to take the smart meter off and put the analog back which they did i was told it would cost money to have it removed and analog put back i ask how much he said we were not charging at this time but they will charge later. Now i am working person FPL sent me a letter to tell me ,in order to keep the analog Meter I would have to pay them 95.00 one time fee plus 13.00 per month to keep my Meter box that has been in this home since 1959 I can not afford to wait for you all to make the decision if we are not to be charge yet this is not fair i don't radioactive going thru my house. I am being forced to have the Smart Meter Please help 2 change the decision. In my neighborhood i was the only person that had analog but our electric still went out . Please Don't force to have something we don't want and if don't want it we should not have to pay for it Please be on my side with this

Account #34928-98196
Carol Sandoval
1733 Rita St
Sarasota ,Fl 34231

Thank you

Carol Sandoval

Shawna Senko

From: Ruth McHargue
Sent: Wednesday, May 14, 2014 4:58 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 36038; E-Form Other Complaint TRACKING NUMBER: 36040

[Customer correspondence](#)

From: Diane Hood
Sent: Wednesday, May 14, 2014 4:28 PM
To: Ruth McHargue
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: Tuesday, May 13, 2014 7:44 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36038

CUSTOMER INFORMATION

Name: John G
Telephone:
Email:
Address: 5425 Skyline Place Sarasota FL 34232

BUSINESS INFORMATION

Business Account Name: John G
Account Number:
Address: 5425 Skyline Place Sarasota Florida 34232

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company
Details:

We are very concerned about Long term health and privacy reasons with these smart meters. My wife and our family will suffer a financial burden and hardship if these fees are imposed and we cannot afford them and cannot pay them. FPLs rates have always been sky high and now they want them even higher. Their rates were also recently increased.

We will NEVER consent to the installation of a smart meter for health reasons.

Since there is no federal or state law in existence, which mandates a customer of an utility accept the installation of a smart meter no financial penalty should be paid to the utility company and this is not justified.

Because of long term health effects and privacy reasons we should not have to pay extra charges due to having undesirable health effects from this "SMART METER". We should not have to pay extra fees to keep our health and to keep cancer away from our family!

We have had this "SMART METER" removed and finally now have an analog meter in its place. Prior to having this removed my wife could not sleep more than 1-2 hrs /night and had migraine headaches and was very sick!

I also had migraines, which previously I have not had. Headaches became a normal daily experience. This cancer causing unit would kill us if kept here on our property!!

We do not understand why these meters have been forced down our throats? In California for example the power companies have tried this same stunt. But recently they had to STOP charging customers extra fees to keep their analog meters & the smart meters had to be removed on request. People there also had many medical problems also.

There have also been studies regarding rats that were exposed to these same RF frequencies that came down with brain tumors/cancers. Of course these studies are never brought out in the open.

These meters are carcinogens by nature which it seems like no agency will ever address.

Please give us relief from this cancer causing health degrading so called "SMART METERS" and the extra charges that FPL is attempting to charge. This company is a monopoly and we have no choice in getting another power company. We should not be forced against our will to have this defective, unsafe, cancer causing meter installed on our personal property for any reason. No reason they can give is justified.

As far as extra charges that FPL wants to charge us for reading our meters, this is not justified.

FPL could just give estimated readings during the year and read them every 6 months as it says in their policy. Or we could self read them and email them in or take a picture of them monthly.

Can you please help us and the many others who have health issues? People all over the country are sick and tired of the "SMART METERS" which are not smart at all.

These meters are a health hazard and are a nationwide problem having ill health effects on others.

Seems like so far the only answer according to the hearings, is to just sue me! This is not the answer.

Looking forward to having help for us and all the others.

Can you please help, We are pleading with you for us and the health of others.

Please completely ban these meters, the old ones were fine, now this is a nightmare!!

Thanks for your help,

J.G

Shawna Senko

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, May 14, 2014 11:36 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36040

CUSTOMER INFORMATION

Name: Linda Meierer
Telephone: 386-304-2781
Email: lmeierer@cfl.rr.com
Address: 5949 Broken Bow Ln Port Orange FL 32127

BUSINESS INFORMATION

Business Account Name: Linda Meierer
Account Number: 1279582561
Address: 5949 Broken Bow Ln Port Orange Florida 32127

COMPLAINT INFORMATION

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

I refuse to have a smart meter there are too many known hazards that have been caused by them. My complaint is that I am being forced to have something put on my home that can cause fires, health issues, grid security, privacy, and serious health affects. By choosing not to have this I then am being forced to pay extra money that I do not have for fees. I also do not want to pay an additional fee for not having a smart meter and if a have to do it it will be under severe coercion and duress that I do.

May 10, 2014

1>Attn: Maria Gomez
Director Customer Service
Florida Power & Light Co.
PO Box 025576
Miami, FL 33102-5576

RECEIVED FPSC
14 MAY 14 AM 9:00
COMMISSION
CLERK

2>Attn: Gilberte Paul, Consumer Advocacy
Florida Power & Light Co.
PO Box 55-8050
Miami, FL 33255

✓ 3>Attn: Carlootta Stausser
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Ms. Gomez, Paul, and Stausser,

Yesterday we received a third letter from FPL about Smart Meters. It contained a warning, printed in red, that this is the final notice saying if I do not reply, FPL will automatically install a smart meter on my house.

I wish to remind you that I have already responded to the previous two similar letters in addition to my Opt-out letter which was certified mailed to several involved officers at FPL on December, 28, 2013. As a result FPL did not install a meter on my house.

On March 27, 2014, I replied to your letter which invited me to let you know before the deadline date of May 6, 2014 whether I chose a smart meter, or a "non-standard" meter. Your form letter offered me 2 choices on your terms which I dispute. In my Mar. 2014 opt-out letter sent to FPL, I reiterated my well researched reasons for opting out. As a Registered Professional Electrical Engineer, I researched the disputable facts. In that letter I agreed that the \$13 dollar monthly charge is justifiable but not the \$95 dollar "enrollment" fee for opting out of the smart meter.

I asked you to give me a breakdown of the costs that the enrollment fee covered. Your reply was a phone call and I was directed to read docket #130223-EI, "petition for approval of optional non-standard meter rider". Please refer to my reply letter dated Apr. 25, 2014 for a complete explanation of what I have found. The \$95 dollar fee is the result of a -'one size-fits-all' charge based on an "assumption" of expenses, which is convenient for FPL, but not justifiable to the customers. If the fee cannot be justified, it will look like a *punishment*. As explained in the April 25, 2014 letter, the "assumption" accounts for \$77 dollars of the "enrollment" fee of \$95 dollars. This charge does not apply to me because it is intended to pay


for an inspection trip. A trip is not necessary to my house because the meter is already installed and operating to your satisfaction.

{A trip to inspect the meter for accurate performance would benefit FPL only, and should be done at FPL's expense because defective analog meters might under record KWH. The docket infers that the enrollment fee might be excessive and build up a fund, but does not define its dispersment}. The trip fee should be determined on an individual case by case basis.

In all fairness to both parties, with neither party exercising unequal power over the other, I want to opt-out of the Smart Meter program and I do agree to pay the required surcharge of \$13 dollars per month, and I agree to pay a one time "enrollment" fee of \$18 dollars, which is the difference between \$95 and \$77 dollars, which docket #130223-EI allows for trips.

Please accept this letter as my reply to your warning notices, and I anticipate that FPL will give my request the consideration it deserves, not just for me, but for all opt-out customers.

Very Sincerely,

A handwritten signature in cursive script that reads "John J. Oezer P.E.".

John J. Oezer

1404 82nd Street NW

Bradenton, Florida, 34209

941-794-8406

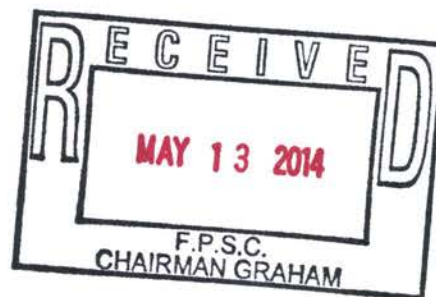
Email ibsenave@yahoo.com

Docket #

**DECLARATION OF CONTRACT, AN ANNEXATION TO
FEBRUARY 3, 2014 LAWFUL NOTICE AND DEMAND AND OBLIGATION**

May 12, 2014

From: C/o Bruce-A.: Lewis©, Agent
C/o Box 20007
Juneau, Alaska state*
near [99802] Non-domestic
Private Counsel for:
C/o Mark: Baker©, Agent of Private Property:
216 Coral Way
Indialantic, Florida state
near [32903]
Non-domestic



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

To: **James L. Robo, et al.**
Chairman and CEO
[NEXTERA ENERGY, INC. and FLORIDA POWER & LIGHT COMPANY (FPL)]
and
Eric E. Silagy, et al.
President
Maria Gomez, et al.
Director, Customer Service
Duke Extra, et al.
Customer Advocate Specialist
[FPL]
700 Universe Blvd.
Juno Beach, FL 33408
Via United States Postal Service Express Overnight Mail#: EI729008415US
And via Fax: (561) 694-4999

RECEIVED FPSC
14 MAY 13 PM 4:36
COMMISSION
CLERK

Art Graham, et al.
Chairman
PUBLIC SERVICE COMMISSION [PSC]
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Via United States Postal Service Express Overnight Mail#: EG735790382US
And also via Fax: (800) 511-0809

Re: Declaration of Contract, an Annexation to February 3, 2014 Notice And Demand And Obligation (re-sent as a 2nd Notice And Demand And Obligation on April 4, 2014)

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

I, Me, 'Myself, Mark: Baker©, Agent/Partner/Creditor hereby Proclaim, Declare, and Define under Authority [28 USC 1746(1)] and the Florida state Constitution (1838) that the following is true, correct and not meant to mislead to the best of My information, knowledge and belief; aver that I am not in receipt of any verified evidence that contradicts the following fact statements; and, any allegation(s), actual fact evidence, or presumption(s) to the contrary are hereby rebutted Eternally and Beyond:

1. That you are Not protected in your private capacity with any "governmental" [PSC] or "quasi-governmental" [FPL] immunity whatsoever by the Florida state Constitution's 11th Amendment or the 11th Amendment of the Constitution for the united States of America. Please govern yourselves accordingly.
2. That No tariff or legalese that [FPL] or [PSC] alleges to supersede the slow-kill murder of myself or my family members will ever supersede said slow-kill murder. See <http://www.floridatoday.com/videos/news/2014/02/15/5510533/>
3. That No tariff or legalese that [FPL] or [PSC] alleges to supersede my own and my family members' loss of privacy with search-and-seizure violations, through 24-hour granular data collection from off of private property, will ever supersede said privacy violations.
4. That No tariff or legalese that [FPL] or [PSC] alleges to supersede the safety-hazard and fire-hazard problems with [AMI (Advanced Metering Infrastructure)]/Smart Grid, or its [AMI]/Smart Meter devices, or its [AMR (Automatic Meter Reading)]/Non-Standard Meter devices, including, but not limited to, the switching mode power supply installed at the head of the AMI meter system in violation of the American National Standards Institute ["ANSI"] standards, will ever supersede said hazards.
5. That your unlawful tyranny, corporatocracy and fascism expressed in your actions and legalese, being unlawful, do in fact cause me and my family members harm, injury and violation; and said actions and legalese will Never supersede My Defensive Rights to protect myself and my family on My property, My Divine Rights, My Natural Rights, My Common Law Rights, or My Rights, Remedies and Defenses under [UCC] ([Florida Statutes Chapters 670-680]).
6. That based on prior success, information and "peace officer" education from nationally renowned www.CountySheriffProject.org, there is currently a criminal investigation in Brevard County against [FPL] and [PSC] assigned to a specific lieutenant.
7. That the Brevard County Sheriff has lawful superior power over [FPL].
8. That the Brevard County Sheriff has lawful superior power over [PSC].
9. That the Brevard County Sheriff and so many other sheriffs throughout the fifty states are currently being successfully re-educated with the truth by resources such as www.CountySheriffProject.org of the sheriff's lawful superior power over County, Municipal, State, federal, quasi-governmental, corporate, etc. tyrants.
10. That Brevard County passed an "Opt-In" via [Brevard County May 29, 2012 Resolution #2012-132].
11. That the [EPA Policy Act of 2005, or EPAct of 2005,] amended the [Public Utility Regulatory Policies Act of 1978, or PURPA,] and requires "Customer Request", or "Opt-In", in order to offer any smart meters.
12. That I, Me, 'Myself do Not, did Not and Never will request or consent to or autograph any [PSC], [FPL], or otherwise, etc. "Opt-In" or enrollment program contract, or any associated fee with any such contract.
13. That any forced enrollment or allegation of any "Opt-In" or enrollment program contract with me or my family members, or any forced fee or allegation of any owed fee by me or my family, is done unlawfully, fraudulently, without my consent, and under threat, duress and coercion, and is therefore null and void Eternally and Beyond.

14. That No enrollment of Any kind is or can be required by me or my family members, and that No associated fee with any said enrollment program is lawful, and that therefore No fee can charged to me or my family members.
15. That any claims of oversight or responsibility, including, but not limited to, the safety, healthiness, efficacy, reliability, energy conservation, cost-savings, privacy, lawfulness and constitutionality of [AMI] and its related equipment have been abdicated, primarily in writing, by both [PSC] and [FPL].
16. That said abdication in #15, supra, can only be surmised to have been produced by the ~200 million dollars given to [PSC] and [FPL] by [DOE] to so rapidly deploy [AMI] as to suppress entirely the most essential and pressing material facts and law pertaining to [AMI] for years, with the results that, with all substantive matters blacked out and Due Process absolutely nonexistent, these matters not only remain timely for hearing, but now require the immediate halt of all operations of [AMI] and [AMR] everywhere in Florida.
17. That following the money trail from [DOE] to [PSC] and [FPL], the utter smothering of the people whom you are supposed to serve is explicable – despite the substantiality and gravity of the matters that Floridians persistently tried to place onto the public record.
18. That [AMI] and its related equipment has been deployed, installed and operated against people's will or consent because it has been done without their required [EPAct 2005/PURPA Amendment] mandated request, without their full knowledge, and without their intelligence on safety, health, privacy, etc. issues pertaining to this matter, which makes any contract, whether express or presumed, null and void Eternally and Beyond.
19. That said mandated "Customer" request in #18, supra, clearly means a verbal or written and express "asking", which is Not to be construed in any way as tacit, silent, implied or presumed.
20. That studies of pulse-modulated centimeter-wave [RF] radiation have been performed since the 1920s with sufficient conclusive evidence showing harm, and [AMI/AMR] devices both emit pulse-modulated centimeter-wave [RF] radiation while the entire [AMI] serves to carry and intensify this pollution further.
21. That in France it is now illegal to advertise/ sell cell phones to children under twelve/ six, respectively, as cell phones have been proven to cause damage, including, but not limited to, brain tumors.
22. That according to www.takebackyourpower.net, a scientific documentary, both [AMI/AMR] devices are exponentially more harmful than cell phones in radiofrequency/microwave ([RF/MW]) radiation.
23. That the switching mode power supply installed at the head of the [AMI]/Smart Meter is not only dangerous but in violation of [ANSI] standards, and, therefore, I hereby demand that [GE], Intron, etc. be immediately shut down from manufacturing anymore [AMI/AMR] devices and that an immediate moratorium be placed on anymore [AMI] and its related equipment manufacturing, deployment, installation, operations, etc. whatsoever.
24. That chemicals being dumped into the land, air, and bodies of water, afflicting people in their offices, schools, homes and communities, violations which prompted the passage of [The Clean Water Act] and other [Environmental Acts], are far less invasive than the invisible physical agent deployed by [AMI] and its related equipment, the very unnatural, pulse-modulated, centimeter-wave radiofrequency radiation, which afflicts people in all their occupied structures and at large in their communities, and I hereby demand they be prohibited immediately.
25. That [DOE] and the federal government, that are lining [PSC]'s and [FPL]'s pockets with ~200 million dollars to immediately deploy [AMI] and its related equipment have no incentive to support any ["Clean Airwaves Act"], and, therefore, My Rights, etc. as outlined in #5, supra, to protect me and my family members from harm, injury, violations, etc. members supersede any immediate

- action(s) said entities, other interested, invested or related entities, etc. may fail to take to provide said protection.
26. That [AMI] devices/Smart Meters cause fires, which has been documented along with testimony from a fire department in the documentary video, www.takebackyourpower.net.
 27. That [FPL] and [PSC] and even insurance companies deny responsibility for fires caused by [AMI] devices/Smart Meters and outrageously wrongfully blame the property owners, even those who may have refused [AMI].
 28. That sound science is presented at www.takebackyourpower.net and each piece of scientific data presented in the Take Back Your Power documentary video is hereby required for you to rebut point by point in its entirety as defined below.
 29. That the incessant transmissions by [AMI] and its related equipment of pulse-modulated, centimeter-wave [RF/MW] radiation, and their consequent bioeffects, extend for miles.
 30. That said incessant transmissions in #30, supra, by [AMI] is documented to broadcast up to 190,000 times per day in the documentary video, www.takebackyourpower.net.
 31. That because of said incessant transmissions having consequential bioeffects for miles in #30, supra, and because I, Me, Myself am a Free Traveler, I hereby demand an immediate moratorium be placed on all [AMI] and its related [AMI] devices/Smart Meters, [AMR] devices, other equipment, etc. in Florida, which includes, but is not limited to, a moratorium on any and all deployment, installations, operations, manufacturing, etc.
 32. That the "alleged" transmissions "going directly to" [FPL], and the "alleged" transmissions that [FPL] "admits to", compared to the "actual" "overall" transmissions that are infecting people's schools, office, homes, buildings, communities, etc. are in abject violation of [FCC].
 33. That [FPL]'s and [PSC]'s claim(s) to staying within [FCC]'s guidelines is utterly false and based on deceit and a fraudulent "version" of what "the test" of "overall" transmissions should be, as documented having taken place with other deceptive utility entities in www.takebackyourpower.net.
 34. That [FCC] has Not updated their guidelines for safety in over a decade. They went through the motions of updating in 1997, when they only virtually rubber-stamped the 1991 guidelines, which, in any case, were produced for electronic equipment and not for human, animal or plant health.
 35. That the most harmful form of radiofrequency radiation is pulse-modulated, centimeter-wave radiation from [AMI] and its related equipment, per many expert testimonies in related torts. [RF/MW] radiation coming from [AMI] and its related [AMI] devices/Smart Meters, [AMR]/Non-Standard Meters, etc. is pulse-modulated (unnatural and harmful interfering with cellular communication and DNA), centimeter-sized wavelengths (such small-sized waves increase absorption into people, animals and plants exponentially). Body parts can be measured in centimeters such as hearts, eyes, testicles, etc.
 36. That engineering standards recommend wearing silver goggles over the eyes and silver protection over the testicles in close proximity to [RF/MW] radiation such as that from [AMI] devices/Smart Meters.
 37. That the only "safe" level of radiation is zero and therefore [FCC] is allowing DNA to be destroyed, a precursor to all disease and dying.
 38. That [FCC] guidelines do Not protect people and [FCC] has admitted in federal court that it has neither expertise nor authority over health.
 39. That [PSC] and [FPL] are increasing the "noise" on power lines with [AMI] and its related equipment transmissions which further infect people's schools, offices, homes, communities, etc. while violating people's Rights to "free travel" throughout Florida without harm by an invisible physical agent described in #25, supra.

40. That said "noise" on power lines, such as [BPL], or "broadband over power lines", is emanating from people's outlets inside their homes and acting as harmful antennas 24/7 irradiating or literally "cooking" people to death SLOWLY inside their homes.
41. That said SLOW KILL is misunderstood and overlooked by the medical community and so no one is connecting the dots of [PSC]'s and [FPL]'s Smart Meters tied to murder.
42. That Smart Meters are a weapons grade technology based on [UNITED STATES DEPARTMENT OF ARMY Report "BioEffects of Non-Lethal Weapons", FOIA Request 614F-06] and other documentation that [PSC] refused to review or have a hearing on for the people of Florida state.
43. That [AMR] devices/Non-Standard Meters, have almost as much radiation emanating as [AMI] devices/Smart Meters according to www.takebackyourpower.net documentary.
44. That I, Me, Myself, Eternally and Beyond, do Not, did Not and Never will give my consent to [FPL] or [PSC] or any other entity: for any [AMI]; or for any [AMI] device/Smart Meter or Smart Meter Option enrollment; or for any [AMR]/Non-Standard Meter or Non-Standard Meter Option enrollment; or for any fee/electricity rate hikes/higher bills associated with [AMI] or any [AMI/AMR] device enrollment program; or for any other meter/device other than the current analog meter I currently have installed (see picture in February 3, 2014 Notice And Demand And Obligation sent via United States Postal Service Express Mail#EG735790303US to [PSC] (and also by fax) and Express Mail#EG735790285US to [FPL] (and also by fax) resent on April 4, 2014 as 2nd Notice and Demand And Obligation via United States Postal Service Certified Mail#70133020000163062127 to [PSC] (and also by fax) and Certified Mail#70133020000163062134 to [FPL] (and also by fax)). Also see Notice of No Consent To Trespass And Surveillance, Notice of Liability sent to [FPL] and NextEra Energy on December 30, 2011 via Certified Mail#s 70101670000071839543 and 70101670000071839505, respectively.
45. That [AMI] and its related [AMI] devices/Smart Meters are Not saving people money, and, conversely, are increasing people's electric bills all over the country as documented by www.takebackyourpower.net.
46. That Obama is captured on video admitting that his [Cap and Trade Program] would necessarily have electricity bills skyrocket as documented in www.takebackyourpower.net.
47. That your failure to lawfully and timely respond to this contract, which includes responding to the documents already in your possession, namely the February 3, 2014 Notice And Demand And Obligation and the 2nd Notice And Demand And Obligation resent April 4, 2014 (see #44, supra, for tracking numbers), by United States Postal Service Certified [Mail] is your agreement with the statements and averments I, Me, Myself have made herein. This declaration of contract, My affidavit, stands as truth in commerce by absolute, non-negotiable, irrevocable agreement unless lawfully rebutted by all of you by United States Postal Service Certified [Mail] within Twenty-one (21) days of your receipt of this affidavit/declaration/agreement/instrument. Your rebuttal must be made by affidavit with notarized signature, signed in blue ink, under the penalty of perjury rebutting My affidavit point by point with lawful, substantive documentation to support your statements. Your affidavit must be executed according to [Florida Statutes Chapters 670-680], also known as [UCC]. Your affidavit must note it is "true, correct, and complete, and not meant to mislead", [mailing] an original to C/o Bruce-A.: Lewis©, Agent, C/o Box 20007, Juneau, Alaska state, near [99802] Non-domestic. This instrument, a "Declaration of Contract, an Annexation to February 3, 2014 Notice And Demand And Obligation", will result in a clear Understanding and an agreed meeting of the minds between I, Me, Myself and all of you herein identified and/or served. Thank you all in advance for agreeing with this lawfully binding obligation, "Declaration of Contract, an Annexation to February 3, 2014 Notice And Demand And Obligation".

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, Mark: Baker©, Agent, Declare that the foregoing is true, correct and not misleading to the best of My knowledge, information and belief executed this 12 day of May, 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,

Mark: Baker©, Agent

by: Mark: Baker©, Agent
[UCC] 1-308, 1-103, 1-301 and [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 12th day of May, 2014, that Mark Baker, 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:

C. L. Balzano
Notary Public

5/12/14 (Seal)
Date

(Stamp)

Send Return Notice(s) and all Offers To Contract to:

MARK BAKER©
by: Mark: Baker©, Agent
C/o Bruce-A.: Lewis©, Agent
C/o Box 20007
Juneau, Alaska state
near [99802] Non-domestic





April 21, 2014

Mark Baker
216 Coral Way S
Indialantic, FL 32903

Re: Bill Account # 07956-85056

Dear Mr. Baker:

Thank you for sharing your concerns regarding FPL's Smart Grid initiative and Non-Standard Meter Rider Option. I am writing to you because I was unable to reach you by telephone.

As you are aware, the Company's intention – which has been approved by the Florida Public Service Commission (FPSC) – is to accommodate the very small number of FPL customers who choose to forego the benefits that smart meters offer by providing those customers with a cost based alternative. This approach is entirely consistent with the FPSC's decision.

FPL wants to please all customers and providing a choice of the service they receive is good for everyone, and is the type of service we strive to provide. The reason for the extra billing, a \$95 enrollment fee and \$13 monthly surcharge, is because there are extra costs involved in offering the Non-Standard Meter Option. These fees cover the costs to set up and administer the Non-Standard Meter Option for each customer, make changes to our outage management and restoration systems to address outage and restoration issues that need to be manually resolved, and modify the billing system and maintain the systems and processes needed to read the meter manually every month.

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

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

The Florida Public Service Commission (FPSC), which has the effective law and jurisdiction over the state's utility services, approved and directed FPL to install the selected smart meter technology in our 2009 rate case. As required by the FPSC, our smart meters meet all commercially required standards and requirements.

At FPL we take very seriously our obligation to comply with all applicable safety standards, including those governing the smart meters and the related communications devices. To that end, FPL strictly abides by the Federal Communications Commission (FCC)-health and safety standards regarding radio frequency (RF). The FCC regulations limit the transmit power and permissible exposure for devices operating in the RF spectrum. The low-power radios in all of our smart meters and other smart grid communication devices operate at levels significantly lower than the FCC limit. They give off a small fraction of RF compared to many common household items like cell phones, wireless computer networks, and even baby monitors. These claims, such as in the notice sent dated February 3, 2014, are based on erroneous and misleading information. For your review, I have enclosed important documents which provide substantiated facts.

It is also important for you to know that when FPL enters your property to access our meter, it is not considered trespassing. The FPL tariff, which is approved by the Florida Public Service Commission, states, among other things, the following: "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 FPL tariff is available for your review at [http://www.fpl.com/rates/pdf/2011%2011-03%20Section 6.pdf](http://www.fpl.com/rates/pdf/2011%2011-03%20Section%206.pdf).


We strive to be responsive to our customers, so at your request on June 20, 2012, your property was placed on our postpone list and a smart meter was never installed. On September 20, 2014, the FPSC held a workshop, which allowed for full stakeholder participation, to evaluate the smart meter-related issues. Recently, in its Order of January 14, 2014, the FPSC approved FPL's Non-Standard Meter Option.

You currently do not have a smart meter; however, you have a choice. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option. You can notify us of your decision by filling and mailing back the tear off form previously mailed to you, online at www.fpl.com/meteroption, or by contacting me directly. Please be aware that failure to respond to the requests to select a meter option or preventing FPL from installing a smart meter will lead to the automatic enrollment and billing for the Non-Standard Meter Option.

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

We respect your point of view and want you to be happy with the service we provide. If you decide to enroll in the Non-Standard Meter Option, or have any additional questions or concerns, please contact me at 1(800) 397-6544 ext. 22.

Sincerely,



Duke Extra
Customer Advocate Specialist



Fact Sheet

Energy Smart Florida Ensuring Customer Privacy

The information technologies that have done so much to improve how we live and work are now being applied to improving the nation's electric infrastructure. Through its Energy Smart Florida initiative, FPL is investing in advanced smart grid technologies to help keep service reliability high over the long term and give customers more information to better manage their energy use and monthly bills.

FPL's top priority is delivering electric service reliably and safely. For years, we have implemented policies and procedures to protect our networks and customer information. This is equally true of our investments in a smarter electric grid. Enhanced information and data exchange are at the core of this initiative, and that is why we have engineered strong privacy protections into our smart grid technologies. In fact, FPL's information privacy standards are more stringent than current industry standards.

The information we collect: Customers provide us with information when they open an account, participate in an FPL program or use a service we provide. We use this customer data primarily to administer their accounts, manage the efficient operation of the electric grid, provide customers with current and new services, and for other business purposes. The core information we collect includes:

- » Customer's name, service and mailing address, phone and email addresses, and Social Security number
- » Billing-related information including payment history, electric usage data and the customer's power outage history



FPL has engineered strong privacy protection measures -- including advanced encryption (coding) technologies -- into its smart grid system to safeguard the privacy of customer data.

Energy Smart Florida

FPL is investing in smart grid technologies as part of our commitment to building a stronger, smarter, cleaner and more efficient electric infrastructure. Smart grid technologies will help customers better manage their monthly bills and help FPL keep service reliability high.

www.EnergySmartFlorida.com

FPL's Stance on Privacy:

"At FPL, we're not only obligated by law to protect and safeguard customer data, we consider it a top priority. Looking to other industries as a guide, we will ensure appropriate cyber protections are in place to prevent unauthorized individuals from gaining access to customer data, we will be transparent in how data are used by FPL, and we will continue to honor consumers' rights to control how data are shared."

— Phil Slack, senior manager, enterprise architecture, FPL

Guided by Other Industries:

"Even privacy issues that seem distinct to the smart grid actually have parallels in ... just about any system that's been digitized, from medical records to electronic mail, we have plenty of experience..."

— John Timmer, Writer, *ars technica*, and Faculty, Cornell University

FPL's smart grid initiative, which includes the installation of 4.5 million smart meters, is enabling us to provide customers with additional services and give them more control over their energy use. The smart meter collects the customer's energy use data, encrypts (codes) it to ensure privacy and transmits it to FPL via a secure wireless network.

After the smart meter has been activated, customers can conveniently access FPL's online energy dashboard and see information about their energy usage. They can use this data to actively manage their electricity use and save on their monthly bills if they so choose.

Protecting customer privacy is paramount: Some customers have told us that they have received factually inaccurate information from third-party sources regarding smart meters and the privacy of customer information. Our "defense-in-depth" approach safeguards this data:

- » No customer-identifying information – such as names and addresses – is stored in the meters or transmitted across the network.
- » Customers' electricity use data is encrypted (coded) – using the same methods as Internet banking and ATM machines – before it is transferred across our secure smart grid network.
- » The data we collect is used to manage our customers' accounts. FPL does not "monitor" how customers use energy. The smart meter does not store or transmit any information about who customers are, where they live or what they're doing. In addition, the smart meter does not record how customers use electricity or what appliances they use.

Working with top experts: In addition to performing our own comprehensive research and evaluation, FPL engages third-party experts to conduct tests and analyses to validate that communications, systems and processes operate securely.

For example, we seek out the top experts in the world to apply best practices from other industries—including telecommunications, banking and e-commerce – and apply them to smart grid management. FPL works closely with strategic partners such as Cisco Systems and GE to employ the best practices they have developed in securing other critical infrastructures. We have also worked with the Federal Energy Regulatory Commission, National Institute of Standards and Technology (NIST), Edison Electric Institute, and the Utilities Communications Association International Users Group to ensure that strong data privacy measures are part of our smart meter deployment.

Nationally, the electric utility industry has made consumer privacy a top priority. Because privacy rules vary from state to state, the NIST is developing privacy guidelines for the utility industry, using the Generally Accepted Privacy Principles (GAPP) as a guide.

Our approach: These principles guide FPL's smart grid privacy practices:

- » **It is our obligation to safeguard customer data.** We take this obligation seriously and employ safeguards that are stricter than current industry standards. Our approach incorporates multiple layers of defense across the entire system to assure the protection of our networks and customer data.
- » **Customers are in control:** FPL acts as a responsible custodian of the customer data we collect. We support and comply with Florida laws that bar third-party access to individual customer data unless it is necessary for the legitimate business needs of the utility, the customer explicitly requests or approves the sharing of their data, or it is required by law.
- » **We are transparent:** FPL is transparent with customers about our Privacy Policy and how it protects their personal information. (See http://www.fpl.com/contents/privacy_policy.shtml)

For More Information:

- » U.S. Department of Energy, "Data Access & Privacy Issues Related to Smart Grid Technologies," October 5, 2010
http://www.gc.energy.gov/documents/Broadband_Report_Data_Privacy_10_5.pdf

Florida Power & Light Company

- * Florida Power & Light Company is the largest electric utility in Florida and one of the largest rate-regulated utilities in the United States. FPL serves approximately 4.5 million customer accounts in Florida and is a leading employer in the state with more than 10,000 employees. The company consistently outperforms national averages for service reliability while customer bills are below the national average. A clean energy leader, FPL has one of the lowest emissions profiles and one of the leading energy efficiency programs among utilities nationwide. FPL is a subsidiary of Juno Beach, Fla.-based NextEra Energy, Inc. (NYSE: NEE). For more information, visit www.FPL.com.

Acknowledgement & Disclaimer

- * This material is based upon work supported by the Department of Energy under Award Number DE-OE0000211.
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Smart Meters

Fact Sheet

The Facts about Smart Meters and Privacy

FPL customers have told us that updating the power grid to ensure reliable electric service is a top priority. We are responding with investments to make the grid even more reliable, as well as smarter, cleaner and more efficient. FPL's smart grid initiative is helping us keep service reliability among the highest in the nation (99.98%). As the smart technologies we're installing become operational, customers will experience fewer power outages, smaller outages and faster service restoration when an outage does occur. The technologies also enable FPL to provide customers with other benefits, including more control over their energy use and monthly bills than ever before, greater convenience and improved customer service. Smart meters are an essential part of this system and are necessary to provide these important benefits.

Some customers have asked us about false rumors they've seen on the internet claiming, among other things, that smart meters allow the government to spy on customers and that they amount to "illegal search and seizure."

There is no credible basis for these statements. Consumers deserve accurate, complete information, not false information based on rumor and hearsay. In the interest of accuracy, let's examine each of the myths and compare them to the facts:

Like the old mechanical meters, smart meters measure how much energy customers use, not how they use energy. Smart meters don't store or transmit any information about who our customers are, where they live or what they're doing, nor does it know what appliances they use.

Myth	Fact
Big Brother Monitoring Your Life "The devices will know when you are at home, what appliances you are using, what room you are in, personal habits, etc., allowing for detailed surveillance of your personal life. These are surveillance devices."	False. Like the old mechanical meters, smart meters measure how much energy customers use, not how they use energy. The meters are not "surveillance devices." The smart meter does not store or transmit any information about who our customers are, where they live or what they're doing, nor does it know what appliances they use.
Wiretapping "This is a form of illegal wiretapping."	False. The use of smart meters is not wiretapping, and is completely legal in all respects. The use of these meters has been approved by the Florida Public Service Commission, the administrative agency that directly regulates FPL and has jurisdiction to make such determinations. Just as traditional mechanical meters have always done, smart meters measure the amount of energy used at a property as part of a customer's service agreement to purchase electricity from the utility.
Consumer Privacy / Personal Data "Data about the occupant's daily habits are collected and stored in databases that may be sold to others and/or accessed by unauthorized parties."	False. FPL's top priority is delivering electric service reliably and safely – this includes safeguarding our customers' privacy and protecting our networks and customer data from cyber threats. We have detailed, openly published policies and procedures to protect customer information. In fact, we employ safeguards that are stricter than current industry standards. See FPL's privacy policy at: http://www.fpl.com/contents/privacy_policy.shtml . Our customer's energy data is only used to manage their FPL accounts and the electric grid. We support and comply with Florida laws that prohibit third-party access to individual customer data unless the customer explicitly requests or approves the sharing of their data, it is necessary for the legitimate business needs of the utility, or it is required by law. This is consistent with how we have protected customer data generated by the older electromechanical meters.

Myth

Hackers/Criminals/Cyber Security

"Since the meters are wireless, they are exposed to possible hackers and/or terrorist acts. ... The signals may be intercepted by criminals and used to commit crimes against occupants."

Fact

False. In the first place, no customer-identifying information is stored in the smart meter or sent across the network. Further, the energy-use data that is measured by smart meters is encrypted (coded) using the same method as online banking and ATM machines. It is then transmitted to FPL via a secure wireless network that complies with the industry's highest standards for cyber security. Our approach incorporates best practices from other industries and multiple layers of defense across the entire system to protect customer data.

Lack of disclosure

"Your company has not disclosed the recording and transmission capabilities of the smart meter."

False. Quite the contrary, we have multiple Web pages devoted to this. You might start at our Smart Meters "Index" page at <http://www.fpl.com/ami/index.shtml>, our Energy Smart Florida page at www.fpl.com/energysmartflorida, or our Smart Meters "Frequently Asked Questions" page at <http://www.fpl.com/ami/qa.shtml>.

Unreasonable search and seizure/4th Amendment

"This invasion of privacy violates the 4th Amendment of the US Constitution."

False. The 4th Amendment prohibits unreasonable searches and seizures by the government. It has no bearing on smart meters, which are provided to customers at no charge as part of their service agreement with the utility.

GET THE FACTS:

www.FPL.com/energysmartflorida





Fact Sheet

Smart Meters

Proven, Secure Technology is Part of a Smarter, More Reliable Power Grid

Florida Power & Light Company is investing in smart grid technology as part of our commitment to modernize the electric grid. Smart meters are a key part of the system. Some customers have asked whether there are potential health effects of electronic and magnetic fields (EMF), or more specifically the radio frequencies (RF) emitted from smart meters. We want to assure our customers that FPL's smart meters comply fully with Federal Communications Commission (FCC) health and safety standards.

How they work: Most electricity meters in place today use old technology, with either moving mechanical parts or electronic recorders that lack the ability to communicate remotely. With these older meters, utility meter readers must visit customers' properties monthly to read the devices visually.

New smart meters record your electricity usage digitally and use small, low-power radios to send the information securely to FPL. This makes it possible for us to deliver a variety of benefits to you and all customers, including greater reliability and enabling you to take more control over your energy bills.

Unlike many other common household devices that transmit via RF, smart meter radios only transmit data in short bursts lasting just a few seconds. In fact, after the initial performance test is complete, the radios in smart meters are inactive as much as 99 percent of the time. That means they give off a fraction of RF emissions compared to cell phones or other common household devices. (Refer to Graph 1)

Understanding Radio Frequency: Radio frequency (RF) is a term used to describe both man-made and naturally occurring energy associated with electromagnetic waveforms in the range of about 30 kHz to 300 GHz. Ambient RF comes from many sources every day. Some common sources of RF are:

- » TV over-the-air broadcast
- » Cellular phone transmissions
- » Wireless computer networks
- » HAM radios
- » AM/FM radio stations
- » Over-the-air communication services (police, walkie-talkies, pagers, CB radios)

"You would have to be exposed to the RF from a smart meter for 375 years to get a dose equivalent to that of one year of 15-minutes-per-day cell phone use."

- Dr. Peter A. Valberg, Human Health Assessment Expert

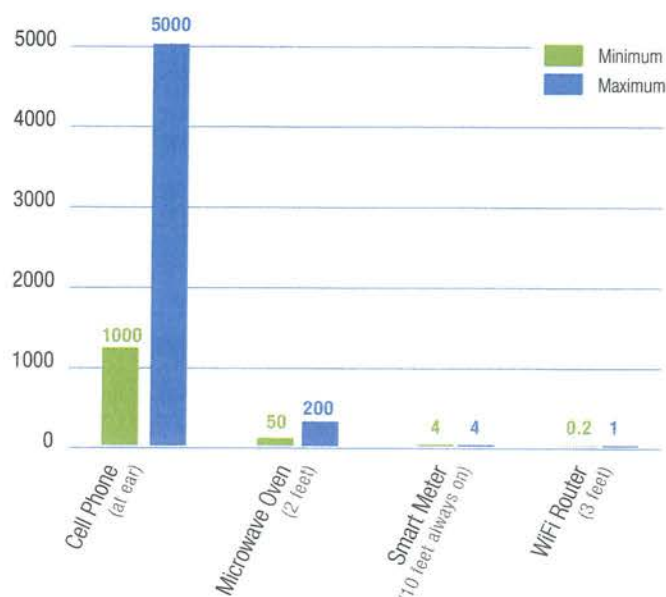
Smart Grid: What's In It for You?

- » **Control:** After FPL completes the transition to smart meters in your area, you will be able to go online and see how much energy you are using by the hour, day or month – helping you make more informed choices about your energy use and saving money, if you choose. You can also see an estimate of your next electric bill based on your current usage.
- » **Reliability:** Smart grid technologies, including the smart meter, will help us see outages in the system so we can begin restoration more quickly.
- » **Convenience:** We'll be able to read your meter without visiting your property every month, though we'll still need occasional access for routine maintenance.
- » **Affordability:** Long term, our investments in smart grid will help us achieve efficiencies throughout the electrical system. By operating efficiently, we're keeping our customers' bills among the lowest in the state.
- » **Environment:** In the future, smart grid technologies will help us bring more renewable energy to the grid and help to encourage more widespread use of electric vehicles.

For more information: www.FPL.com/energysmart

RF and Health: The Federal Communications Commission (FCC) has set limits on the maximum permissible exposure for emissions of RF-emitting devices. These limits are well below the point at which known biological impacts occur, and the smart meters being installed by FPL operate at levels that are hundreds of times lower than the FCC limit.

Graph 1: Comparison of RF Exposure Levels from Various Sources



Y axis: Power Density microwatts per square centimeter

This chart compares the RF levels from common electronics. Smart meters emit RF at much lower levels than other devices such as cell phones and microwave ovens. Note that the smart meter figures in this chart are based on an "always on" state to represent the hypothetical maximum case. However, the radios in smart meters are inactive as much as 99 percent of the time, so actual RF emissions would be a tiny fraction of what is shown here. Source: California Council on Science and Technology, January 2011

Experts Agree – Smart meters emit far less RF than many existing household devices.

Maine Center for Disease Control: This Maine state government agency concluded there is "no consistent or convincing evidence to support a concern for health effects related to the use of radio frequency in the range of frequencies and power used by smart meters." Regarding a possible health condition called "electromagnetic hypersensitivity" (EHS), the study concluded that "well controlled and double-blind studies have shown that symptoms were not correlated" with electromagnetic frequency exposure.

California Council on Science and Technology: This independent organization, sponsored in part by the state's major universities – including the University of California, California Institute of Technology, University of Southern California and others – and prestigious federal laboratories, conducted an extensive literature review and interviewed dozens of experts, concluding: "Wireless smart meters, when installed and properly maintained, result in much smaller levels of radio frequency (RF) exposure than many existing common household electronic devices, particularly cell phones and microwave ovens."

Sources:

- » California Council on Science and Technology, "Health Impacts of Radio Frequency from Smart Meters," January 2011, <http://www.ccst.us/publications/2011/2011smartA.pdf>
- » Maine Center for Disease Control, "Executive Summary of Review of Health Issues Related to Smart Meters," November 8, 2010, http://www.maine.gov/dhhs/boh/documents/Smart_Meters_Maine_CDC_Executive_Summary_11_08_10.pdf
- » Electric Power Research Institute, "Radio Frequency Exposure Levels from Smart Meters," February 2011, www.epri.com

Many factors at work: The following table summarizes the factors that affect one's level of exposure to RF from smart meters:

Factor	Comment
Signal frequency	FPL's smart meters operate on the same frequencies (the 900 megahertz ISM band) as many common household devices like mobile phones, cordless phones, baby monitors, remote controls and garage door openers.
Signal strength (Power Density)	Measured in microwatts per square centimeter ($\mu\text{W}/\text{cm}^2$), smart meters' signal strength is very small compared to the other devices listed in Graph 1. The signal strength is affected by other variables such as distance, and barriers such as walls.
Distance from signal	The signal strength becomes weaker as you move farther away from the device. For example, at 8 feet away from the meter, the signal strength would be 1/64th of that what it would be at 1 foot.
Signal duration	Smart meter radios transmit data in very short bursts lasting just a few seconds. In fact, on average they do not transmit data and could be idle – meaning they don't emit any RF – as much as 99 percent of the time.
Thermal effects on health	"Thermal effects" refers to biological effects from an increase in body heat that can result from exposure to extremely high RF intensities. However, smart meters operate at a frequency and power level far below the level needed to produce these effects.
Non-thermal effects	Independent studies have shown there is no proven cause-and-effect relationship between non-thermal health effects and the low-power RF exposure in the frequency ranges used by FPL.

Electric Power Research Institute (EPRI): Responding to concerns that RF emissions could be too high if smart meters are grouped together in apartment buildings, EPRI tested RF levels at a distance of 1 foot from a bank of 10 smart meters operating continuously. The resulting exposures were 92 percent below the FCC limit.

Bottom line: Smart meters emit radio frequencies intermittently and at much lower levels than many other commonly used RF-emitting devices.

Questions and Answers

What are ISM bands?

The industrial, scientific and medical (ISM) radio bands are saturated with many different kinds of electronic devices from many different manufacturers. The Federal Communications Commission (FCC) has designated the ISM frequency bands for equipment or appliances that are designed to generate and use RF energy. The frequency ranges were opened by the FCC for wireless communications in 1985, and since then there has been a steadily increasing stream of devices occupying the bands. Their exact ranges are as follows:

	Frequency Range (MHz)	Center Frequency (MHz)
ISM900	902-928 MHz	915 MHz
ISM2400	2400-2500 MHz	2450MHz

Do smart meters produce the same kind of radiation as x-rays?

No. X-rays and gamma rays are types of ionizing radiation. Ionizing radiation should not be confused with the lower-energy, non-ionizing radiation with respect to possible biological effects. Ionization is a process by which electrons are stripped from atoms and molecules. Smart meters produce non-ionizing radiation in the form of RF energy. This process, which can be associated with x-rays but not with RF transmissions, can produce molecular changes that can lead to damage in biological tissue, including effects on DNA, the genetic material of living organisms. This process requires interaction with high levels of electromagnetic energy. The energy levels associated with RF are not great enough to cause the ionization of atoms and molecules. Other types of non-ionizing radiation include visible and infrared light.

Do smart meters transmit microwave energy?

No. FPL's smart meters do not use microwave frequencies to communicate with the network. They use a low-power 900 megahertz (MHz) radio. While the smart meter has a 2.4 gigahertz (GHz) radio, it is not used for network communications. It is currently turned off and would only be used for communications with customers who have volunteered to take part in a special pilot of in-home technologies. Additionally, the radios in the smart meters are low power, and unlike many other devices that transmit RF, they operate intermittently and transmit and receive data in very short pulses lasting just a few seconds.

Do smart meters create electronic and magnetic fields (EMF)?

The use of electricity in our everyday lives creates power frequency (60Hz) EMF. It is present wherever there is electrical wiring. Common sources:

- » Wiring in our homes, schools, hospitals and businesses
- » Power lines and utility facilities that deliver electricity
- » Electrical appliances and equipment we use at work and home

Some of the most prestigious U.S. and international scientific organizations have evaluated the EMF research. None of these organizations has found that exposure to power frequency EMF causes or contributes to cancer or any other disease or illness. Their reviews generally conclude that the scientific studies overall have not demonstrated that EMF causes or contributes to any type of cancer or other disease.

1

Know the Facts about Smart Meters

SEPARATING FACT FROM FICTION

MYTH

Smart meters broadcast information about your daily personal habits.

FACT

False. Like the older mechanical meters, smart meters measure how much energy you use, not how you use it. The smart meter does not store or transmit any information about who our customers are, where they live or what they're doing, nor does it know what appliances they use. We do not sell private customer data or share information about their power consumption with any third party, unless the customer consents to it or we are required to respond to a lawfully issued subpoena or court order. As always, we remain good stewards of our customers' data and have rigorous safeguards in place to protect customer data and the security of our network.

MYTH

Smart meters present a health hazard due to radio frequencies (RF).

FACT

False. Smart meter radios communicate in very short bursts lasting just a few seconds. In fact, on average they could be idle — meaning they don't emit any RF — as much as 99 percent of the time.

The Federal Communications Commission (FCC) sets limits on the maximum permissible exposure for emissions of RF-emitting devices. These limits are well below the point at which known biological impacts occur, and the smart meters being installed by FPL operate at levels that are hundreds of times lower than the FCC limit. No credible peer-reviewed studies have substantiated claims that smart meters cause health problems.

Some customers have concerns about false information they have seen or heard about smart meters.

For more information on smart meters, go to FPL.com/energysmart. The Florida Public Service Commission also provides helpful information at psc.state.fl.us/utilities/electricgas/smartmeter

2

Compare the Costs & Benefits

Smart meters 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 when outages do occur. That's why they're now FPL's standard meter, and there is no additional charge for having a smart meter.

If you choose the non-standard meter (the older technology replaced by the smart meter), the benefits of smart meters will not be available to you, and you must pay additional fees to cover the cost of the non-standard service. These charges would be included on your electric bill. Please compare the costs and benefits below.

BENEFITS AND FEATURES	SMART METER (Standard Meter)	NON-STANDARD METER
Access to the Energy Dashboard, to view your energy use by the hour, day and month	✓	⊘
Convenience of remote meter reading – no need for a meter reader to come to your property every month and no estimated bills for hard-to-reach meters	✓	⊘
Hourly usage data to resolve billing questions more efficiently	✓	⊘
Faster connection and reconnection of electricity	✓	⊘
Improved outage detection and faster restoration—often before you call. Ability to use this feature after major storms to restore power more efficiently.	✓	⊘
Ability to quickly detect whether an outage is caused by our system or something within your home	✓	⊘
Enrollment fee	None	\$95
Monthly surcharge	None	\$13

Questions & Answers

Why must you charge a fee to opt out?

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

What do the fees cover?

These fees cover the costs to:

- Set up and administer the Non-Standard Meter Option for each customer
- Make changes to our outage management and restoration systems to address outage and restoration issues that need to be manually resolved
- Install a non-standard meter, if necessary
- Modify the billing system and maintain the systems and processes needed to read the meter manually every month

What type of alternative meter will you offer?

Customers enrolled in the Non-Standard Meter Option will be allowed to keep the existing non-standard meter. If a replacement non-standard meter is necessary, it will be a digital meter that does not communicate.

Can I get an analog meter?

The industry phased out the manufacturing of analog meters more than five years ago as more advanced technology became available. As a result, analog meters are becoming scarce. Digital meters have been FPL's standard of service since 2006. They do not contain any communication equipment and will be used in the event an analog meter needs to be replaced.

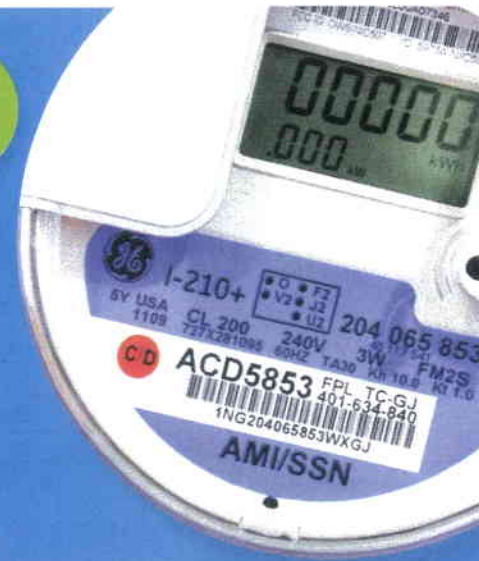
Are there any other terms and conditions?

Please refer to "Non-Standard Meter Option Terms and Conditions" for complete information.

I refused the smart meter but now I want it. Can I get it installed without paying a fee?

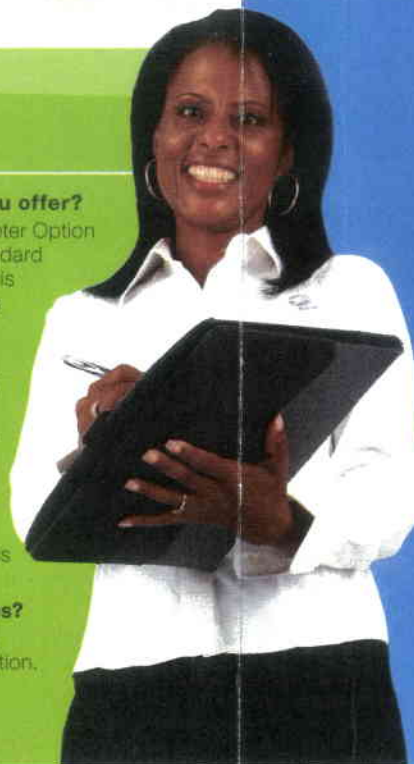
Yes. Please call 1-866-252-6047 and we'll schedule the installation.

3



Choose Your Meter Option

Go to FPL.com/meteroption
or Call 1-866-252-6047



CHANGING THE CURRENT. **FPL**

Non-Standard Meter Option Terms & Conditions

Most FPL customers are provided with a communicating smart meter as the standard meter service. These meters communicate the same type of information that FPL previously collected through manual meter readings, but at more frequent intervals and over a wireless network. This enables FPL to offer a number of additional benefits to customers.

A non-communicating meter is available to eligible customers through FPL's Non-Standard Meter Option. It is the older technology meter and is no longer in standard use by FPL.

Eligibility

To be eligible, customers must not have tampered with the electric meter service or used service in a fraudulent or unauthorized manner.

Fees

Customers enrolled in the Non-Standard Meter Option must pay fees to cover the additional costs of providing non-standard service: An enrollment fee of \$95 and a monthly surcharge of \$13.

Non-Standard Meter Type

Customers who are enrolled in the Non-Standard Meter Option will be allowed to keep their existing non-standard meter. If a replacement non-standard meter is necessary, it will be a non-communicating meter of the Company's choice.

Minimum Term

If customers choose to enroll in the Non-Standard Meter Option, or if they are enrolled into this option because FPL has been prevented from installing the standard meter, they must do so for at least one (1) billing period (about 30 days).

Cancellation

If customers cancel their enrollment in the Non-Standard Meter Option within 45 days after the initial charges have been billed, they will receive a full refund provided that (1) they did not previously have a smart meter installed and (2) they agree to the installation of a smart meter. The refund will be processed after the smart meter has been installed.

Automatic Enrollment

Even if they don't actively enroll in the Non-Standard Meter Option, customers who have a non-standard meter will be automatically enrolled in and billed for the Non-Standard Meter Option if they prevent FPL from installing a smart meter or fail to respond to requests to select a meter option. Eligibility rules apply.

Meter Maintenance

Because so few customers have non-standard meters, the non-standard meters may not be readily available on service trucks. If maintenance to the meter is required, we may need to install a smart meter temporarily to maintain electric service to the premises. If this occurs, we will come back out and replace the smart meter with a non-standard meter as soon as practical. We expect this to take less than a month, and if it takes longer we will not bill the monthly fee until the non-standard meter is replaced.

Relocation

Customers must re-enroll in the Non-Standard Meter Option and pay the enrollment fee if they wish to initiate the non-standard meter service after relocating to new premises. Customers who cancel Non-Standard Meter Option service and then later re-enroll for this service at any location would also be required to pay another enrollment fee.

All other terms and conditions of FPL service apply.



Smart meters provide important customer benefits.

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.



KEEPING THE LIGHTS ON

Smart meters work with other components on the grid to help predict and prevent outages.



FASTER RESTORATION

Smart grid technologies help FPL detect outages in the system so we can begin restoration more quickly.



CUSTOMERS IN CONTROL

By accessing the online energy dashboard, you can monitor your own energy use and gain more control over it. Customers are already using this tool to save money, as you can see on FPL.com/energysmart.



BETTER SERVICE

If you have a question about your bill, we can look at your energy dashboard with you and resolve issues more effectively.



MORE CONVENIENCE

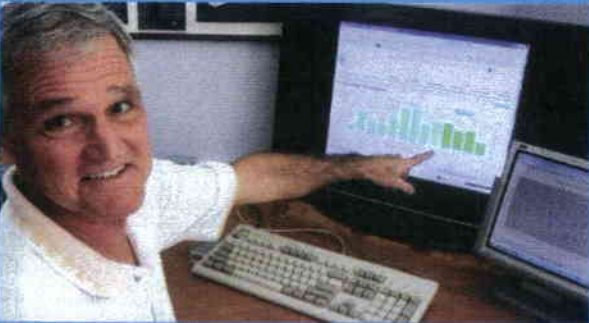
We won't have to come to your home every month to read the meter (we just need occasional access for routine maintenance).



NO MORE ESTIMATED BILLS FOR HARD-TO-REACH METERS

You won't have to worry about locking up your dog or making special arrangements to give us access to the meter.

FPL Customers and the Media Recognize Smart Meter Benefits



"I thought I had a pretty good grasp of my electricity use, but I was shooting in the dark. I've used lots of energy-saving devices over the years - FPL's online portal is the best tool yet! Energy efficiency not only saves me money, it's also good for the environment."

- *Tom Eastwood, FPL Customer*

"With a digital system relaying information several times a day instead of monthly, the utility can more easily predict and prevent power outages and restore electricity quicker. That's a major plus over the old meters."

- *Bradenton Herald Editorial*

"Being able to monitor your electricity use is a powerful tool for consumers. The online portal doesn't automatically reduce your bills. But if you use its features and take simple steps to reduce your usage, you will save money."

- *Bryan Ahrens, FPL Customer*

"As a small business owner, I care most about having reliable electric service. Fewer outages and faster restoration will make my business operation more efficient. And using FPL's online portal to track my energy use helps me control costs."

- *Yania Olabarrieta, FPL Customer*

"Smart grids allow our nation to improve its aging electrical infrastructure. We will have fewer outages, increase use of renewable energy resources, and empower consumers with information."

- *Patty Durand, Executive Director,
Smart Grid Consumer Collaborative*

"Smart electric meters are a useful tool, not a threat."

- *Daytona Beach News-Journal Editorial*



The Choice is Yours

FPL.com/meteroption

Nothing is more important than keeping bills low and reliability high for our customers. That's why we've replaced more than 4.5 million meters with smart meters. However, if you prefer not to have the smart meter, you can choose to enroll in the Non-Standard Meter Option. Before you decide, here's what you need to know.

1

Know
the facts

2

Compare
the costs
and benefits

3

Choose
your meter
option



CHANGING THE CURRENT. FPL



CHANGING THE CURRENT. FPL



*****AUTO**5-DIGIT 32903 T7 P1

Mark F Baker
216 Coral Way S
Indialantic, FL 32903-2161

Dear Mark F Baker:

Service Address: 216 Coral Way S
 Indialantic, FL 32903

Reminder: Please notify us no later than May 13, 2014 of your choice—smart meter or alternative meter?

We recently wrote to advise you that Florida Power & Light Company is now able to offer eligible customers an alternative to the smart meter, which is FPL's standard meter. If you prefer not to have a smart meter, you may enroll in FPL's Non-Standard Meter Option and receive service through a new tariff, which requires additional fees. The tariff has been approved but is under review by the Florida Public Service Commission.

Please let us know no later than May 13, 2014 whether you want to have the smart meter installed or whether you wish to be enrolled in FPL's Non-Standard Meter Option. If you have already notified us, please disregard this letter.

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

1 - Get the facts

Smart meters provide important customer benefits. 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 provides. There are no additional fees for the smart meter service.

Some customers have concerns about false information they have seen or heard. Here are the facts: Just like older meters, FPL's smart meters measure the amount of electricity you use, except they measure it more frequently. They only measure the electricity used in your home or business, not individual appliances or electronics. They transmit the usage data to FPL using a low-power, wireless radio signal—the same technology used in wireless computer systems, garage door openers and baby monitors. For more information, including fact sheets and independent third-party data, go to the Resource Library section of www.FPL.com/EnergySmart or call us at **1-866-252-6047**.

2 - Compare the costs and benefits

If you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13, and the benefits of smart meters will not be available to you. These charges would be included on your electric bill.

3 - Notify us of your decision

Your satisfaction is very important to us. Please notify us of your decision by:

- » Filling out the simple online form at FPL.com/meteroption. If you're not already registered on FPL.com, please have your account number handy so you can register your account. Your account number is on this letter.
- » Calling 1-866-252-6047, or
- » Completing the form below and using the envelope we've provided to mail it to us by May 13, 2014. We'll pay the postage for you.

Thank you in advance for taking the time to notify us of your decision.

Sincerely,



Maria Gomez
 Director, Customer Service
Florida Power & Light Company

795685056

Mark F Baker

Phone number: _____ Email address: _____

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 \$13 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: _____

Print Name: _____

1

Know the facts
about smart meters

2

Compare the
costs and benefits

3

Choose your
meter option

The Choice is Yours

www.FPL.com/meteroption



The Choice is Yours

The Florida Public Service Commission has approved Florida Power & Light Company's proposal to offer a non-standard meter to eligible customers who prefer not to have a smart meter, which is the standard meter FPL provides. Before you decide, here's what you need to know about the costs and benefits of each choice.

1

**Know the facts
about smart meters**

2

**Compare the
costs and benefits**

3

**Choose your
meter option**



CHANGING THE CURRENT. **FPL**



KEEPING THE LIGHTS ON

Smart meters work with other components on the grid to help predict and prevent outages.



FASTER RESTORATION

Smart grid technologies help FPL detect outages in the system so we can begin restoration more quickly.



CUSTOMERS IN CONTROL

By accessing the online energy dashboard, you can monitor your own energy use and gain more control over it. Customers are already using this tool to save money, as you can see on www.FPL.com/energysmart.



BETTER SERVICE

If you have a question about your bill, we can look at your energy dashboard with you and resolve issues more effectively.



MORE CONVENIENCE

We won't have to come to your home every month to read the meter (we just need occasional access for routine maintenance).



NO MORE ESTIMATED BILLS FOR HARD-TO-REACH METERS

You won't have to worry about locking up your dog or making special arrangements to give us access to the meter.



Smart meters provide important customer benefits.

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.

1

Know the Facts about Smart Meters

SEPARATING FACT FROM FICTION

MYTH

Smart meters broadcast information about your daily personal habits.

FACT

False. Like the older mechanical meters, smart meters measure how much energy you use, not how you use it. The smart meter does not store or transmit any information about who our customers are, where they live or what they're doing, nor does it know what appliances they use. We do not sell private customer data or share information about their power consumption with any third party, unless the customer consents to it or we are required to respond to a lawfully issued subpoena or court order. As always, we remain good stewards of our customers' data and have rigorous safeguards in place to protect customer data and the security of our network.

MYTH

Smart meters present a health hazard due to radio frequencies (RF).

FACT

False. Smart meter radios communicate in very short bursts lasting just a few seconds. In fact, on average they could be idle — meaning they don't emit any RF — as much as 99 percent of the time.

The Federal Communications Commission (FCC) sets limits on the maximum permissible exposure for emissions of RF-emitting devices. These limits are well below the point at which known biological impacts occur, and the smart meters being installed by FPL operate at levels that are hundreds of times lower than the FCC limit. No credible peer-reviewed studies have substantiated claims that smart meters cause health problems.

**Some customers
have concerns
about false
information they
have seen or heard
about smart meters.**

For more information, go to FPL.com/energysmart. The Florida Public Service Commission also provides helpful information at psc.state.fl.us/utilities/electricgas/smartmeter/.



2

Compare the Costs & Benefits

Smart meters 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 when outages do occur. That's why they're now FPL's standard meter, and there is no additional charge for having a smart meter.

If you choose the non-standard meter (the older technology replaced by the smart meter), the benefits of smart meters will not be available to you, and you must pay additional fees to cover the cost of the non-standard service. These charges would be included on your electric bill. Please compare the costs and benefits below.

BENEFITS AND FEATURES	SMART METER (STANDARD METER)	NON-STANDARD METER
Access to the Energy Dashboard, to view your energy use by the hour, day and month	✓	⊘
Convenience of remote meter reading—no estimated bills for hard-to-reach meters and no need for a meter reader to come to your property every month	✓	⊘
Hourly usage data to resolve billing questions more efficiently	✓	⊘
Faster connection and reconnection of electricity	✓	⊘
Improved outage detection and faster restoration—often before you call. Ability to use this feature after major storms to restore power more efficiently.	✓	⊘
Ability to quickly detect whether an outage is caused by our system or something within your home	✓	⊘
Enrollment fee for non-standard meter service	NONE	\$95
Monthly surcharge	NONE	\$13

Questions & Answers

What type of alternative meter would FPL provide?

Customers enrolled in the Non-Standard Meter Option will be allowed to keep the existing non-standard meter. If a replacement non-standard meter is necessary, it will be a digital meter that does not communicate.

Can I get an analog meter?

The industry phased out the manufacturing of analog meters more than five years ago as more advanced technology became available. As a result, analog meters are becoming scarce. Digital meters have been FPL's standard of service since 2006. They do not contain any communication equipment and will be used in the event an analog meter needs to be replaced.

Why must you charge extra for non-standard service?

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

What do the fees cover?

These fees cover the costs to:

- » Set up and administer the Non-Standard Meter Option for each customer
- » Make changes to our outage management and restoration processes and systems to address outage and restoration issues that need to be manually resolved
- » Install a non-standard meter, if necessary
- » Modify the billing system and maintain the systems and processes needed to read the meter manually every month

I want to have the smart meter installed. Can I get it installed without paying a fee?

Yes. Please notify us of your preference by going to **FPL.com/meteroption** or by calling **1-866-252-6047**.



FPL Customers and the Media Recognize Smart Meter Benefits

"With a digital system relaying information several times a day instead of monthly, the utility can more easily predict and prevent power outages and restore electricity quicker. That's a major plus over the old meters."

- Bradenton Herald Editorial

"Being able to monitor your electricity use is a powerful tool for consumers. The online portal doesn't automatically reduce your bills. But if you use its features and take simple steps to reduce your usage, you will save money."

- Bryan Ahrens, FPL Customer

"As a small business owner, I care most about having reliable electric service. Fewer outages and faster restoration will make my business operation more efficient. And using FPL's online portal to track my energy use helps me control costs."

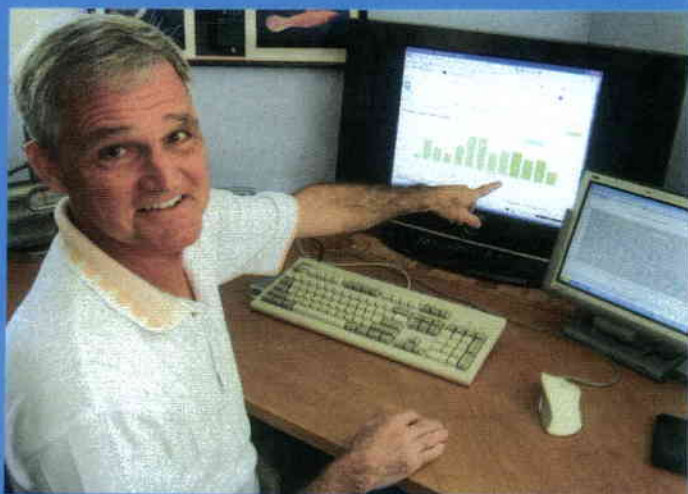
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"Smart grids allow our nation to improve its aging electrical infrastructure. We will have fewer outages, increase use of renewable energy resources, and empower consumers with information."

**- Patty Durand, Executive Director,
Smart Grid Consumer Collaborative**

"'Smart' electric meters are a useful tool, not a threat."

- Daytona Beach News-Journal Editorial



"I thought I had a pretty good grasp of my electricity use, but I was shooting in the dark. I've used lots of energy-saving devices over the years – FPL's online portal is the best tool yet! Energy efficiency not only saves me money, it's also good for the environment."

- Tom Eastwood, FPL Customer



CHANGING THE CURRENT. **FPL**

3

Choose Your Meter Option

Go to FPL.com/meteroption
or call 1-866-252-6047



CHANGING THE CURRENT. **FPL**

Non-Standard Meter Option Terms & Conditions

Most FPL customers are provided with a communicating smart meter as the standard meter service. These meters communicate the same type of information that FPL previously collected through manual meter readings, but at more frequent intervals and over a wireless network. This enables FPL to offer a number of additional benefits to customers.

A non-communicating meter is available to eligible customers through FPL's Non-Standard Meter Option. It is the older technology meter and is no longer in standard use by FPL.

Eligibility

To be eligible, customers must not have tampered with the electric meter service or used service in a fraudulent or unauthorized manner.

Fees

Customers enrolled in the Non-Standard Meter Option must pay fees to cover the additional costs of providing non-standard service: An enrollment fee of \$95 and a monthly surcharge of \$13.

Non-Standard Meter Type

Customers who are enrolled in the Non-Standard Meter Option will be allowed to keep their existing non-standard meter. If a replacement non-standard meter is necessary, it will be a non-communicating meter of the Company's choice.

Minimum Term

If customers choose to enroll in the Non-Standard Meter Option, they must do so for at least one (1) billing period (about 30 days).

Cancellation

If customers cancel their enrollment in the Non-Standard Meter Option within 45 days after the initial charges have been billed, they will receive a full refund provided that (1) they did not previously have a smart meter installed and (2) they agree to the installation of a smart meter. The refund will be processed after the smart meter has been installed.

Automatic Enrollment

Even if they don't actively enroll in the Non-Standard Meter Option, customers who have a non-standard meter will be automatically enrolled in and billed for the Non-Standard Meter Option if they prevent FPL from installing a smart meter or fail to respond to requests to select a meter option. Eligibility rules apply.

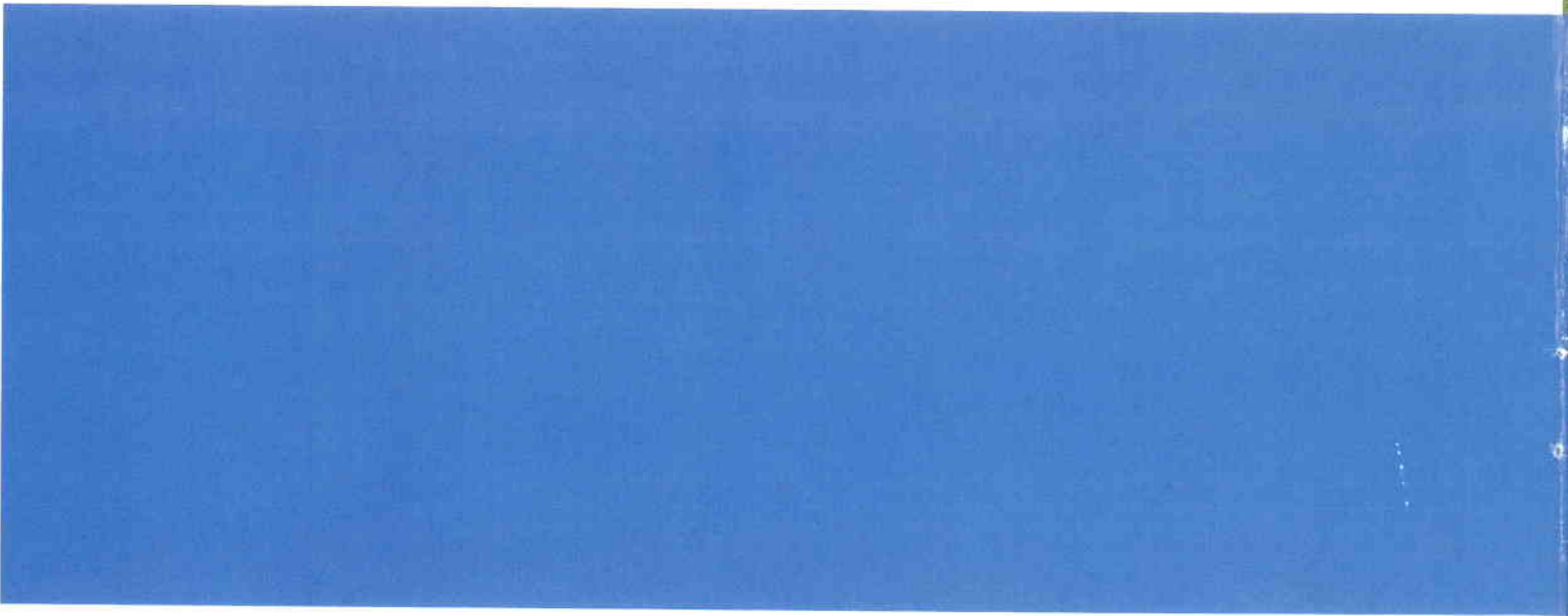
Meter Maintenance

Because so few customers have non-standard meters, the non-standard meters may not be readily available on service trucks. If maintenance to the meter is required, we may need to install a smart meter temporarily to maintain electric service to the premises. If this occurs, we will come back out and replace the smart meter with a non-standard meter as soon as practical. We expect this to take less than a month, and if it takes longer we will not bill the monthly fee until the non-standard meter is replaced.

Relocation

Customers must re-enroll in the Non-Standard Meter Option and pay the enrollment fee if they wish to initiate the non-standard meter service after relocating to new premises. Customers who cancel Non-Standard Meter Option service and then later re-enroll for this service at any location would also be required to pay another enrollment fee.

All other terms and conditions of FPL service apply.



Final Notice: If you do not reply, you will be automatically enrolled in and billed for the Non-Standard Meter Option beginning with your June bill.



*****AUTO**3-DIGIT 329 T10 P1
Mark F Baker
216 Coral Way S
Indialantic, FL 32903-2161

Dear Mark F Baker:
Service Address: 216 Coral Way S
Indialantic, FL 32903

We have written to you previously to advise you that Florida Power & Light Company (FPL) is now able to offer eligible customers an alternative to the smart meter, which is FPL's standard electric meter. If you want to keep the non-standard meter currently at your location, you may do so by enrolling in FPL's Non-Standard Meter Option program, which requires additional fees. The program has been approved but is under review by the Florida Public Service Commission.

We're concerned that we have not heard from you. It is important that you please notify us of your choice. If you do not reply, we will assume you wish to keep the non-standard meter, and we will enroll you automatically in the Non-Standard Meter Option. Unless you inform us that you choose to have FPL install a standard meter (smart meter), you will be billed an enrollment fee of \$95 and a monthly surcharge of \$13 starting in June.

If you have already notified us of your choice, please disregard this letter. We are reaching out in multiple ways, including by certified mail, and apologize if it seems that we're over-communicating, but we want to make sure you understand your options.

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

1 - Get the facts

Smart meters provide important customer benefits. 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 provides. There are no additional fees for the smart meter service.

Some customers have concerns about false information they have seen or heard. Here are the facts: Just like older meters, FPL's smart meters measure the amount of electricity you use, except they measure it more frequently. They only measure the electricity used in your home or business, not individual appliances or electronics. They transmit the usage data to FPL using a low-power, wireless radio signal—the same technology used in wireless computer systems, garage door openers and baby monitors. For more information, including fact sheets and independent third-party data, go to the Resource Library section of www.FPL.com/EnergySmart or call us at **1-866-252-6047**.

2 - Compare the costs and benefits

If you choose the Non-Standard Meter Option, you will pay an enrollment fee of \$95 and a monthly surcharge of \$13, and the benefits of smart meters will not be available to you. These charges would be included on your electric bill. If you choose the smart meter, there are no additional fees.

3 - Notify us of your decision

Your satisfaction is very important to us. Please notify us of your decision by:

- » Filling out the simple online form at **FPL.com/meteroption**. If you're not already registered on FPL.com, please have your account number handy so you can register your account. Your account number is on this letter.
- » Calling **1-866-252-6047**, or
- » Completing the form below and using the envelope we've provided to mail it to us. We'll pay the postage for you.

Thank you in advance for taking the time to notify us of your decision.

Sincerely,



Maria Gomez
Director, Customer Service
Florida Power & Light Company

795685056

Mark F Baker

Phone number: _____ Email address: _____

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 \$13 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: _____

Print Name: _____

1

Know the facts
about smart meters

2

Compare the
costs and benefits

3

Choose your
meter option

The Choice is Yours

www.FPL.com/meteroption

1

Know the Facts about Smart Meters

SEPARATING FACT FROM FICTION

MYTH

Smart meters broadcast information about your daily personal habits.

FACT

False. Like the older mechanical meters, smart meters measure how much energy you use, not how you use it. The smart meter does not store or transmit any information about who our customers are, where they live or what they're doing, nor does it know what appliances they use. We do not sell private customer data or share information about their power consumption with any third party, unless the customer consents to it or we are required to respond to a lawfully issued subpoena or court order. As always, we remain good stewards of our customers' data and have rigorous safeguards in place to protect customer data and the security of our network.

MYTH

Smart meters present a health hazard due to radio frequencies (RF).

FACT

False. Smart meter radios communicate in very short bursts lasting just a few seconds. In fact, on average they could be idle — meaning they don't emit any RF — as much as 99 percent of the time.

The Federal Communications Commission (FCC) sets limits on the maximum permissible exposure for emissions of RF-emitting devices. These limits are well below the point at which known biological impacts occur, and the smart meters being installed by FPL operate at levels that are hundreds of times lower than the FCC limit. No credible peer-reviewed studies have substantiated claims that smart meters cause health problems.

Some customers have concerns about false information they have seen or heard about smart meters.

For more information on smart meters, go to FPL.com/energysmart. The Florida Public Service Commission also provides helpful information at psc.state.fl.us/utilities/electricgas/smartmeter

2

Compare the Costs & Benefits

Smart meters 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 when outages do occur. That's why they're now FPL's standard meter, and there is no additional charge for having a smart meter.

If you choose the non-standard meter (the older technology replaced by the smart meter), the benefits of smart meters will not be available to you, and you must pay additional fees to cover the cost of the non-standard service. These charges would be included on your electric bill. Please compare the costs and benefits below.

BENEFITS AND FEATURES	SMART METER (Standard Meter)	NON-STANDARD METER
Access to the Energy Dashboard, to view your energy use by the hour, day and month	✓	⊘
Convenience of remote meter reading — no need for a meter reader to come to your property every month and no estimated bills for hard-to-reach meters	✓	⊘
Hourly usage data to resolve billing questions more efficiently	✓	⊘
Faster connection and reconnection of electricity	✓	⊘
Improved outage detection and faster restoration—often before you call. Ability to use this feature after major storms to restore power more efficiently.	✓	⊘
Ability to quickly detect whether an outage is caused by our system or something within your home	✓	⊘
Enrollment fee	None	\$95
Monthly surcharge	None	\$13

Questions & Answers

Why must you charge a fee to opt out?

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

What do the fees cover?

These fees cover the costs to:

- » Set up and administer the Non-Standard Meter Option for each customer
- » Make changes to our outage management and restoration systems to address outage and restoration issues that need to be manually resolved
- » Install a non-standard meter, if necessary
- » Modify the billing system and maintain the systems and processes needed to read the meter manually every month

What type of alternative meter will you offer?

Customers enrolled in the Non-Standard Meter Option will be allowed to keep the existing non-standard meter. If a replacement non-standard meter is necessary, it will be a digital meter that does not communicate.

Can I get an analog meter?

The industry phased out the manufacturing of analog meters more than five years ago as more advanced technology became available. As a result, analog meters are becoming scarce. Digital meters have been FPL's standard of service since 2006. They do not contain any communication equipment and will be used in the event an analog meter needs to be replaced.

Are there any other terms and conditions?

Please refer to "Non-Standard Meter Option Terms and Conditions" for complete information.

I refused the smart meter but now I want it. Can I get it installed without paying a fee?

Yes. Please call 1-866-252-6047 and we'll schedule the installation.

3



Choose Your Meter Option

Go to FPL.com/meteroption
or Call 1-866-252-6047



CHANGING THE CURRENT. **FPL**

Non-Standard Meter Option Terms & Conditions

Most FPL customers are provided with a communicating smart meter as the standard meter service. These meters communicate the same type of information that FPL previously collected through manual meter readings, but at more frequent intervals and over a wireless network. This enables FPL to offer a number of additional benefits to customers.

A non-communicating meter is available to eligible customers through FPL's Non-Standard Meter Option. It is the older technology meter and is no longer in standard use by FPL.

Eligibility

To be eligible, customers must not have tampered with the electric meter service or used service in a fraudulent or unauthorized manner.

Fees

Customers enrolled in the Non-Standard Meter Option must pay fees to cover the additional costs of providing non-standard service: An enrollment fee of \$95 and a monthly surcharge of \$13.

Non-Standard Meter Type

Customers who are enrolled in the Non-Standard Meter Option will be allowed to keep their existing non-standard meter. If a replacement non-standard meter is necessary, it will be a non-communicating meter of the Company's choice.

Minimum Term

If customers choose to enroll in the Non-Standard Meter Option, or if they are enrolled into this option because FPL has been prevented from installing the standard meter, they must do so for at least one (1) billing period (about 30 days).

Cancellation

If customers cancel their enrollment in the Non-Standard Meter Option within 45 days after the initial charges have been billed, they will receive a full refund provided that (1) they did not previously have a smart meter installed and (2) they agree to the installation of a smart meter. The refund will be processed after the smart meter has been installed.

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Even if they don't actively enroll in the Non-Standard Meter Option, customers who have a non-standard meter will be automatically enrolled in and billed for the Non-Standard Meter Option if they prevent FPL from installing a smart meter or fail to respond to requests to select a meter option. Eligibility rules apply.

Meter Maintenance

Because so few customers have non-standard meters, the non-standard meters may not be readily available on service trucks. If maintenance to the meter is required, we may need to install a smart meter temporarily to maintain electric service to the premises. If this occurs, we will come back out and replace the smart meter with a non-standard meter as soon as practical. We expect this to take less than a month, and if it takes longer we will not bill the monthly fee until the non-standard meter is replaced.

Relocation

Customers must re-enroll in the Non-Standard Meter Option and pay the enrollment fee if they wish to initiate the non-standard meter service after relocating to new premises. Customers who cancel Non-Standard Meter Option service and then later re-enroll for this service at any location would also be required to pay another enrollment fee.

All other terms and conditions of FPL service apply.



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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.



KEEPING THE LIGHTS ON

Smart meters work with other components on the grid to help predict and prevent outages.



FASTER RESTORATION

Smart grid technologies help FPL detect outages in the system so we can begin restoration more quickly.



CUSTOMERS IN CONTROL

By accessing the online energy dashboard, you can monitor your own energy use and gain more control over it. Customers are already using this tool to save money, as you can see on FPL.com/energysmart.



BETTER SERVICE

If you have a question about your bill, we can look at your energy dashboard with you and resolve issues more effectively.



MORE CONVENIENCE

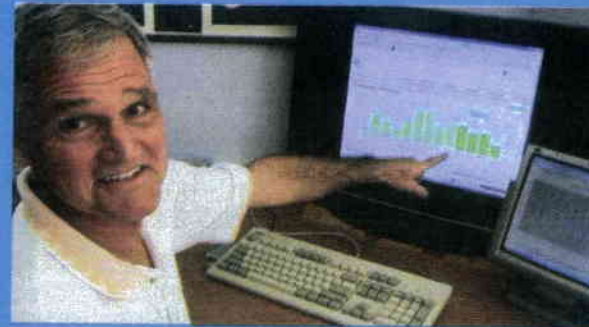
We won't have to come to your home every month to read the meter (we just need occasional access for routine maintenance).



NO MORE ESTIMATED BILLS FOR HARD-TO-REACH METERS

You won't have to worry about locking up your dog or making special arrangements to give us access to the meter.

FPL Customers and the Media Recognize Smart Meter Benefits



"I thought I had a pretty good grasp of my electricity use, but I was shooting in the dark. I've used lots of energy-saving devices over the years – FPL's online portal is the best tool yet! Energy efficiency not only saves me money, it's also good for the environment."

– **Tom Eastwood, FPL Customer**

"With a digital system relaying information several times a day instead of monthly, the utility can more easily predict and prevent power outages and restore electricity quicker. That's a major plus over the old meters."

– **Bradenton Herald Editorial**

"Being able to monitor your electricity use is a powerful tool for consumers. The online portal doesn't automatically reduce your bills. But if you use its features and take simple steps to reduce your usage, you will save money."

– **Bryan Ahrens, FPL Customer**

"As a small business owner, I care most about having reliable electric service. Fewer outages and faster restoration will make my business operation more efficient. And using FPL's online portal to track my energy use helps me control costs."

– **Yania Olabarrieta, FPL Customer**

"Smart grids allow our nation to improve its aging electrical infrastructure. We will have fewer outages, increase use of renewable energy resources, and empower consumers with information."

– **Patty Durand, Executive Director,
Smart Grid Consumer Collaborative**

"Smart electric meters are a useful tool, not a threat."

– **Daytona Beach News-Journal Editorial**



The Choice is Yours

FPL.com/meteroption

Nothing is more important than keeping bills low and reliability high for our customers. That's why we've replaced more than 4.5 million meters with smart meters. However, if you prefer not to have the smart meter, you can choose to enroll in the Non-Standard Meter Option. Before you decide, here's what you need to know.

1
Know
the facts

2
Compare
the costs
and benefits

3
Choose
your meter
option



CHANGING THE CURRENT. FPL



CHANGING THE CURRENT. FPL

Shawna Senko

From: Ruth McHargue
Sent: Tuesday, May 13, 2014 5:04 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, May 13, 2014 2:10 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1147221C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, May 13, 2014 12:22 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36032

CUSTOMER INFORMATION

Name: Natalie Silva
Telephone:
Email: natalief75@hotmail.com
Address: 3227 SW 60th Ct. Miami FL 33155

BUSINESS INFORMATION

Business Account Name: Alirio J Silva
Account Number:
Address: 3227 SW 60th Ct. Miami Florida 33155

COMPLAINT INFORMATION

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

I would like to file a complaint against the new enrollment fee and monthly surcharge that has been applied to the customers opting to stay with the non-standard meter. I started to suffer from chronic headaches after the smart meter was installed in my home. Once I realized the connection, I quickly asked that the old meter be reinstalled and the headaches are gone. It is unfair and unjust that the customers whom are trying to do what is best for their health be penalized.

Shawna Senko

From: Ruth McHargue
Sent: Tuesday, May 13, 2014 3:45 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, May 13, 2014 3:31 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1147245C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, May 13, 2014 3:04 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36034

CUSTOMER INFORMATION

Name: Gary Runge
Telephone: 954-755-1938
Email: gr@reagan.com
Address: 11864 NW 31st Street Coral Springs FL 33065

BUSINESS INFORMATION

Business Account Name: Gary Runge
Account Number:
Address: 11864 NW 31st Street Coral Springs Florida 33065

COMPLAINT INFORMATION

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

I watched your hearing for reconsideration the other day on the smart meter issue, and I understand the legal part of why you couldnt reconsider in that format. I will say though, for the life of me, I cant understand how you are supposed to be the protection for your Florida residents and did not consider any exemption for people with legitimate medical situations and concerns. If you believe that the health effects of RF on some is a "Myth" (quote from FPL brochure)you have not done your homework as the jury is still out on that subject. My wife has had two major surgeries for a brain tumor, and this is the last thing she needs, thus we have refused the smart meter from the beginning. You all seemed like a very reasonable group there on video, and if you, your spouse or your kids had a problem that could be potentially affected by this type of RF waves I am sure you would want to be able to make your own decision on IF you wanted them to have a cell phone, router, or smart meter; that is what this is all about. Why should we the taxpayer have to PAY for this privilege?? Ive had a contract and old meter on my same house for 22 years, and now I have to pay more? I

think FPL is being very cheap and unsympathetic in not offering medical exemptions without cost; are they that broke? This is penny wise and pound foolish, as we all know it is only a matter of time after this is settled in the Commission before they will be forced to litigate this matter, as a much greater expense than just being compassionate. I know from what was said the other day in your meeting, and some of the facial expressions, that you understood Ms. Martins argument on the ill or elderly. I ask you to take this up and use your significant authority to get FPL and any other power company under your jurisdiction to offer to exempt the above mentioned. Thank you, Respectfully, Gary K. Runge Coral Springs, FL

Shawna Senko

From: Ruth McHargue
Sent: Tuesday, May 13, 2014 9:06 AM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Protest to docket 130223
Attachments: FPL upset about the Extortion for not wanting a smart meter

[Customer correspondence](#)

From: Angie Calhoun
Sent: Monday, May 12, 2014 4:57 PM
To: Ruth McHargue
Subject: Protest to docket 130223

Please see attached customer correspondence protesting docket 130223.

Angie

Shawna Senko

From: paula knudsen <frumple53@yahoo.com>
Sent: Monday, May 12, 2014 3:21 PM
To: Consumer Contact
Subject: FPL upset about the Extortion for not wanting a smart meter

Hello

My name is Paula Knudsen. I live in Sarasota FL 34243

I have been called emailed and sent letters about accepting a "Nightmare Smart Meter" or pay to keep the analog meter that has worked for 14 years and sends off little or no emf grid.

I have had signs up to not touch the meter since the EXTORTION threat for services began.

I have friends that have had them installed to not spend the \$95 and then had them removed because of headaches - head humming and not sleeping. AND NOT GOTTEN CHARGED \$95 a month. I do not want to be part of

this FPL smart meter grid that creates a threat to my privacy and health.

I am on a fixed income at this time and think the \$13 a month is cruel and unnecessary expense.

I called to make a complaint to a person and took down all the info to make many contacts as possible to see if there is something that can be done to stop this madness.

Thank You

Paula Knudsen

paula.younglivingconnect.com YL ID #1268951
941-685-0035

<http://www.frumples.com>

<http://thewellnessenterprise.com/paula>
Restructure your water- HELP the world.

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:

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 MAY 12 PM 4:42
COMMISSION
CLERK



Department of Regulatory and Economic Resources

Business Affairs Division

Office of Consumer Protection

140 West Flagler Street, Suite 902

Miami, Florida 33130-1561

Tel (305) 375-3677 Fax (305) 375-4120

05/05/2014

Julio Casabona
5008 NW 98th Ln
Coral Springs, FL 33076

RE: Case Number - **2014-3671**

Dear Julio Casabona,

Thank you for your letter concerning the above.

Since your complaint involves a problem that appears to come within the jurisdiction of another agency, we are referring it for you to the agency below for whatever action they may be able to take in your behalf.

Please address any future correspondence in this matter to them and they will communicate directly with you.

Sincerely,

Catherine Forte
Business Affairs Division / Office of Consumer Protection

cc:

Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

(800) 342-3552

\\Referral Ltr



1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



DIVISION OF CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

April 25, 2014

Refer To: 1404-16033 / HF

MIAMI DADE CONSUMER PROTECTION DIVISION
140 W FLAGLER ST STE 902
MIAMI, FL 33130-1561

RECEIVED
MAY 05 2014
CONSUMER PROTECTION
DIVISION - LICENSING

Consumer: JULIO CASABONA

Business: FLORIDA POWER & LIGHT

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer. However, if you feel you have received this complaint in error or the complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

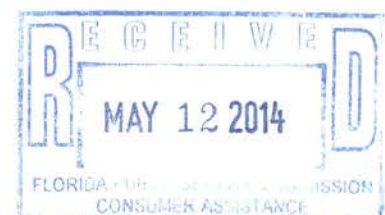
We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the State of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, we appreciate your cooperation in handling this matter. Per our inter-agency agreement, please notify me in writing, at the address listed below, of the disposition of this complaint upon resolution.

Sincerely,

Hilda Frazier

Hilda Frazier
Regulatory Specialist III
850-410-3764
Fax: 850-410-3801
E-mail: hilda.frazier@freshfromflorida.com





Florida Department of Agriculture and Consumer Services

Division of Consumer Services

CONSUMER COMPLAINT FORM

April 18, 2014

ADAM H. PUTNAM
COMMISSIONER

Please return completed form to:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL
850-488-2221 - Calling from outside FL
www.800helpfla.com

Online Complaint Number: 180553

Case Number: 1404- 16033

Subject: Public Utilities

Consumer Information:

Name: CASABONA, JULIO
Country: USA
Address: 5008 N.W. 98 LANE
City/State/Zip: CORAL SPRINGS, FL 33076
Email: giants2810@aol.com
I would like to subscribe to the Florida Consumer E-Newsletter: No
Age Group: Not available Home Phone: 954- 753- 5515 Work/Cell Phone:

Business Information: (Complaint Filing Against):

Name: FLORIDA POWER AND LIGHT
Address: CUTOMER SERVICE
City/State/Zip: MIAMI, FL 33188
Phone: 954- 797- 5000
Authorized to contact Business: Yes

Product Information:

Product or Service involved: SMART METER
Date of Transaction:
Amount Paid:
Did you sign a contract or any similar documents? No
When:
Where:
Are you currently represented by a lawyer? No
Have you filed suit in court? No
Mode of Contact: MAIL

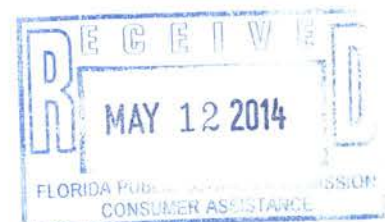
Explain your complaint, describing the events in the order in which they occurred.

My wife and I have experienced insomnia and hearing problems since the install of the Smart meter. When I requested the change back to the old meter I recieved a lot of resistance from FPL. I have recently recieved a letter from FPL that we will be charged a \$95.00 fee for the analog meter and and ongoing \$13.00 monthly fee for the analog meter usage. This is terribly upsetting.

What would satisfy your complaint?

We would appreciate not having to experience this tasteless application of a \$95.00 one time fee and the subsequent \$13.00 monthly fee.

Supporting Documents:





ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services

Division of Consumer Services

CONSUMER COMPLAINT FORM

April 18, 2014

Please return completed form to:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL
850-488-2221 - Calling from outside FL
www.800helpfla.com

Online Complaint Number: **180553**

Case Number: **1404- 16033**

Please mail any supporting documents, such as letters written or received from the business, contracts, cancelled checks, receipts or any other proof of purchase/service. If your complaint involves a product or service that was advertised, include a copy of the advertisement. Please do not send originals.

Mail supporting documents to:

Florida Department of Agriculture and Consumer Services
Division of Consumer Services
Terry Lee Rhodes Building
2005 Apalachee Parkway
Tallahassee, FL 32399-6500





Department of Regulatory and Economic Resources

Business Affairs Division

Office of Consumer Protection

140 West Flagler Street, Suite 902

Miami, Florida 33130-1561

Tel (305) 375-3677 Fax (305) 375-4120

05/06/2014

Clipper Luby Tefft
20 Ames Ln
Daytona Beach, FL 32118

RE: Case Number - **2014-3682**

Dear Clipper Luby Tefft,

Thank you for your letter concerning the above.

Since your complaint involves a problem that appears to come within the jurisdiction of another agency, we are referring it for you to the agency below for whatever action they may be able to take in your behalf.

Please address any future correspondence in this matter to them and they will communicate directly with you.

Sincerely,

Yenedit Rubalcaba
Business Affairs Division / Office of Consumer Protection

cc:

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

850-413-6330

\\Referral Ltr





ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services

Division of Consumer Services

CONSUMER COMPLAINT FORM

April 18, 2014

Please return completed form to:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL
850-488-2221 - Calling from outside FL
www.800helpfla.com

Online Complaint Number: 180561

Case Number: 1404- 16043

Subject: Electronic Equipment

Consumer Information:

Name: TEFFT, CLIPPER LUBY
Country: USA
Address: 20 AMES LANE
City/State/Zip: DAYTONA BEACH, FL 32118
Email: daytonatefft@reagan.com
I would like to subscribe to the Florida Consumer E-Newsletter: No
Age Group: 46- 55 Home Phone: 3867563686 Work/Cell Phone: 3869435000

Business Information (Complaint Filing Against):

Name: FPL
Address: 123 RIP YOU OFF DRIVE
City/State/Zip: MIAMI, FL 33188
Phone: 1- 8004OUTAGE
Authorized to contact Business: Yes

Product Information:

Product or Service involved: ELECTRICITY
Date of Transaction: 04/17/2014
Amount Paid: \$95.00
Did you sign a contract or any similar documents? No
When:
Where:
Are you currently represented by a lawyer? No
Have you filed suit in court? No
Mode of Contact: OTHER

Explain your complaint, describing the events in the order in which they occurred.

I choose to not have a Smart Meter because of the health facts associated with their product. Also the privacy concerns that may arise in the future... We've been told they do not watch, or monitor usage, but the fact that they could, disturbs me and should every other American. With that being said, they are extorting thousands of Florida Tax Payers by penalizing those who want to keep the normal meter. We implore the Governor to stop FPL NOW.

What would satisfy your complaint?

Stop FPL from committing extortion!

Supporting Documents:





ADAM H. PUTNAM
COMMISSIONER

Florida Department of Agriculture and Consumer Services

Division of Consumer Services

CONSUMER COMPLAINT FORM

April 18, 2014

Please return completed form to:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL
850-488-2221 - Calling from outside FL
www.800helpfla.com

Online Complaint Number: **180561**

Case Number: **1404- 16043**

Please mail any supporting documents, such as letters written or received from the business, contracts, cancelled checks, receipts or any other proof of purchase/service. If your complaint involves a product or service that was advertised, include a copy of the advertisement. Please do not send originals.

Mail supporting documents to:

Florida Department of Agriculture and Consumer Services
Division of Consumer Services
Terry Lee Rhodes Building
2005 Apalachee Parkway
Tallahassee, FL 32399-6500



1-800-HELP-FLA (435-7352)
www.800helpfla.com
www.freshfromflorida.com



RECEIVED
MAY 05 2014 36824R
DIVISION OF CONSUMER SERVICES
CONSUMER PROTECTION
DIVISION - LICENSING
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

May 1, 2014

Refer To: 1404-16043 / LR

MIAMI DADE CONSUMER PROTECTION DIVISION
140 W FLAGLER ST STE 902
MIAMI, FL 33130-1561

Consumer: CLIPPER LUBY TEFFT

Business: FLORIDA POWER & LIGHT

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer. However, if you feel you have received this complaint in error or the complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the State of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, we appreciate your cooperation in handling this matter. Per our inter-agency agreement, please notify me in writing, at the address listed below, of the disposition of this complaint upon resolution.

Sincerely,

Lauren Ryshouwer

Lauren Ryshouwer
Senior Consumer Service Analyst
850-410-3753
E-mail: lauren.ryshouwer@freshfromflorida.com



Crystal Card

From: Ruth McHargue
Sent: Monday, May 12, 2014 10:42 AM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Protest to Docket 130223
Attachments: RE: Reminder: Smart meter or alternative meter? Please make your choice; E-Form Other Complaint TRACKING NUMBER: 36018; E-Form Other Complaint TRACKING NUMBER: 36019

Customer correspondence

From: Angie Calhoun
Sent: Monday, May 12, 2014 10:07 AM
To: Ruth McHargue
Subject: Protest to Docket 130223 - Response requested

Please see attached protests for docket 130223 where the customer is requesting a response.

Angie

Crystal Card

From: Roman Scharf <romans@digitalexp.com>
Sent: Saturday, May 10, 2014 9:56 PM
To: FPL_Correspondence@fpl.com
Cc: Consumer Contact; pam.bondi@myfloridalegal.com
Subject: RE: Reminder: Smart meter or alternative meter? Please make your choice

MY CHOICE IS NO "SMART METER" AT ALL!

Now, I have several questions for FPL and I would appreciate your response to each question below:

1. Am I legally required to accept a "smart meter". Cite law please
2. Can I expect higher energy bills with a "smart meter"? If not..why?
3. Does your meter violate my 4th Amendment rights? Cite law please
4. Will you be selling my energy use information and sharing it with all government agencies?
5. How will the "smart meter" reduce energy and help the environment?
6. Are " smart meters" causing fires?
- 7 what are the known health effects related to "smart meters"?
8. How many pulses of radiation do "smart meters" emit?
9. Have "smart meters" been proven to be safe?
10. Is FPL getting financial gain for forcing "smart meters" on everyone?

Just in case you agent forgot I had previously contacted FPL to discuss what happened with me. See below

"Last year, you installed a Smart Meter at my home without being informed. After a few weeks, I found that I was getting severe headaches since I work in the room that has the meter attached to it.

You did replace that Smart Meter and my severe headaches subsided.

So, now you are going to make me pay to keep my existing meter! How about leaving the present Meter in place and not incur any expense for replacing it?

This really stinks that you are going to make me pay so I won't be affected by your device."

I can only interpret this opt out fee as an extortion attempt by FPL. I did not request the new meter so why do I have to be penalized for your corporate decisions.?

Thank you

Roman Scharf
321-446-3603

Re: Account #: 9337507405
3425 SHADY RUN RD
MELBOURNE, FL 32934

From: FPL_Correspondence@fpl.com [mailto:FPL_Correspondence@fpl.com]
Sent: Tuesday, April 15, 2014 9:00 AM

To: ROMANS@DIGITALEXP.COM

Subject: Reminder: Smart meter or alternative meter? Please make your choice

April 15, 2014

Re: Account #: 9337507405

3425 SHADY RUN RD

MELBOURNE, FL 32934

Dear Customer,

We previously wrote to advise you that Florida Power & Light Company is now able to offer eligible customers an alternative to the smart meter, which is the standard meter FPL provides. If you prefer not to have a smart meter, you may enroll in the Non-Standard Meter Option and receive service through a new tariff, which requires additional fees. The tariff has been approved but is under review by the Florida Public Service Commission.

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. Please choose your meter option no later than May 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's why they're 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, the Non-Standard Meter Option requires 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.
- (3) Make your choice by May 6th, 2014. Please go to www.FPL.com/meteroption for more information. When you're ready to make your choice, simply scroll down to the green button that says "Log In to Choose." If you have not already registered on FPL.com, please have your account number handy so you can complete the registration process.

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: consumerComplaint@psc.state.fl.us
Sent: Sunday, May 11, 2014 9:12 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36019

CUSTOMER INFORMATION

Name: Roman Scharf
Telephone: 321-255-7598
Email: roman.scharf1@gmail.com
Address: 3425 Shady Run Road Melbourne FL 32934

BUSINESS INFORMATION

Business Account Name: Roman Scharf
Account Number: 9337507405
Address: 3425 Shady Run Road Melbourne Florida 32934

COMPLAINT INFORMATION

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

MY CHOICE IS NO "SMART METER" AT ALL!

Now, I have several questions for FPL and I would appreciate your response to each question below:

1. Am I legally required to accept a "smart meter". Cite law please
2. Can I expect higher energy bills with a "smart meter"? If not..why?
3. Does your meter violate my 4th Amendment rights? Cite law please
4. Will you be selling my energy use information and sharing it with all government agencies?
5. How will the "smart meter" reduce energy and help the environment?
6. Are " smart meters" causing fires?
- 7 what are the known health effects related to "smart meters"?
8. How many pulses of radiation do "smart meters" emit?
9. Have "smart meters" been proven to be safe?
10. Is FPL getting financial gain for forcing "smart meters" on everyone?

Just in case you agent forgot I had previously contacted FPL to discuss what happened with me. See below

"Last year, you installed a Smart Meter at my home without being informed. After a few weeks, I found that I was getting severe headaches since I work in the room that has the meter attached to it.

You did replace that Smart Meter and my severe headaches subsided.

So, now you are going to make me pay to keep my existing meter! How about leaving the present Meter in place and not incur any expense for replacing it?

This really stinks that you are going to make me pay so I won't be affected by your device."

I can only interpret this opt out fee as an extortion attempt by FPL. I did not request the new meter so why do I have to be penalized for your corporate decisions.?

Thank you

Roman Scharf
321-446-3603

Re: Account #: 9337507405
3425 SHADY RUN RD
MELBOURNE, FL 32934

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, May 11, 2014 9:11 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 36018

CUSTOMER INFORMATION

Name: Roman Scharf
Telephone: 321-255-7598
Email: roman.scharf1@gmail.com
Address: 3425 Shady Run Road Melbourne FL 32934

BUSINESS INFORMATION

Business Account Name: Roman Scharf
Account Number: 9337507405
Address: 3425 Shady Run Road Melbourne Florida 32934

COMPLAINT INFORMATION

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

MY CHOICE IS NO "SMART METER" AT ALL!

Now, I have several questions for FPL and I would appreciate your response to each question below:

1. Am I legally required to accept a "smart meter". Cite law please
2. Can I expect higher energy bills with a "smart meter"? If not..why?
3. Does your meter violate my 4th Amendment rights? Cite law please
4. Will you be selling my energy use information and sharing it with all government agencies?
5. How will the "smart meter" reduce energy and help the environment?
6. Are " smart meters" causing fires?
- 7 what are the known health effects related to "smart meters"?
8. How many pulses of radiation do "smart meters" emit?
9. Have "smart meters" been proven to be safe?
10. Is FPL getting financial gain for forcing "smart meters" on everyone?

Just in case you agent forgot I had previously contacted FPL to discuss what happened with me. See below

"Last year, you installed a Smart Meter at my home without being informed. After a few weeks, I found that I was getting severe headaches since I work in the room that has the meter attached to it.

You did replace that Smart Meter and my severe headaches subsided.

So, now you are going to make me pay to keep my existing meter! How about leaving the present Meter in place and not incur any expense for replacing it?

This really stinks that you are going to make me pay so I won't be affected by your device."

I can only interpret this opt out fee as an extortion attempt by FPL. I did not request the new meter so why do I have to be penalized for your corporate decisions.?

Thank you

Roman Scharf
321-446-3603

Re: Account #: 9337507405
3425 SHADY RUN RD
MELBOURNE, FL 32934

Crystal Card

From: Ruth McHargue
Sent: Friday, May 09, 2014 4:44 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Improper Billing TRACKING NUMBER: 36007; Complaint against FPL for charges and inadequate notification on EMRI; E-Form Improper Billing TRACKING NUMBER: 36013

Customer correspondence

From: Diane Hood
Sent: Friday, May 09, 2014 4:00 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: Friday, May 09, 2014 2:44 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36013

CUSTOMER INFORMATION

Name: Alex Orr
Telephone: 4073996857
Email: red-sky555@hotmail.com
Address: 52 E 2nd St. Chuluota FL 32766

BUSINESS INFORMATION

Business Account Name: Alex Orr
Account Number: 9581866408
Address: 52 E 2nd St. Chuluota Florida 32766

COMPLAINT INFORMATION

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

This is some thing about there new smart meters. FPL is trying to enroll me in some program I never agreed to, charging 95.00 on each acct. plus 13.00 extra each MO. How can FPL just make up the prices out of thin air and just make us the customer pay for It . I have never agreed to any of this.

I dont own the meter and I have no choice as to what FPL installs or dose with any of there EQ. Can I charge them some bill each MO. because I dont like the way there power poles look , so I just need to know how is it that FPL can create a contract with out my agreement, to said contract , and make up the extra charges out of thin air , and force customers to pay this? Again I will not pay any extra fees , they can install any thing they want as long as it dose not damage any of my prop. The choice is FPLs not mine. The EQ. Belongs to FPL not me. Can you help us customers at all.

Alex Orr,

Crystal Card

From: erwinlee <erwinlee@tampabay.rr.com>
Sent: Friday, May 09, 2014 12:40 PM
To: Consumer Contact
Subject: Complaint against FPL for charges and inadequate notification on EMRI

To whom it may concern,

I am very sensitive to EMR and therefore opted out of the smart meter installation on my house when it first was being installed. It causes ringing in my ears. I moved into a neighborhood where the closest cell tower is over a mile and one half away. I have a special cover for my cell-phone that blocks it, removed all the wi-fi equipment from my computers and got special portable phones to eliminate it from my surroundings. I don't use a microwave. I am a firm believer that this device, with it's pulsing emissions that peak at certain times and radiate into and outside your house is going to prove to be a health hazard, since it has never been adequately tested and many scientists concur.

I live in a small neighborhood and most of my neighbors opted out too. Of course this was after FPL installed the meters because the marketing notification FPL sent out never mentioned what specifically they were doing or that EMR was involved and they just installed them, so people had no idea their equipment had been changed out. If EMR is so safe, they should have been very specific about the new meters and exactly how and what they would be doing and left it up to consumers to approve installation.

I had IET, a company in Clearwater, that specializes in measuring the levels of this and other pollutants, come to my house to make sure there was minimal to no dirty electricity or EMR inside the house. Will Spates, the owner conducted the testing and the house checked out until we were in the master bedroom. His meters were at the same low to no levels as the rest of the house until they spiked, stopped then spiked again a minute later. This went on for 15 minutes. During that time he followed the pulse and found out it was coming from my neighbors house, which is at least 75 yards away from my bedroom window. As soon as they realized the meter had been switched out, they called and had FPL remove and replace it. And they spiked at levels well above the current outdated and inadequate standards level which have never been updated since the 80's, to deal with cell phones, smart meters or the staggeringly increased aggregate amounts of EMR generated from all these sources currently)

So my first issue with FPL is the way they handled the communication of the change to smart meters, without representing adequately what they were doing and what that involved.

My second issue is how they have handled the extra charges. When I phoned to opt out in the beginning they said there might be additional charges at some point to have someone come out to read the meter, which they have recently implemented. I don't mind paying an additional \$15 a month to have someone come and read my meter, although in the age of cell-phones, I see no reason why consumers couldn't have an option to take a photo of it, which would list day, time and the reading, then send it to FPL. What I really have an issue with, is the Admin. charge of \$85.00 to set it up. I am an FPL customer and they have all my info, so they should be able to earmark these accounts some way at no charge. And if they have to set up some system to do that, it's their problem, not mine. Certainly if they had an opt out option, they should have taken changes to their internal systems into consideration as part of the initial feasibility study. As far as I'm concerned, they are making every effort to get people to install smart meters and that's what this charge is all about, And while I can afford to pay it, many people probably won't be able to. Let me say that if there were competitors, I would change my service but since it's FPL or nothing, I have no choice.

In essence, they are making people pay to protect their health. At some point in the future, they may find that EMR is safe, which I doubt. But in the meantime, consumers are more or less "lab rats" for their experiment. Saying there is no evidence "to indicate" EMR is harmful means exactly what it says. In fact, there is evidence to the contrary. Until there is

independantly conducted, scientifically substantiated evidence ((not industry based) that proves smart meters and EMR are totally safe, why should people have to pay more? What I do know, is when i removed all of it from my house, my ears stopped ringing.

If you would like to contact Will Spates to verify any of this information his number is 727 446 7717.

Sincerely,

Lee Hecklinger
5954 River Forest Circle
Bradenton, FL. 34203
941 758 1229
erwinlee@tampabay.rr.com

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, May 08, 2014 10:12 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36007

CUSTOMER INFORMATION

Name: chris svanberg
Telephone:
Email:
Address: 9102 shadow wood blv coral springs FL 33071

BUSINESS INFORMATION

Business Account Name: chris svanberg
Account Number: 78019-66982
Address: 9102 shadow wood blv coral springs Florida 33071

COMPLAINT INFORMATION

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

FPL forces me a higher charge for the old original power meter that has been on the home for over 30 years, calling it "non-standard".

The cost of the new meter is likely not inexpensive, and has no benefits to me. One report claims \$532.47 each. This is subsidized by the pockets of the subscribers.

Moreover, its complicated nature of the new meters are likely to fail, or or worse, be hacked by nefarious persons, causing my power to be cut off, permanently or intermittently, or monitored for at least hourly. This is a privacy invasion, regardless of who is doing this.

This meter provides a security hole. The most reasonable cause fro installing these are "revenue enhancements".

<https://krebsonsecurity.com/2012/04/fbi-smart-meter-hacks-likely-to-spread/>

The increased cost of these meters are borne by the subscribers with no real benefit to them.

If FPL wants to reduce the cost of reading the meters, I can do this, and provide monthly reports. I have lived at this home for over 25 years and Im not likely to change my power consumption.

This is highly unfair to me, and to all others.

All the claimed benefits are only on the power suppliers side. There are none for me and all other FPL monopoly customers. Power outages are no surprise to FPL, Im sure my neighbors meters will tell the story, plus "smart meters" on utility stations and poles in the area.

Please PSC as the representative of MY interests, tell this company to stop charging for reliable and proven old equipment that cannot be hacked.

<http://www.cbc.ca/news/canada/toronto/end-smart-meter-hydro-program-ont-opposition-1.938350>

<https://www.youtube.com/watch?v=csvmw2frBws>

These meters are not good. Make them, and the extra fees go away. This is scam, a scandal and a ripoff.

Sincerely.

Crystal Card

From: Ellen Plendl
Sent: Friday, May 09, 2014 8:51 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: FPL's Mafia techniques; RE: FPL's Mafia techniques

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

Crystal Card

From: Mark Futrell
Sent: Friday, May 09, 2014 8:49 AM
To: 'havensfj@aol.com'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: RE: FPL's Mafia techniques

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.

In 2013, Florida Power & Light Company (FPL) filed for approval of its Non-Standard Meter Rider (NSMR) tariff, an optional tariff applicable to customers who prefer a non-communicating meter. In reviewing FPL's proposed tariff, the Florida Public Service Commission (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 later this year, 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/>.

Thank you again for expressing your concerns.

Sincerely,
Mark Futrell
mfutrell@psc.state.fl.us

RE: Information Request 1146871C.

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

From: Governor Rick Scott [mailto:Rick.Scott@eog.myflorida.com]
Sent: Thursday, May 08, 2014 4:35 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: FPL's Mafia techniques

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

From: V.L. Havens [mailto:havensfj@aol.com]
Sent: Wednesday, May 07, 2014 1:35 PM

To: Governor Rick Scott
Subject: FPL's Mafia techniques

From: V.L. Havens <havensfj@aol.com>

County: Palm Beach

Zip Code: 33407

Phone Number: 5616595377

Message Body: Governor Scott and Senators,

You should become aware, if you are not, how opposed many of us are to Florida empowering FPL to attempt to extort more money from us by refusing accept a privacy invading "smart meter", OR, pay a ransom fee not to do so. I flatly refuse to accept this invasion of my privacy and refuse to pay a "freedom tax" to maintain my privacy. Any government official that supports FPL's effort to further whittle away at the privacy afforded citizens by the Bill of Rights is simply a traitor against the very foundation of the United States.

As a regular and unrelenting voter, I request that you take immediate action to stop FPL's relentless hounding of we electric consuming citizens and it's attempt to rob us of our privacy or ransom money in lieu. FPL is engaging in a Mafia style strong arming of the American consumer and citizen, and should be punished with fines, not given license to overstep their proper bounds.

Frankly incensed,
V.L. Havens
voter

havensfj@aol.com

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

From: FPL_Correspondence <FPL_Correspondence@fpl.com>
To: HAVENSFJ <HAVENSFJ@AOL.COM>
Sent: Wed, May 7, 2014 9:45 am
Subject: Reminder: Final Notice - Smart Meter or Alternative Meter?

May 7, 2014
Re: Account #: 0517548475
411 26TH ST
WEST PALM BEACH, FL 33407

Dear Customer,

If you do not notify us of your choice, you will be automatically enrolled in and billed for the Non-Standard Meter Option beginning in June.

We have written to you previously to advise you that Florida Power & Light Company (FPL) is now able to offer eligible customers an alternative to the smart meter, which is the standard electric meter provided by FPL. If you want to keep the non-standard meter currently at your location, you may do so by enrolling in the Non-Standard Meter Option program, which requires additional fees. The program has been approved but is under review by the Florida Public Service Commission.

We are concerned that we have not heard from you. It is important that you please notify us of your choice. If you do not, we will assume you wish to keep the non-standard meter, and we will enroll you automatically in the Non-Standard Meter Option. Unless you inform us that you choose to have FPL install a standard meter (smart meter), you will be billed an enrollment fee of \$95 and a monthly surcharge of \$13 starting in June.

If you have already notified us of your choice, please disregard this email. We are reaching out in multiple ways, including by certified mail, and apologize if it seems that we are over-communicating, but we want to make sure you understand your options.

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, the Non-Standard Meter Option requires 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.
- (3) Make your choice. Please go to www.FPL.com/meteroption for more information. When you are ready to make your choice, simply scroll down to the green button that says "Log In to Choose." If you have not already registered on FPL.com, please have your account number handy so you can complete the registration process. You may also call us at 1-866-252-6047.

Thank you in advance for making your choice.

Please do not reply to this email as this inbox is not monitored.

Sincerely,

FPL Customer Service

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Thursday, May 08, 2014 4:35 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: FPL's Mafia techniques

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

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Sent: Wednesday, May 07, 2014 1:35 PM
To: Governor Rick Scott
Subject: FPL's Mafia techniques

From: V.L. Havens <havensfj@aol.com>

County: Palm Beach

Zip Code: 33407

Phone Number: 5616595377

Message Body: Governor Scott and Senators,

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As a regular and unrelenting voter, I request that you take immediate action to stop FPL's relentless hounding of we electric consuming citizens and it's attempt to rob us of our privacy or ransom money in lieu. FPL is engaging in a Mafia style strong arming of the American consumer and citizen, and should be punished with fines, not given license to overstep their proper bounds.

Frankly incensed,
V.L. Havens
voter

havensfj@aol.com

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

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Sent: Wed, May 7, 2014 9:45 am
Subject: Reminder: Final Notice - Smart Meter or Alternative Meter?

May 7, 2014

Re: Account #: 0517548475
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We are concerned that we have not heard from you. It is important that you please notify us of your choice. If you do not, we will assume you wish to keep the non-standard meter, and we will enroll you automatically in the Non-Standard Meter Option. Unless you inform us that you choose to have FPL install a standard meter (smart meter), you will be billed an enrollment fee of \$95 and a monthly surcharge of \$13 starting in June.

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- (2) Compare the costs and benefits. The benefits of smart meters are not available with non-standard meters. In addition, the Non-Standard Meter Option requires 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.
- (3) Make your choice. Please go to www.FPL.com/meteroption for more information. When you are ready to make your choice, simply scroll down to the green button that says "Log In to Choose." If you have not already registered on FPL.com, please have your account number handy so you can complete the registration process. You may also call us at 1-866-252-6047.

Thank you in advance for making your choice.

Please do not reply to this email as this inbox is not monitored.

Sincerely,

FPL Customer Service

Crystal Card

From: Betty Leland
Sent: Thursday, May 08, 2014 8:22 AM
To: Commissioner Correspondence
Subject: FW: "Smart Meter" "Penalty"

Good Morning:

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

Thanks.

From: James Arpaia [<mailto:arpaiajs@yahoo.com>]
Sent: Wednesday, May 07, 2014 4:47 PM
To: Office Of Commissioner Graham
Cc: thrasher.john.web@flsenate.gov; ronald.renuart@myfloridahouse.gov
Subject: "Smart Meter" "Penalty"

I am about to be charged a "Penalty" because I refuse to accept a "Smart Meter" Many States have chosen to Opt Out of the implementation of Smart Meters because of the many problems, and intrusion of privacy they cause. States such as Vermont, Connecticut, California, Georgia, Louisiana, and many more communities. The Smart Meters are still being studied, and their safety is still in question.

It is for this reason that I find the FPSC decision to allow the FPL to charge me a "Penalty" of a \$95.00 "enrollment fee" plus a \$13.00 per mo. charge just to keep my existing meter unconscionable! Your FPSC is being influenced by the very powerful FPL lobby. There are NO extra charges being spent by FPL in order for me to keep my meter. My rate includes the meter reading! The charge is simply the penalty for not conforming to there ability to control my use of power.

I need an advocate to defend my rights as a consumer, just as the FPL has lobbyists to defend theirs. PLEASE PUT A HOLD ON THESE UNJUSTIFIED CHARGES !!!

Thank You

James S. Arpaia arpaiajs@yahoo.com

Crystal Card

From: Ellen Plendl
Sent: Wednesday, May 07, 2014 1:06 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: cheryl-maya-muscato.pdf; Cheryl Muscato.pdf

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

Date: April 7, 2014

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

Regarding Address: 4291 Weidman Ave., North Port, FL 34286

ACCOUNT #85703-48808

Sent By Certified Mail

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

Be advised, you and all other parties are hereby denied consent for installation and use of any and all "Smart Meters" or any other surveillance and activity monitoring device, or devices, at the above property. Installation and use of any surveillance and activity monitoring device 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 for undisclosed and unauthorized purposes. Authorization for sharing of personal and private information may only be given by the originator and subject of that information. That authorization is hereby denied and refused with regard to the above property and all its occupants.

"Smart Meters" violate the law and cause endangerment to residents by the following factors:

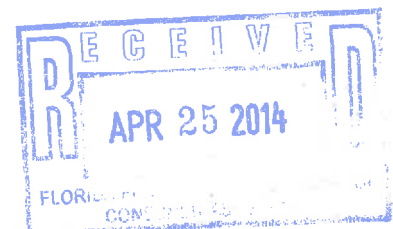
1. They individually identify electrical devices inside the home and record when they are operated causing invasion of privacy.
2. They monitor household activity and occupancy in violation of rights and domestic security.
3. They transmit wireless signals which may be intercepted by unauthorized and unknown parties. Those signals can be used to monitor behavior and occupancy and they can be used by criminals to aid criminal activity against the occupants.
4. Data about 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, physical locations of persons within the home, vacancy patterns and personal information and habits of the occupants.
9. Your company has not adequately disclosed the particular recording and transmission capabilities of the smart meter, or the extent of the data that will be recorded, stored and shared, or the purposes to which the data will and will not be put.
10. Electromagnetic and Radio Frequency energy contamination from smart meters exceeds allowable safe and healthful limits for domestic environments as determined by the EPA and other scientific programs.

I forbid, refuse and deny consent of any installation and use of any monitoring, eavesdropping, and surveillance devices on my property, my place of residence and my place of occupancy. That applies to and includes "Smart Meters" and 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.

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

Cheryl Maya Muscato



Governor's Office of Citizen Services
Room 1901, The Capitol
Tallahassee, Florida 32399
Received via Postal Mail
Postal Number: 836-488-4441
836-488-4441
836-488-4441

Category: Utilities

Status: Assigned
Public Record

Summary: Smartmeters

Agency Referenced:

Forwarded By:

Assigned To

Section: Public Service Commission (PSC)
Coordinator: Ellen Plendl
Author: Ellen Plendl

Assignment Comments:

<u>Letter Date</u>	<u>Assigned</u>	<u>Due</u>	<u>Reply</u>	<u>Filed</u>
04/07/2014	04/23/2014	05/07/2014		

From Ms. Cheryl Maya Muscato

Title: Ms.
Business:
Phone Number:
Address: 4291 Weidman Avenue
North Port, Florida 34286 . . . County/Province: Sarasota
Email Address:

General comments and related documents

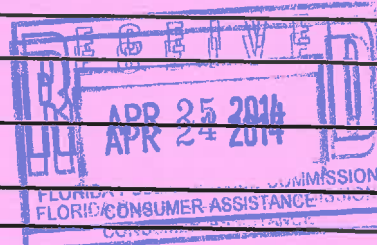
Modification History

Created: 04/18/2014 11:07:47 AM .. Jonathan Orcel
Last Edited: 04/23/2014 12:57:20 PM .. Kelly Pacchioli

>>>> 04/18/2014 11:08: AM Jonathan Orcel
Subject changed from blank to Utilities. Status changed from Received to Assigned. Assignment changed from Warren Davis; Jennifer Britt to K
Pacchioli. Letter date changed from blank to 04/07/2014.
04/18/2014 11:10 AM Assignment notification sent to KELLY PACCHIOI
>>>> 04/23/2014 12:57: PM Kelly Pacchioli
Section changed from Citizen Services (CAS) to Public Service Commission (PSC). Coordinator changed from Warren Davis; Jennifer Britt to Ell
Plendl. Assignment changed from Kelly Pacchioli to Ellen Plendl. Assignment date changed from 04/18/2014 to 04/23/2014. Due date changer
from 05/02/2014 to 05/07/2014.

ACTION TAKEN — COMMENTS:

☐ Responded by letter ☐ Responded by e-mail ☐ Responded by phone ☐ No Reply Necessary
☐ Date of Response _____ ☐ Name of Responder _____
☐ Relog to _____



Submitted by: _____

(Please print legibly)

Governor's Office of Citizen Services
Room 1901, The Capitol
Tallahassee, Florida 32399
850-488-4441
850-487-0801 – Fax
Received Via Postal Mail
Postal Number: P14-295958

Category: Utilities

Status: Assigned
Public Record

Summary: Smartmeters
Agency Referenced:
Forwarded By:

Assigned To

Section: Citizen Services (CAS)
Coordinator: Warren Davis; Jennifer Britt
Author: Kelly Pacchioli

Assignment Comments:

<u>Letter Date</u>	<u>Assigned</u>	<u>Due</u>	<u>Reply</u>	<u>Filed</u>
04/07/2014	04/18/2014	05/02/2014		

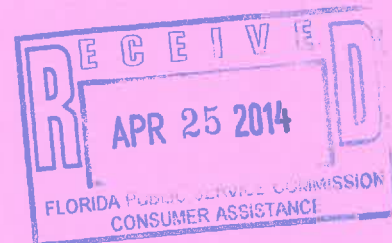
From Ms. Cheryl Maya Muscato

Title: Ms.
Business:
Phone Number:
Address: 4291 Weldman Avenue
North Port, Florida 34286 . . . County/Province: Sarasota
Email Address:

General comments and related documents

Modification History

Created: 04/18/2014 11:07:47 AM .. Jonathan Orcel
Last Edited: 04/18/2014 11:08:49 AM .. Jonathan Orcel



ACTION TAKEN — COMMENTS:	
<input type="checkbox"/> Responded by letter	<input type="checkbox"/> Responded by e-mail
<input type="checkbox"/> Date of Response _____	<input type="checkbox"/> Responded by phone
<input type="checkbox"/> Relog to <u>Ellen/BOC</u>	<input type="checkbox"/> No Reply Necessary
<input type="checkbox"/> Name of Responder _____	
<u>Smart Meters</u>	

Submitted by: Kelly Pacchioli

(Please print legibly)

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
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Public Service Commission

May 7, 2014

Ms. Cheryl Maya Muscato
4291 Weidman Avenue
North Port, FL 34286

Dear Ms. Muscato:

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 Florida Public Service Commission (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 comment. 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 the meters are commercially acceptable measuring devices owned and maintained by the utility. It was concluded during the workshop that the smart meter is commercially acceptable as a measuring device. While the FPSC also has rules regarding accuracy requirements of meters, it does not dictate the types of measuring devices a utility must use.

Health: The Federal Communications Commission (FCC) has sole jurisdiction to establish standards for radio frequency (RF) emissions of smart meters. 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.

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.

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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 providing a customer an alternative meter is to be borne by the customer. This is consistent with Commission practice to ensure that the "cost-causer" pays the costs associated with his or her request.

Additional information on smart meters can be found on the FPSC website at:
http://www.floridapsc.com/utilities/electricgas/smartmeter/09_20_2012/index.aspx

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

Sincerely,



Walter Clemence, Public Utility Analyst
Market Analysis Section