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 6, 2012

TO: Ann Cole, Commission Clerk, Office of Commission Clerk

FROM: Mark Futrell, Office of Industry Development & Market Analysis MF

RE: Smart Meter Data Request

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

STATE OF FLORIDA

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

Public Service Commission

August 6, 2012

Mr. Barry Moline
Executive Director
Florida Municipal Electric Association
P.O. Box 10114
Tallahassee, Florida 32302-2114

Dear Mr. Moline,

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

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

Please submit a response for all questions no later than September 6, 2012 to Walter Clemence (wclemenc@psc.state.fl.us). If you have any questions regarding this request, you may contact Walter Clemence at (850) 413-6928. Thank you for your assistance.

Sincerely,

Mark Futrell

Mark Futrell
Director, Office of Industry Development &
Market Analysis

Enclosure

cc: Office of the General Counsel (Lawson)
Office of the Commission Clerk (Cole)
Office of Industry Development & Market Analysis (Clemence)

Smart Meter Data Request #1 – August 3, 2012

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

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

8. Please explain if all transmitters within all smart meters installed by the utility are licensed by the Federal Communications Commission (FCC)? How does the utility determine that they complied with FCC radio frequency (RF) emission requirements?

9. Has the utility studied the potential health effects from (RF) from wireless smart meters? Please explain.

10. What measures does the utility take if a customer contacts the utility with smart meter based health concerns?

11. How does the utility ensure the RF from smart meters continues to stay within the limits set by the FCC?

12. Has the utility studied or is the utility aware of any study on the effects of RF from a multi-meter installation? If so, please explain the results of any study and provide a copy of the study.

13. Please describe the radio frequency emissions from the smart meters installed for the residential class, including the rate of occurrence for radio transmission, the power level of each radio transmission and how these data compare to other typical household appliances which emit radio frequency including but not limited to cell phones and microwave ovens.

14. Please explain if the smart meters being installed by the utility are capable of communicating with customer-owned devices in the home?

    a. If yes, please explain the process for approval of communication with the customer-owned devices?

    b. If not, please explain if this is something the utility will pursue within the next five years?

15. Does the utility consider individual customer data confidential?

    a. If so, what is the basis for this designation?

    b. If not, please explain?

16. Please explain if the utility shares individual customer data with others, including affiliates?

17. What cyber security measures has the utility taken to ensure the security of the data transmitted by the meter?

    a. What is the industry standard for security of the smart grid?

18. What security measures does the utility take to ensure that customer information is delivered securely from the meter to the utility?

    a. Has the utility done any testing to ensure security of the transmission?

19. Please describe the utility's policy regarding customers who do not wish to accept a smart meter.

20. Has the utility ever given an alternative to customers who don't want to accept a smart meter?

    a. If not, what is the basis for this decision?

    b. If yes, how does a customer make such a request and is there a charge?

21. Does the utility maintain historical data on customer usage?

    a. Is that data available to customers or other parties?

    b. How long is it stored?

22. Will smart meters allow customers to monitor the energy usage in their homes from remote locations? If yes, please describe the process.

23. Please describe the measures the utility takes to ensure the components within the meter cabinet can safely accept a new smart meter.

24. Please describe the measures the utility takes to ensure the installation of a new smart meter doesn't damage any components within the meter box.

25. Please describe how often meter boxes are found to be unsafe for smart meter installation. Please provide the total number and the percentage of total smart meter installations.

26. Please explain if the data transmitted by smart meters is encrypted?

27. How does the utility ensure that smart meters are protected from cyber hacking?

28. How many complaints has the utility received about smart meters and the implementation rollout for the years of 2010 and 2011?

    a. What percentage of overall complaints received by the utility involve smart meters?

    b. How does the utility resolve these smart meter complaints?

29. How does the utility ensure that appliances within the home are not harmed by the loss of power experienced during a meter change out?

Documents

30. Please provide copies of any material(s) given to customers on smart meters.

31. Please provide any call center scripts on smart meters or smart meter opt-out.

32. Please provide any materials given to customers in response to their concerns about the health effects from smart meters.

33. Please provide the procedures for smart meter installation used by either the utility or contractors.

34. Please provide copies of any FCC regulations that smart meters must comply with.

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Public Service Commission

August 6, 2012

Mr. Bill Willingham
Florida Electric Cooperatives Association
2916 Apalachee Parkway
Tallahassee, Florida 32301

Dear Mr. Willingham,

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