

Crystal Card

From: Ruth McHargue
Sent: Wednesday, May 07, 2014 5:41 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35997; 5 new petition signatures: Vernon Havens, Dawn Olson...; E-Form Improper Billing TRACKING NUMBER: 36000

Customer correspondence

From: Diane Hood
Sent: Wednesday, May 07, 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

Crystal Card

From: Vernon Havens <mail@changemail.org>
Sent: Wednesday, May 07, 2014 3:03 PM
To: Consumer Contact
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=dd3a0fd9be03>

Dear Florida Public Service Commission,

Stop FPL and other providers from charging people who do not want smart meters that are making them sick. Smart meters 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,

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: consumerComplaint@psc.state.fl.us
Sent: Wednesday, May 07, 2014 3:05 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36000

CUSTOMER INFORMATION

Name: Bonnie J Turner
Telephone: 386-437-1880
Email: Reaperzee@aol.com
Address: 5723 Logwood Lane Bunnell FL 32110

BUSINESS INFORMATION

Business Account Name: Bonnie J Turner
Account Number: 0393548334
Address: 5723 Logwood Lane Bunnell Florida 32110

COMPLAINT INFORMATION

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

I would like to start out by asking who could make a decision to charge me for keeping what I already have and thinking that its okay. Its not! First of all, the smart meters are a total invasion of privacy for the consumer. It is likened to a wire tap and the last count I had wire tapping is illegal, period. The thing knows when youre home, when youre on vacation, when you have company, it knows everything. If thats not enough, FPL can then sell all of my information to anyone they choose? Youve got to be kidding me. Now they can charge me an application fee of \$95.00 to keep the meter that Ive had for the past nine years and \$13.00 a month to keep that same meter? Who the hell is kidding whom here. This needs to be taken to the supreme court. No company should have the right to invade my home and know my every move that we make and then charge me if I choose to opt out!!! You officials are elected by the people, not these companies so you should start acting like it. Ive never felt more outraged in my entire life. This is a gross duping of people and needs to be addressed!!! If you wont, I will.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, May 07, 2014 1:35 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35997

CUSTOMER INFORMATION

Name: sandra valdes
Telephone: 305-822-0770
Email:
Address: 5760 nw 111 st hialeah FL 33012

BUSINESS INFORMATION

Business Account Name: fpl
Account Number: 18006-77559
Address: general mail facility miami Florida 33188-0001

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
it is not right that they changed the meter without my permission. I changed it to regular meter and now they want to charge the 95 dollars and the monthly fee. I see the big fish eating the small... incredible... money talks.....

Crystal Card

From: Office of Commissioner Balbis
Sent: Wednesday, May 07, 2014 4:43 PM
To: Commissioner Correspondence
Subject: FW: 5 new petition signatures: Vernon Havens, Dawn Olson...

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

Thank you,
Cristina

From: Vernon Havens [mailto:mail@changemail.org]
Sent: Wednesday, May 07, 2014 3:03 PM
To: Office of Commissioner Balbis
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=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=o81xLPJdKiZKqmU0pg3Y.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,

- 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: Ruth McHargue
Sent: Wednesday, May 07, 2014 2:45 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223- Response requested?
Attachments: E-Form Other Complaint TRACKING NUMBER: 35995

Customer correspondence

From: Diane Hood
Sent: Wednesday, May 07, 2014 1:47 PM
To: Ruth McHargue
Subject: To CLK Docket 130223- Response requested?

Copy on file, see 1146732C. DHood

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, May 07, 2014 1:34 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35995

CUSTOMER INFORMATION

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

BUSINESS INFORMATION

Business Account Name: Sandra Liscio
Account Number: 6365527511
Address: 5901 Pinetree Drive Fort Pierce Florida 34982

COMPLAINT INFORMATION

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

Regarding these "smart" meters:

Why should FPL be allowed to charge \$95 fee plus additional \$1300 per month to those of us who do not want a smart meter?

You as the public service commission should ask the right questions and protect the citizens from big business.

Since FPL will be saving millions by using these "smart" meters, there should be plenty of money to cover any so called charges for those of us who decline the smart meter. We have a right to keep our families safe.

In twenty years when there is more cancer or damage from all these wireless signals bouncing off our childrens brains, who will be paying for their medical bills. Will the PSC remember what they did in 2014? Probably not.

Stop giving FPL what they want and stand up for citizens and their rights to NOT want the "smart" meter. We have good reason no to have it installed. There is still to much controversy over the smart meters as to whether they are safe, all the fires and other matters surrounding these meters.

Please advise.

PSC was contacted previously

Crystal Card

From: Ruth McHargue
Sent: Wednesday, May 07, 2014 12:05 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Improper Billing TRACKING NUMBER: 35990; E-Form Improper Billing TRACKING NUMBER: 35991

[Customer correspondence](#)

From: Diane Hood
Sent: Wednesday, May 07, 2014 10:56 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1146680C. DHood

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, May 07, 2014 10:51 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35991

CUSTOMER INFORMATION

Name: Janet Carmello
Telephone:
Email: jacarmello@yahoo.com
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:

I added my email address for response:

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

PSC was contacted previously

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, May 07, 2014 10:31 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35990

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: Ellen Plendl
Sent: Wednesday, May 07, 2014 10:20 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: A penalty for not having a Smart Meter; RE: A penalty for not having a Smart Meter

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

Crystal Card

From: Mark Futrell
Sent: Wednesday, April 30, 2014 9:40 AM
To: 'RCombs0439@aol.com'
Cc: Walter Clemence; Cindy Muir; Rhonda Hicks; Brenda Stallcup
Subject: RE: A penalty for not having a Smart Meter

Mr. Combs,

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.

In February 2014, the tariff was protested by two customer groups and an evidentiary hearing before the FPSC will be 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 addressing privacy and health concerns 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

From: RCombs0439@aol.com [<mailto:RCombs0439@aol.com>]

Sent: Saturday, April 26, 2014 11:00 AM

To: sprucecreekpatriots@gmail.com; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence

Cc: rick.scott@eog.myflorida.com; dave@hoodforhouse.com; hukill.dorothy@flsenate.gov; marc@marcberniershow.com; insight@orlandosentinel.com; EIRushbo@eibnet.com; letters@charleskrauthammer.com; HeraldEd@herald.com; roats@tbo.com; me@glennbeck.com; laura.sperling@heraldtribune.com; letters@news-jrnl.com; dickmorris@dickmorris.com; writemalkin@gmail.com; MLafferty@orlandosentinel.com; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; cavuto@foxnews.com; GlennBeck@spamarrest.com; freedomwatch@foxnews.com; Lacy.Page@myfloridahouse.gov

Subject: A penalty for not having a Smart Meter

Dear Governor and Members of Florida Legislation and Public Service Commission

Why am I as a owner of property in an area that is serviced by FPL being required to endure a penalty by my own state for having a choice as to what meter I would like on my condo.

I thought we lived in a country that allowed freedom of choice but I guess I am mistaken. What I see is no difference in this administration and one that is guided by socialist principles. Does the "means justify the ends".

Because I want to keep my alternative meter I should not have a penalty of \$95 plus \$13 per month.

I am asking that this be changed as soon as possible.

Richard Combs
3951 Lake Bayshore Dr. #F-408
Bradenton, FL 34205

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Thursday, May 01, 2014 10:20 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: A penalty for not having a Smart Meter

From: RCombs0439@aol.com [<mailto:RCombs0439@aol.com>]

Sent: Saturday, April 26, 2014 11:00 AM

To: sprucecreekpatriots@gmail.com; Commissioner.Balbis@psc.state.fl.us; Commissioner.Edgar@psc.state.fl.us; Chairman.Brise@psc.state.fl.us; Commissioner.Graham@psc.state.fl.us; Commissioner.Brown@psc.state.fl.us; mfutrell@psc.state.fl.us; wcclemenc@psc.state.fl.us; Walter.Clemence@psc.state.fl.us

Cc: Governor Rick Scott; dave@hoodforhouse.com; Dorothy L. Hukill; marc@marcberniershow.com; insight@orlandosentinel.com; ElRushbo@eibnet.com; letters@charleskrauthammer.com; HeraldEd@herald.com; rcoats@tbo.com; me@glennbeck.com; laura.sperling@heraldtribune.com; letters@news-jrnl.com; dickmorris@dickmorris.com; writemalkin@gmail.com; MLafferty@orlandosentinel.com; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; cavuto@foxnews.com; GlennBeck@spamarrest.com; freedomwatch@foxnews.com; Lacy.Page@myfloridahouse.gov

Subject: A penalty for not having a Smart Meter

Dear Governor and Members of Florida Legislation and Public Service Commission

Why am I as a owner of property in an area that is serviced by FPL being required to endure a penalty by my own state for having a choice as to what meter I would like on my condo.

I thought we lived in a country that allowed freedom of choice but I guess I am mistaken. What I see is no difference in this administration and one that is guided by socialist principles. Does the "means justify the ends".

Because I want to keep my alternative meter I should not have a penalty of \$95 plus \$13 per month.

I am asking that this be changed as soon as possible.

Richard Combs
3951 Lake Bayshore Dr. #F-408
Bradenton, FL 34205

Crystal Card

From: Ruth McHargue
Sent: Tuesday, May 06, 2014 4:29 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: FPL smart meter answer; E-Form Other Complaint TRACKING NUMBER: 35965; Jeffrey S. Brown 1146427C.pdf; E-Form Other Complaint TRACKING NUMBER: 35972

Customer correspondence

From: Diane Hood
Sent: Monday, May 05, 2014 4:12 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: Monday, May 05, 2014 2:47 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35972

CUSTOMER INFORMATION

Name: Mark Pilling
Telephone: 954-437-7271
Email: mpatlantic@aol.com
Address: 10350 Quito Street Hollywood FL 33026

BUSINESS INFORMATION

Business Account Name: Mark Pilling
Account Number:
Address: 10350 Quito Street Hollywood Florida 33026

COMPLAINT INFORMATION

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

I have lived at my residence for 23 years and for over 20 years Florida Power and Light (FPL) offered me regular meters that they came out and read. Now, they have new technology called Smart Meters and want to install one on my home. I have opted out for numerous reasons - privacy concerns, health concerns and risk to my property to name a few. FPL provided my electricity this same way for the past 20 years without an opt out fee or a monthly recurring charge. There is absolutely no reason they cannot continue to do so - other than just greed. Their "Opt Out Fee" of \$95 and "Monthly Recurring Charge" of \$13 a month is Excessive and Un-necessary - especially considering the BILLIONS of dollars in government subsidies that are paid by taxpayers to the Smart Meter Industry!

Sadly, Florida Power and Light has a Monopoly in my area and I do not have any other choices to obtain my electricity from. I believe the Florida Public Service Commission needs to open up "competition" to other electricity companies so FPL does not continue to maintain such a monopoly.

My sincere concerns regarding Smart Meters are clearly documented from a variety of very credible sources.

1. PRIVACY CONCERNS.

Most home appliances today are now required to have "Smart Chips" within them that communicate with the Smart Meters and let the Smart Meters know "when I am using that appliance". So when my hot water heater starts drawing energy with my morning shower, my coffee maker draws power, my microwave draws power FPL knows exactly what time I wake up each morning and can see a pattern over years. When I come home from work and my stove and television starts drawing power, FPL will develop a track record of this. Of course FPL will deny this claim - but why then is it LAW that most major home appliances must now have "Smart Chips" to communicate with the Smart Meters?

This sincere privacy concern will only grow worse over time as the citizenry is conditioned from birth to accept this obvious massive invasion of privacy.

From the link below - "CIA Director David Petraeus admits the government could, and likely would, spy on citizens through their appliances, as "smart home" devices become a market reality."

<http://www.mobiledia.com/news/133591.html>

<http://www.criticalunity.org/news/surveillance/1253-how-the-cia-uses-your-appliances-and-rfid-chips-to-spy-on-you>

The link below: "Smart electricity meters are basically surveillance devices, wiretapping without a warrant."

<http://smartmeterpowerstruggle.wordpress.com/>

<http://www.oldthinkernews.com/2013/10/will-insurance-companies-use-smart-appliances-to-monitor-unhealthy-habits/>

2. HEALTH CONCERNS.

Many very credible sources feel there are genuine health concerns regarding Smart Meters.

Harvard Medical Doctor Warns of Smart Meters

<http://www.youtube.com/watch?v=n7L21XOC2wA>

This doctor asks - "What is the EVIDENCE that PROVES Smart Meters are SAFE?"

Can FPL answer this question with independent and long term studies that prove 100% Smart Meters are safe? If not, then I should be able to protect myself and my family without incurring these additional and excessive costs that FPL is trying to impose on me.

Didnt the Tobacco Industry once say smoking cigarettes had no harmful effects on us too?

3. RISK TO LIFE AND PROPERTY

<http://www.myfoxdc.com/story/22240644/fox-5-investigates-smart-meters-spark-controversy#axzz2zFivaVqp>

<http://www.wsvn.com/story/25246865/paying-to-not-have-smart-meter>

A couple excerpts from the link below:

"Although the smart-meter industry receives billions of dollars in government subsidies that are paid for by taxpayers, you still face fees on your monthly electric bill that cover the electric companies' cost of installing the smart meter. In addition, you'll eventually be encouraged to fork over hundreds of dollars to purchase in-home equipment that works with your smart meter and is designed to help you to monitor and control just how much energy that you use."

"Would you care to guess how electric companies intend to make you save power? They will introduce time-of-use rates or other monetary incentives after smart-meter systems are installed.

Smart meters can measure electricity use in real time and, therefore, will immediately allow electric companies to determine peak-use times. As a result, electric companies could charge different rates for the power that you use at different times of the day—and on different days. In general, you can expect rates to be the highest during peak-demand times, such as the afternoon on the hottest summer days of the year, and to remain the same as they are now or even to drop at other times. To put these rates into place, electric companies will need the approval of the state public utility commission and will have to notify customers in advance."

<http://www.consumersdigest.com/special-reports/why-smart-meters-might-be-a-dumb-idea/view-all>

Considering the BILLIONS of dollars the Smart Meter Industry is getting from me and other taxpayers, why in the world should I as a consumer have to keep paying for technology that Im forced to adopt?

I am asking you to protect all Florida Residents and stop the greed of Florida Power and Light and the smart meter industry, stop the obvious invasion of privacy of smart meters, stop the potential health risks of smart meters, stop the potential harm of life and property from smart meters.

Do not allow Florida Power and Light to collect millions of dollars from me and other taxpayers and then charge excessive unnecessary fees on top of it JUST BECAUSE I WANT TO PROTECT MYSELF AND MY FAMILY!

Sincerely

Mark Pilling
Taxpayer & Consumer

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, May 03, 2014 9:14 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35965

CUSTOMER INFORMATION

Name: John McLain
Telephone: 561-741-7592
Email: jmclaincpf@bellsouth.net
Address: 16874 131st Way N. Jupiter FL 33478

BUSINESS INFORMATION

Business Account Name: John McLain
Account Number: 9357548180
Address: 16874 131st Way N. Jupiter Florida 33478

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
The extra charges to keep our standard electric meter are not fair. We rejected the smart meter on the grounds that they are unsafe for our health and that they transmit personal information such as when we are at home or away, which then can be transmitted to government or other organizations which infringe on our rights.

PSC was contacted previously

April 28, 2014

Florida Public Service Comm.
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Re; Docket number 130223
Order Number PSC-14-0036

Gentlemen:

The duplex which we own in Venice, FL has two electric meters. I have been notified by Florida Power & Light that they would like to change the meters to Smart Meters, but I really don't want to do that. Did you know that our usage information is broadcast electronically to whomever might be receiving the signal?

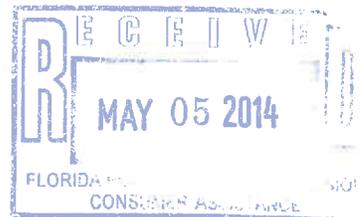
Apparently, they say they are now entitled to receive additional money each month for each of these meters.

But how can that be? They have offered no additional services to compensate for this additional fee. In fairness to the public, you would think they would decrease the fees to anyone who has a Smart Meter since FPL is relieved of the duty to send a man regularly to read the meter.

Please bar them from increasing any monthly charges simply for keeping my existing meters. Moreover, I would gladly report the meter readings to them monthly if it would lower my monthly bill.

Sincerely,


Jeffrey S. Brown
401 Villas Drive
Venice, FL 34285



J. Brown
401 Villas Dr.
Venice, FL 34285

OKLAHOMA CITY OK 730

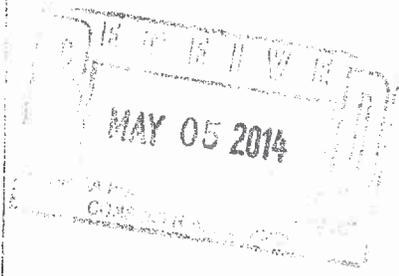


DISTRIBUTION CENTER

29 APR 2014 PM 7:1

14 MAY -5 AM 7:11

Florida Public Service Comm.
2540 Steward Oak Blvd.
Tallahassee, FL 32399



32399085099



Merritt D'Arcy
2357 Ivanhoe St.
Port Charlotte Florida
33952

May 3, 2014

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

contact@psc.state.fl.us;

Re: Florida Power smart meters;

This is to notify the commission of the unjust allowance to allow FPL to charge for a service that they have been doing since their start of business selling electricity. For you to allow them to charge for the service they have been doing and the cost is already included in their bills.

If they force people to take their smart meter to save the cost of reading the meters then they are falling into a windfall of profit which is not profitable to the Florida consumer because the consumers have no choice to go too other electric companies. They are a monopoly and the FPSC is a co-conspirator with them to rob the public.

Instead of allowing them to Charge \$95 to Keep the old meter and \$13 a month to read them, the FPL should continue the service that they had been giving at no extra charge but if people who are forced into using the smart meter should get a \$13 monthly discount on their bill. The cost of the meter is the cost of doing business as a protected monopoly. Their ability to sell information to 3rd party buyers increases their profit and the micro wave danger is entirely in dispute because of the danger to the health of the user.

We the people demand the FPSC protect the people of Florida against the FPL and their endanger ment to the Populace they serve refusing to allow them to collect for a service they were doing and not giving a discount to the people that sere forced to take the Smart meter.

Merritt D'Arcy

Crystal Card

From: Lee D'Arcy <mleedarcy@gmail.com>
Sent: Saturday, May 03, 2014 8:10 PM
To: Consumer Contact
Subject: FPL smart meter answer
Attachments: FPL smart meter answer.docx

Supervision of the Public Service Commission this is to warn you that you are involved with showing partiality to FPL allowing them to charge those people who do not want or trust FPL with their lives and private information. Please see attachment as Your decision to let FPL Charge people a membership of \$95 and additional service Fee of \$13 per month. It Cost them no more then what they have been paying for reading the meters and we should not have to pay to join their club. Those that have smart meters should have a credit of 13 dollars a month seeing FPL does not have to have people to read the meters. Please See Attached.

 This email is free from viruses and malware because [avast! Antivirus](#) protection is active.

Crystal Card

From: Ruth McHargue
Sent: Tuesday, May 06, 2014 4:25 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35981

[Customer correspondence](#)

From: Diane Hood
Sent: Tuesday, May 06, 2014 3:57 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1146522C. DHood

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, May 05, 2014 6:37 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35981

CUSTOMER INFORMATION

Name: Heidi Ramirez
Telephone: 321-728-3848
Email: insite7@gmail.com
Address: 4141 Bahama Ave Melbourne FL 32901

BUSINESS INFORMATION

Business Account Name: Manuel Ramirez
Account Number:
Address: 4141 Bahama Ave Melbourne Florida 32901

COMPLAINT INFORMATION

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

I researched smart meters before they were installed and I refused them on my home due to the nature of the information I found. I am the only house that I am aware of without one. My complaint is since the smart meters have been installed on my neighbors homes each one of our appliances in our home to include Washer, Refrigerator, Microwave and Stove. Our first service was on our microwave two weeks after the meters were installed. All our appliances were brand new and had no trouble before then. I have a elderly parents I take care of both handicapped who have gotten progressively sicker. My dad diagnosed with Parkinson after the meters were installed and he has never had nose bleeds he just started having nose bleeds, urinary problems which he never had before, he feels shaky inside and just overall sick. My mother has never been sicker with chronic fatigue, my sister with a seizure disorder can not stop throwing up for about 3 months now. I have an 8 year old in the home who has Autism is suffering greatly. I work from home and I am shaking all the time on the inside, sharp pains in my head, not able to concentrate, I am confused most of the time, its difficult to sleep as well as having chronic fatigue, I get heart palpitations. My dad has a meter 3 feet from where he sleeps on our neighbors home. On the right side of the house we have the other neighbors meter shooting radiation in our home where the rest of us sleep. How am I supposed to work when I cant think straight? I cant earn a living like this and I dont even have one on our home. Please tell me what can be done in my urgent situation. I am requesting FPL please take the meters off my neighbors homes because we are very sick from them.

Heidi

Crystal Card

From: Ruth McHargue
Sent: Monday, May 05, 2014 3:55 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, April 16, 2014 9:00 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

See copy on file 1144814C. Also see warm transfer 1144809E. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, April 16, 2014 8:10 AM
Cc: fpl_fpsc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35816

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

CUSTOMER INFORMATION

Name: Laura Burgos
Telephone: 7864881367
Email: laura22missinu@aol.com
Address: 246 NE 118th St Miami FL 33161

BUSINESS INFORMATION

Business Account Name: Laura Burgos
Account Number:
Address: 246 NE 118th St Miami Florida 33161

COMPLAINT INFORMATION

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

I have been made aware of the new smart readers. I have also been told that if we do not allow the installation of these new readers on our property, we will be forced to pay fees associated with running on the old readers. I understand that the company is switching and it will cost them more to run the old service and it has to roll on to customers. I must say, I do not agree with this and I want it to change one way or the other. It was not our choice to switch to this new system. It was theirs. FPL ought to swallow those costs since they were the only deciding factor to force customers to adhere. This will not go far if this sticks. There will be a lot of unhappy and concerned customers not only worried about health effects and fires but the lack of our voice and choice in the matter.

Crystal Card

From: Ruth McHargue
Sent: Monday, May 05, 2014 3:54 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, April 16, 2014 9:29 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1144825C. No prior file of prior contact with the PSC could be found. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, April 15, 2014 4:47 PM
Cc: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 35812

CUSTOMER INFORMATION

Name: Hubert Miller
Telephone: 7862819899
Email: Ceemiller777@gmail.com
Address: 675 Sierra Circle Coral Gables FL 33156

BUSINESS INFORMATION

Business Account Name: Hubert Miller
Account Number: 7320330232
Address: 675 Sierra Circle Coral Gables Florida 33156

COMPLAINT INFORMATION

Complaint: Service Outage against Florida Power & Light Company

Details:
I submitted a complaint to your agency in February regarding FPL attempting to force me to install a smart meter at my residence.
They threatened to disconnect my power at the pole despite the fact that my bill was paid and current, and that I had already chosen to opt out of getting the new meter.
Opting out is my right, and I exercised that right. Today 4/15/14 FPL sent a crew to disconnect my power at the pole, sending a letter dated and delivered today accusing me of meter tampering, and further stating that I owe \$8516 in electrical fees back charged. They wont restore power until this ridiculous amount is paid, and the are again trying to force me to get a smart meter. This entire scenario is based according to their letter on speculation. In the interim my family and I are without

power behind these bogus and nefarious allegations. I wasnt given any warning or time to remedy this unfair and unjust situation. Please provide guidance and recourse with this matter.

Thank you.

PSC was contacted previously

Crystal Card

From: Ruth McHargue
Sent: Thursday, May 01, 2014 4:11 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, May 01, 2014 4:07 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1145272C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, May 01, 2014 4:03 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35952

CUSTOMER INFORMATION

Name: Carol Sandoval
Telephone: 941 966 1271
Email: csand749@gmail.com
Address: 1733 Rita St Sarasota FL 34231

BUSINESS INFORMATION

Business Account Name: Carol Sandoval
Account Number: 34928-98196
Address: 1733 Rita St. Sarasota,fl Florida 34231

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I am a US citizen, i work hard i pay taxes. I am asking you please reconsider to not make pay 95.00 for the meter and 13.00 per month for FPL to come and read my meter ,that has been on my home since 1959 so i dont have to have a smart meter. They are unhealthy .I know because FPL had someone come on my property, They put a Smart Meter on my old meter. I must have been at work when they did this. My Husband and I were waking up every morning at 2:00 am every night. I was very tired everyday. Then i realized i had a different meter on my house a friend told me about the smart meters i read up them they send electric waves thru your home I called FPL and ask to remove that smart meter he said we will but we are going to charge I said how much how can you do that when i never gave you permission to do that I do bill pay i always pay my bills Please Please Say NO to Being charged for not having Smart Meter I still see meter come around Please say no I dont make that much Money as it is i hardly use the eclectic i run my Tv ,fridge ,i dont even have a washer or dry that works we

have so much power surge That washers and dryers blow up all the time so please i cant afford (5.00 one time fee that has already been in my house for 52 years and they want an extra 13.00 per month that is to much i will be living on the streets please no more taking from my money

PSC was contacted previously

Crystal Card

From: Ellen Plendl
Sent: Wednesday, April 30, 2014 4:20 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: FPL smart meter; RE: FPL smart meter

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

Crystal Card

From: Walter Clemence
Sent: Wednesday, April 30, 2014 4:03 PM
To: 'John Lohn'
Cc: Ellen Plendl; Randy Roland; Mark Futrell; Cindy Muir; Rhonda Hicks; Brenda Stallcup; David Dowds
Subject: RE: FPL smart meter

Mr. Lohn,

Thank you for your follow-up correspondence.

The Florida Public Service Commission (FPSC) requires investor-owned utilities (IOU) to own and maintain a meter for measuring and billing electricity. Further, the FPSC has rules to ensure that the meters installed by IOUs are accurate. However, the utility may select the metering equipment to be installed for measuring electric service provided to its customers.

Section 366.04(6), Florida Statutes, limits the FPSC's jurisdiction over the safety of electric installations to newly constructed distribution and transmission lines only. Areas covered in these inspections include overhead clearances, tree trimming, abandoned equipment, secured and stable pad-mounted equipment, grounding, proper guy wires, secured substations, and pole inspections.

While utilities are required to provide and maintain the meter, the meter cabinet which houses the meter and the wires that attach to the customer-side of the meter are owned by the customer as part of their home inside wiring. Customers should ensure their wiring, including that of the meter cabinet, meets local electrical codes for safety. This may require inspection and maintenance by a qualified electrician.

Underwriters Laboratory (UL) certifies consumer products. Utility meters (including mechanical meters), are not consumer products and UL certification is not applicable. Further, UL does not have standards to test for utility meters.

Sincerely,

Walter Clemence

From: John Lohn [mailto:hjlohn@gmail.com]
Sent: Tuesday, April 22, 2014 6:58 PM
To: Walter Clemence
Cc: Ellen Plendl; Randy Roland; Mark Futrell; Cindy Muir; Rhonda Hicks; Brenda Stallcup; David Dowds
Subject: RE: FPL smart meter

This did not address my concerns at all
How can the state allow a monopoly to install potentially dangerous devices on peoples houses
There have been documented cases of house fires
If the smart meter was UL approved as are almost all other electrical devices then this would be a non issue.

Since the state is allowing this will the state be liable for any fire damage to my house?

On Apr 22, 2014 1:30 PM, "Walter Clemence" <WCLEMENC@psc.state.fl.us> wrote:
Mr. Lohn,

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 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,

Walter Clemence

Walter.Clemence@psc.state.fl.us

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

From: John Lohn [mailto:hjlohn@gmail.com]

Sent: Thursday, April 17, 2014 11:40 AM

To: Governor Rick Scott

Subject: FPL smart meter

From: John Lohn <hjlohn@gmail.com>

County: Brevard

Zip Code: 32934

Phone Number:

Message Body: How can FPL force us to take smart meters which have been known to cause fires. the only opt out option will cost a substantial amount, they say to pay for the cost of reading the meter, but they do not provide the same savings if you accept the meter.

Until such time as the meters are UL approved and all risk issues are addressed, I do not think FPL should be allowed to force these potentially dangerous meters on the public

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Thursday, April 17, 2014 11:49 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: FPL smart meter

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

From: John Lohn [<mailto:hjlohn@gmail.com>]
Sent: Thursday, April 17, 2014 11:40 AM
To: Governor Rick Scott
Subject: FPL smart meter

From: John Lohn <hjlohn@gmail.com>

County: Brevard

Zip Code: 32934

Phone Number:

Message Body: How can FPL force us to take smart meters which have been known to cause fires. the only opt out option will cost a substantial amount, they say to pay for the cost of reading the meter, but they do not provide the same savings if you accept the meter.

Until such time as the meters are UL approved and all risk issues are addressed, I do not think FPL should be allowed to force these potentially dangerous meters on the public

Crystal Card

From: Betty Leland
Sent: Wednesday, April 30, 2014 3:43 PM
To: Commissioner Correspondence
Subject: FW: Please read the e-mail after mine-----NO "SMART METERS"__(56, smt)

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

Thanks.

From: TERRI Fulton [mailto:terrifulton@earthlink.net]
Sent: Wednesday, April 30, 2014 3:35 PM
To: SpruceCreek Patriots; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
Cc: Rick Scott; Dave Hood; Dorothy Hukill; Marc Bernier; insight@orlandosentinel.com; News Rush Limbaugh; News Charles Krauthammer; News Miami Herald; News Tampa Bay Tribune; News Glenn Beck; News Sarasota Heraldtribune; News Daytona News-Journal; News Dick Morris; Michelle Malkin; Mike Lafferty; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; FoxNews11 Cavuto; Glenn Beck; Judge Napolitano; Dave Hood; Dave Hood
Subject: Re: Please read the e-mail after mine-----NO "SMART METERS"__(56, smt)

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

From: SpruceCreek Patriots
Sent: Apr 26, 2014 1:04 AM
To: Commissioner.Balbis@psc.state.fl.us, Commissioner.Edgar@psc.state.fl.us, Chairman.Brise@psc.state.fl.us, Commissioner.Graham@psc.state.fl.us, Commissioner.Brown@psc.state.fl.us, Mark Futrell , wclemenc@psc.state.fl.us, Walter.Clemence@psc.state.fl.us
Cc: Rick Scott , Dave Hood , Dorothy Hukill , Marc Bernier , "insight@orlandosentinel.com" , News Rush Limbaugh , News Charles Krauthammer , News Miami Herald , News Tampa Bay Tribune , News Glenn Beck , News Sarasota Heraldtribune , News Daytona News-Journal , News Dick Morris , Michelle Malkin , Mike Lafferty , "Linda.Trimble@news-jrnl.com" , "RTribou@orlandosentinel.com" , "friends@foxnews.com" , FoxNews11 Cavuto , Glenn Beck , Judge Napolitano , Dave Hood , Dave Hood
Subject: Please read the e-mail after mine-----NO "SMART METERS"__(56, smt)

Dear Governor Scott, Senator Hukill, Representative Hood:

Keep reading after tgus e-mail below so you can see what other states are doing about this problem. Much, more than what we are doing in Florida. Can you please reverse this and make Florida a state that protects its citizens from abusive monopolies like FPL and make the worthless FLORIDA PUBLIC SERVICE COMMISSION earn their pay?

Maredey Hanford

Bcc: Smart Meter groups 56, smt
On Fri, Apr 25, 2014 at 9:36 PM, SpruceCreek Patriots <sprucecreekpatriots@gmail.com> wrote:

> Dear Governor of Florida, Dear Florida Senator, Dorothy Hukill, Dear
> Florida Representative, Dave Hood:
>
> I must ask you what kind of job are you doing that you are not able to
> stop FPL from EXTORTIONING us?
> Do you feel well at the end of the day, when you know that FPL is pushing
> an extortion fee on us, just because we do not care to have a SURVEILLANCE
> DEVICE in our home?
>
> Honestly, I am beginning to wonder what in the world is your job because
> the most important job you have is to protect the citizens you represent

> and I frankly am not seeing you doing anything about it. I have contacted
> you in numerous times and I do not see any action being taken into this
> very important issue.
>
> I am leaned to believe you have no idea how important this issue is
> because either you are ignorant of the dangers of Smart Meters or you have
> chosen to lend deaf ears to this problem.
>
> I hope you can prove me wrong and that you actually bring up your sleeves
> and get to work by directing the *worthless *PSC to do their job and stop
> FPL from extorting us by charging us the extortion fee of initial \$95 and
> additional monthly \$13 just because we are defending our privacy.
>
> In case you have not the slightest idea of what these devilish meters are
> truly all about, scroll down the home page to *TAKE BACK YOUR POWER *and
> watch the movie online here: www.SpruceCreekPatriots.com
>
> James Anderson
>
> -----
> Date: Fri, 25 Apr 2014 05:46:14 -0700
> From: arpaijs@yahoo.com
> Subject: NO "SMART METERS"
>
>
> *STOP FPL from charging a "PENALTY" just to keep your existing meter!!!!!!*States With Opt Outs
>
> The following states have issued the following rules and regulations
> regarding statewide opt outs of deadly smart meters. We realize opting out
> is not a fix to this enormous problem, but it is a small step in the right
> direction. Thus far, Vermont is the only state that does not impose a
> financial penalty on opt out customers.
> If you have an update for your state that you would like added to this
> list, please email contact@thepeoplesinitiative.org. CALIFORNIA In February the California PUC agreed to allow electric customers
to keep
> their current analog meter or reinstall an analog meter if a smart meter
> had been installed
>
> CONNECTICUT
> In August 2011, Connecticut's Department of Energy and Environmental
> Protection ("DEEP") asked the Public Utilities Regulatory Agency ("PURA")
> to suspend actions in smart meter cases until it could develop a policy on
> smart meters.
>
>
> FLORIDA
>
> Brevard County Commissioners requested of Florida Power & Light ("FPL") a
> smart meter opt-out plan for its residents and called upon the Florida
> Public Service Commission to hold public hearings on the issue of smart
> meters and their potential benefits and/or potential hazards to Florida
> residents.
>
>
> GEORGIA
>
> Legislation allowing customers to elect not to have a smart meter
> installed on their property passed the State Senate but stalled in the
> State House.
>
>
> HAWAII
>
> In April 2012, the parties agreed the preliminary injunction motion was
> rendered moot as a result of the defendant utility's oral agreement that it
> would refrain from installing a smart meter on the plaintiff's home.
>
>
>

> LOUISIANA

- >
- > In February 2012, the City-Parish city council voted to allow Lafayette Utilities System customers to opt-out of smart meters.
- > PUC allows for customers to opt-out of receiving a smart meter.

> MARYLAND

- >
- > In May 2012, the Maryland PSC entered an order allowing individual who are opposed to smart meters to defer installation until MPSC issues a final, permanent rider on whether to allow customers to opt-out of receiving a smart meter.

> Michigan

- >
- > In January 2012, the Michigan PSC opened a review of smart meters.

> NEVADA

- >
- > Nevada PUC has approved smart meter opt-out plan.

> OREGON

- >
- > In August 2011, Portland GE offered smart meter opt-out option.

- >
- >
- >
- >
- >
- >
- > PENNSYLVANIA plan allowing consumers to opt out of smart-metering systems has been proposed in Pennsylvania's General Assembly.
- > Tennessee Memphis passed a no cost smart meter opt out resolution.

- > TEXAS In February 2012, the PUC opened a project to evaluate the feasibility of instituting a smart meter opt-out program."

- > VERMONT In May 18, 2012, Governor Shumlin signed law allowing for smart meter installation if utility company (1) provides prior written notice to the customer indicating that the meter will use radio or other wireless means for two-way communication between the meter and the company and informing the customer of his or her rights; (2) allows a customer to choose not to have a wireless smart meter installed, at no additional monthly or other charge; and (3) allows a customer to require removal of a previously installed wireless smart meter for any reason and at an agreed-upon time, without incurring any charge for such removal.
- > WISCONSIN Wisconsin has introduced an opt out plan.
- > Only FPL has convinced the FPSC to levy a "Penalty" for keeping your EXISTING meter!!!!!!

> Visit:

> Website: www.SpruceCreekPatriots.com

Crystal Card

From: Carlotta Stauffer
Sent: Wednesday, April 30, 2014 11:20 AM
To: Crystal Card
Cc: Rachel Arnold
Subject: FW: Customer correspondence - Docket No. 130223-EI
Attachments: FW: Consumer Inquiry - Smart meters - Addressed to Chairman Graham

correspondence

From: Mark Futrell
Sent: Wednesday, April 30, 2014 11:06 AM
To: Carlotta Stauffer
Cc: Rachel Arnold; Cindy Muir; Rhonda Hicks; Randy Roland; Brenda Stallcup; Ellen Plendl
Subject: Customer correspondence - Docket No. 130223-EI

Carlotta,

Please have the attached customer communication included in the correspondence file for Docket No. 130223-EI.

Thanks,
Mark

LAWFUL NOTICE AND DEMAND AND OBLIGATION

April 13, 2014

From: Charles Benson, Agent of Private Property:
3700 Pine tree Drive
Miami Beach, Florida
33140

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

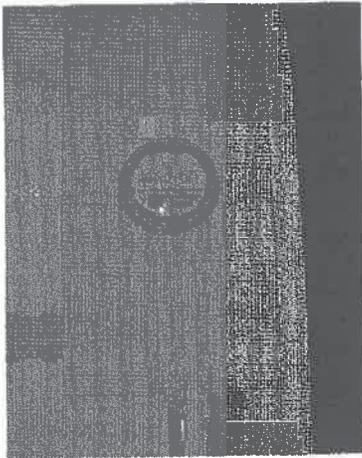
To: **James L. Robo**
Chairman and CEO
[NEXTERA ENERGY, INC. and FLORIDA POWER & LIGHT COMPANY (FPL)]
and
Eric E. Silagy
President
[FPL]
700 Universe Blvd.
Juno Beach, FL 33408
via Fax: (561) 694-4999
and
Art Graham
Chairman
PUBLIC SERVICE COMMISSION [PSC]
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
via Fax: (800) 511-0809
and
Maria Gomez
Director, Customer service
[FPL]
Via United States Postal Mail Service

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

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

Please read carefully the facts and law herein:

1. In March 2014 [FPL] issued me a Notice and Demand of an April 29, 2014 [FPL] Rate Hike in Miami Beach, Florida. I am going on record:
 - a. Any [FPL] Rate Hikes are unlawful and tied to murder and the 18+ million Floridians do Not have to pay [FPL] in order Not to be killed.
 - b. "Smart Meters" kill people in a way known as a "Slow Kill" as indicated by the UNITED STATES DEPARTMENT OF THE ARMY Declassified Report of weapons-based technologies and bandwidths, which was obtained via [Freedom of Information Act (FOIA)] Request 614F-06 by California attorney, Mr. Donald Friedman.
 - c. Smart Meters have an ~1-mile radius influence (which means My family and I are being poisoned by our neighbors' Smart Meters).
 - d. [PSC] is required to uphold its Charter of "monitoring of safety, reliability, and service" with an immediate moratorium of all installations, operations, etc. of "Smart Meters" in the entire Florida state, and especially, Dade county, based on the above.
2. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any installation, operation, etc. of any Smart Meter (or [AMI] two-way transmission smart-grid meter, whether with two, three, or otherwise, etc. antennae), digital meter (or [AMR] one-way transmission digital "ping" meter), related activity monitoring device, etc. on, involving, etc. said Private Property.
3. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any neighborhood, subdivision, etc. installations, operations, etc. of any Smart Meter, digital meter, related activity monitoring device, etc. affecting said Private Property due to said ~1-mile radius of influence.
4. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent to any fees, charges, penalties, fines, etc. for denying any installation, operation, etc. of any Smart Meter, related activity monitoring device, etc., on said Private Property, including, but not limited to, the alleged [\$]95 Enrollment Fee and the alleged additional [\$]13/month Surcharge approved by a recent [PSC] Hearing under [PSC Docket #130223] for Not having a Smart Meter, digital meter, related activity monitoring device, etc. on said Private Property.
5. This is a lawful Notice and Demand and Obligation that I am Not required to pay [FPL] in order Not to be "slowly killed" or violated as outlined in the many criminal violations cited, supra, and, as such, all Smart Meters, related activity monitoring devices, digital meters, etc. are hereby to be removed and permanently shut down from any infrastructure, operations, etc. immediately in the entire Florida state.
6. Pictures of current Analog Meter are included below for your review. Said meter is clearly encased inside a private, padlocked, permanent fixture attached to, and, part of, the building on said Private Property. Said encasement clearly allows for any [FPL] Meter Reader to obtain a proper reading after they are escorted into the property. Any tampering with said private, padlocked, permanent fixture in an attempt to change said Analog Meter to any other meter falls under the criminal violation and felony of "Breaking and Entering", since entire perimeter of property is walled and gated so please govern yourselves accordingly. The property contains signs "Private Property-No Trespassing"



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, Charles Benson, Agent, Declare that the foregoing is true, correct and not misleading to the best of My knowledge, information and belief executed this 27th day of April 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,

by: Charles Benson
[UCC] 1-308, 1-103, 1-301 and [Fla. Stat. 671.207]
All Rights, Remedies and Defenses Reserved

JURAT

Florida state)
 : ss
Dade county)

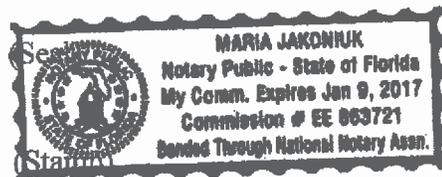
As a Notary Public for said county and state, I do hereby verify that on this 27th day of April 2014, that ~~John Doe~~ ^{Charles Benson}, a living being, presented himself before me under Authority: [28 USC 1746(1)], and known to me or ~~proved to me~~, on the basis of satisfactory evidence and identification 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:

Notary Public

4/27/14

Date



Crystal Card

From: Rhonda Hicks
Sent: Tuesday, April 29, 2014 1:35 PM
To: Mark Futrell; Cindy Muir
Subject: FW: Consumer Inquiry - Smart meters - Addressed to Chairman Graham
Attachments: charles-benson.pdf

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

From: Randy Roland
Sent: Tuesday, April 29, 2014 1:35 PM
To: Rhonda Hicks
Subject: FW: Consumer Inquiry - Smart meters - Addressed to Chairman Graham

Please forward.

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

From: Ellen Plendl
Sent: Tuesday, April 29, 2014 1:34 PM
To: Randy Roland
Subject: Consumer Inquiry - Smart meters - Addressed to Chairman Graham

Please see the attached correspondence received from Mr. Charles Benson to FPSC Chairman Art Graham regarding smart meters.

Please forward as appropriate.

* Please request a copy of the PSC's response be provided to CAO so that we may note our file accordingly when the response is sent.

RE: Information Request 1145993C.

Crystal Card

From: Rachel Arnold
Sent: Wednesday, April 30, 2014 9:38 AM
To: Crystal Card
Cc: Carlotta Stauffer
Subject: FW: Customer correspondence - Docket No. 130223-EI
Attachments: Please read the e-mail after mine-----NO "SMART METERS"__(56, smt); NO "SMART METERS"__(56, smt)

From: Mark Futrell
Sent: Wednesday, April 30, 2014 9:35 AM
To: Carlotta Stauffer
Cc: Rachel Arnold; Walter Clemence
Subject: Customer correspondence - Docket No. 130223-EI

Carlotta,

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

Thanks,
Mark

Crystal Card

From: SpruceCreek Patriots <sprucecreekpatriots@gmail.com>
Sent: Saturday, April 26, 2014 12:37 AM
To: Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
Cc: Rick Scott; Dave Hood; Dorothy Hukill; Marc Bernier; insight@orlandosentinel.com; News Rush Limbaugh; News Charles Krauthammer; News Miami Herald; News Tampa Bay Tribune; News Glenn Beck; News Sarasota Heraldtribune; News Daytona News-Journal; News Dick Morris; Michelle Malkin; Mike Lafferty; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; FoxNews11 Cavuto; Glenn Beck; Judge Napolitano; Dave Hood
Subject: NO "SMART METERS"__(56, smt)

Dear Governor of Florida, Dear Florida Senator, Dorothy Hukill, Dear Florida Representative, Dave Hood:

I must ask you what kind of job are you doing that you are not able to stop FPL from EXTORTIONING us?

Do you feel well at the end of the day, when you know that FPL is pushing an extortion fee on us, just because we do not care to have a SURVEILLANCE DEVICE in our home?

Honestly, I am beginning to wonder what in the world is your job because the most important job you have is to protect the citizens you represent and I frankly am not seeing you doing anything about it. I have contacted you in numerous times and I do not see any action being taken into this very important issue.

I am leaned to believe you have no idea how important this issue is because either you are ignorant of the dangers of Smart Meters or you have chosen to lend deaf ears to this problem.

I hope you can prove me wrong and that you actually bring up your sleeves and get to work by directing the **worthless** PSC to do their job and stop FPL from extorting us by charging us the extortion fee of initial \$95 and additional monthly \$13 just because we are defending our privacy.

In case you have not the slightest idea of what these devilish meters are truly all about, scroll down the home page to **TAKE BACK YOUR POWER** and watch the movie online here: www.SpruceCreekPatriots.com

Maredey Hanford

Bcc: Smart Meter groups 56, smt

Date: Fri, 25 Apr 2014 05:46:14 -0700

From: arpaiajs@yahoo.com

Subject: NO "SMART METERS"

STOP FPL from charging a "PENALTY" just to keep your existing meter!!!!!!

States With Opt Outs

The following states have issued the following rules and regulations regarding statewide opt outs of deadly smart meters. We realize opting out is not a fix to this enormous problem, but it is a small step in the right direction. Thus far, Vermont is the only state that does not impose a financial penalty on opt out customers.

If you have an update for your state that you would like added to this list, please email contact@thepeoplesinitiative.org. CALIFORNIA In February the California PUC agreed to allow electric customers to keep their current analog meter or reinstall an analog meter if a smart meter had been installed

CONNECTICUT

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Brevard County Commissioners requested of Florida Power & Light ("FPL") a smart meter opt-out plan for its residents and called upon the Florida Public Service Commission to hold public hearings on the issue of smart meters and their potential benefits and/or potential hazards to Florida residents.

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Legislation allowing customers to elect not to have a smart meter installed on their property passed the State Senate but stalled in the State House.

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VERMONT In May 18, 2012, Governor Shumlin signed law allowing for smart meter installation if utility company (1) provides prior written notice to the customer indicating that the meter will use radio or other wireless means for two-way communication between the meter and the company and informing the customer of his or her rights; (2) allows a customer to choose not to have a wireless smart meter installed, at no additional monthly or other charge; and (3) allows a customer to require removal of a previously installed wireless smart meter for any reason and at an agreed-upon time, without incurring any charge for such removal. WISCONSIN

Wisconsin has introduced an opt out plan.

Only FPL has convinced the FPSC to levy a "Penalty" for keeping your EXISTING meter!!!!!!

James S. Arpaia arpaiajs@yahoo.com

--

Website: www.SpruceCreekPatriots.com

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From: SpruceCreek Patriots <sprucecreekpatriots@gmail.com>
Sent: Saturday, April 26, 2014 1:04 AM
To: Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
Cc: Rick Scott; Dave Hood; Dorothy Hukill; Marc Bernier; insight@orlandosentinel.com; News Rush Limbaugh; News Charles Krauthammer; News Miami Herald; News Tampa Bay Tribune; News Glenn Beck; News Sarasota Heraldtribune; News Daytona News-Journal; News Dick Morris; Michelle Malkin; Mike Lafferty; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; FoxNews11 Cavuto; Glenn Beck; Judge Napolitano; Dave Hood; Dave Hood
Subject: Please read the e-mail after mine-----NO "SMART METERS"__(56, smt)

Dear Governor Scott, Senator Hukill, Representative Hood:

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James S. Arpaia arpaiajs@yahoo.com

--

Website: www.SpruceCreekPatriots.com

Crystal Card

From: Office of Commissioner Brown
Sent: Wednesday, April 30, 2014 3:49 PM
To: Commissioner Correspondence
Subject: FW: Please read the e-mail after mine-----NO "SMART METERS"__(56, smt)

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: TERRI Fulton [mailto:terrifulton@earthlink.net]
Sent: Wednesday, April 30, 2014 3:35 PM
To: SpruceCreek Patriots; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
Cc: Rick Scott; Dave Hood; Dorothy Hukill; Marc Bernier; insight@orlandosentinel.com; News Rush Limbaugh; News Charles Krauthammer; News Miami Herald; News Tampa Bay Tribune; News Glenn Beck; News Sarasota Heraldtribune; News Daytona News-Journal; News Dick Morris; Michelle Malkin; Mike Lafferty; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; FoxNews11 Cavuto; Glenn Beck; Judge Napolitano; Dave Hood; Dave Hood
Subject: Re: Please read the e-mail after mine-----NO "SMART METERS"__(56, smt)

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

From: SpruceCreek Patriots
Sent: Apr 26, 2014 1:04 AM

To: Commissioner.Balbis@psc.state.fl.us, Commissioner.Edgar@psc.state.fl.us, Chairman.Brise@psc.state.fl.us, Commissioner.Graham@psc.state.fl.us, Commissioner.Brown@psc.state.fl.us, Mark Futrell, wclemenc@psc.state.fl.us, Walter.Clemence@psc.state.fl.us

Cc: Rick Scott, Dave Hood, Dorothy Hukill, Marc Bernier, "insight@orlandosentinel.com", News Rush Limbaugh, News Charles Krauthammer, News Miami Herald, News Tampa Bay Tribune, News Glenn Beck, News Sarasota Heraldtribune, News Daytona News-Journal, News Dick Morris, Michelle Malkin, Mike Lafferty, "Linda.Trimble@news-jrnl.com", "RTribou@orlandosentinel.com", "friends@foxnews.com", FoxNews11 Cavuto, Glenn Beck, Judge Napolitano, Dave Hood, Dave Hood
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Marely Hanford

Bcc: Smart Meter groups 56, smt

On Fri, Apr 25, 2014 at 9:36 PM, SpruceCreek Patriots <sprucecreekpatriots@gmail.com> wrote:

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> Florida Representative, Dave Hood:

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>
> James Anderson

>
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> Date: Fri, 25 Apr 2014 05:46:14 -0700

> From: arpaiajs@yahoo.com

> Subject: NO "SMART METERS"

>
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>
>
> FLORIDA

>

>
> Visit:
>
> Website: www.SpruceCreekPatriots.com
>

Attn: Gilberte Paul. @FPL
Customer Advocacy
Florida Power & Light
PO Box 55-8050
Miami, Fl. 33255

CODY ATTN:
CARLOTTA STAUSSER
P.S.C.
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL, 32399

Dear Ms. Paul,
I am John J. Oezer
1404 82nd Street NW
Bradenton, Fl. 34209
FPL account #2147295089

RECEIVED-FPSC
14 APR 30 AM 9:23
COMMISSION
CLERK

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.

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

COPY

March 27, 2014
Attn: Maria Gomez, Director, Customer Service
FPL
PO Box 025576
Miami, Fl., 33102-5576

Regarding Smart Meters
Dear Ms. Gomez,

I have received your letter saying that we now must accept a smart meter or pay a monthly surcharge and an "enrollment fee" in order to keep our trouble free analog meter, already in place. I object to the installation of smart meters by FPL on unsuspecting customers who have not been able to research the purpose and consequences of smart meters. I am a Registered professional Electrical Engineer (Retired) and I have researched the meters, and the World Wide program behind the installation of them.

The smart meters measure the amount of power used, --and so do the analog meters.
The smart meters radiate pulsed microwave RF (radio frequency) energy,-- analog meters do not-
The smart meters will be able to monitor which appliances are being used,--analog meters do not-
The smart meters will be able to turn monitored appliances off & on,--analog meters do not-
Multiple smart meters grouped on a meter board at cluster apartments and condos will radiate almost continuous radiation whose energy is additive, --analog meters do not-
The smart meters have a short history of experience,---analog meter's have 100 years experience-

Smart meters help the utility industry save money (after the mass meter exchange is amortized),
Smart meters help customers save money if they use hot water, dryers, dish washers, and a/c's during off-peak hours after midnight, as recommended by the utility company,
Analog meters will do the same thing---

The pro-smart- meter interests cite test saying the RF radiated is not harmful to people,
Independent test show that the smart meter RF radiation tested in real environments is harmful.
Until this difference is resolved, the RF circuits should be turned OFF. Effect on health is long term.
THIS IS ONE REASON I DO NOT WANT A SMART METER ON MY HOUSE.

FPL denies they will monitor and control appliances. If so, tell me why appliance manufacturers (Whirlpool, GE, etc) are putting electronic control modules in their appliances to communicate with the smart meters, adding hundreds of dollars to the retail prices. This fact is public knowledge.
THIS ANOTHER REASON I DO NOT WANT A SMART METER ON MY HOUSE.

The utility companies want customers to help them level out peak power demands so that they won't have to buy more generating equipment, (saving fuel may be implied, but not mentioned).
THIS IS ANOTHER REASON I DO NOT WANT BE THE SACRIFICER FOR THE UTILITIES BENEFIT.

I request to opt-out of the smart meter. I accept the \$13 monthly surcharge because I am a "cost causer. I do not accept the \$95 "enrollment fee" because FPL does not give a breakdown of their costs that the "enrollment fee" covers. Please submit the itemized costs to me. If you do not, then this fee will look like a punishment charge.

Instead of withdrawing like a turtle, the electric utilities should look around for growth opportunities. The utilities need to expand their horizons and realize that electric power is the cleanest, most versatile, quiet and most easily used, (can illuminate, can heat & cool, can propel, can run motors, can be delivered long and short distances with flexible wires, can electroplate metals, and change molecular chemistry.

For an aggressive and prosperous Florida and America, utilities should generate an abundance of reliable electric power at a reasonable price for now and future expansion. Growth requires power.

FPL in west central Florida fits this profile now and I hope it will continue.

I look forward to a reply from you.

Sincerely,

John J. Oezer, PE

COPY



John J Oezer
1404 82nd St NW
Bradenton FL 34209-9567

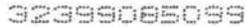
TAMPA FL 335
SAINT PETERSBURG FL
28 APR 2014 PM 8 L



DISTRIBUTION CENTER

14 APR 30 AM 6:19

ATTN
CARLOTTA STAUSSER
PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL. 32399-0850



Crystal Card

From: Ruth McHargue
Sent: Tuesday, April 29, 2014 4:19 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, April 29, 2014 4:04 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1145990C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, April 07, 2014 2:39 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35738

CUSTOMER INFORMATION

Name: John Peeples
Telephone: 3217499991
Email: John.peeples07@gmail.com
Address: 2466 Burns Ave Melbourne FL 32935

BUSINESS INFORMATION

Business Account Name: John Peeples
Account Number: 8549450073
Address: 2466 Burns Ave Melbourne Florida 32935

COMPLAINT INFORMATION

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

In March of 2014 I called FPL regarding our current deposit of \$245. When I spoke to the representative on the phone she informed me that we would be receiving a full refund as of April 2014. I asked her if we could receive a check by mail as I am a Veteran with two children living off of payments from the VA. She said yes, that she was notating the account and we could look forward to a check by mail 5-7 business days after April 1st. On our account information online, it says we will receive our deposit back in April 2014. Due to issues with the VA we have had to request payment extensions. Today I called only to find out that I was blatantly lied to back in March and that we will not be getting our deposit back until January 2015. The woman I spoke to was degrading and down right disrespectful about the entire situation. The way FPL handles deposits feels criminal.

Crystal Card

From: Ruth McHargue
Sent: Tuesday, April 29, 2014 2:45 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35928; E-Form Other Complaint TRACKING NUMBER: 35929

Customer correspondence

From: Diane Hood
Sent: Tuesday, April 29, 2014 8:28 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Ms. Cusumano completed two eforms with the same language, protest to Docket 130223. Copy on file, see 1145937C. DHood

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 28, 2014 6:33 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35929

CUSTOMER INFORMATION

Name: Lillian Cusumano
Telephone:
Email: great2get4u@gmail.com
Address: 3470 Wild Oak Bay Blvd #149 Bradenton FL 34210-4342

BUSINESS INFORMATION

Business Account Name: Lillian Gula Cusumano Account Number: 04406-34855
Address: 3470 Wild Oak Bay Blvd #149 Bradenton Florida 34210

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
I am writing to deny FPL my/our rights to have a "new smart meter" installed on my property. We take our health, privacy and safety issues involved with this technology very seriously.

We are aware of the overwhelming information and peer reviewed studies that are available regarding the affects of the smart meters and the adverse health affects. Smart Meters emit pulsed EMF radiation (a class 2b carcinogen) into our living space.

Smart Meters are digital wireless utility devices which emit "packetized" and/or "pulsed" electromagnetic radiation in power densities, timings and volumes known to be unsafe for exposure to humans, animals and plants, shown to be damaging and dangerous in various scientific studies, and known to be particularly harmful to individuals classified as "Sensitive Receptors" who may visit or occupy the above-property.

There are numerous studies done to show, both animal and human, that exposure to elevated levels of radio frequencies for long levels of time increases the risk of cancer, increases the damage to the nervous system, it causes electrosensitivity, and has adverse reproductive effects in the unborn.

I am electromagnetic sensitive and I cannot have a smart meter installed on the property.

PSC was contacted previously

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 28, 2014 6:22 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35928

CUSTOMER INFORMATION

Name: Lillian Cusumano
Telephone:
Email: great2get4u@gmail.com
Address: 3470 Wild Oak Bay Blvd #149 Bradenton FL 34210-4342

BUSINESS INFORMATION

Business Account Name: Lillian Gula Cusumano Account Number: 04406-34855
Address: 3470 Wild Oak Bay Blvd #149 Bradenton Florida 34210

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
I am writing in an effort to deny FPL any rights to have a "new smart meter" installed on my property. We take our health, privacy and safety issues involved with this technology very seriously.

We are aware of the overwhelming information and peer reviewed studies that are available regarding the affects of the smart meters and the adverse health affects. Smart Meters emit pulsed EMF radiation (a class 2b carcinogen) into our living space.

Smart Meters are digital wireless utility devices which emit "packetized" and/or "pulsed" electromagnetic radiation in power densities, timings and volumes known to be unsafe for exposure to humans, animals and plants, shown to be damaging and dangerous in various scientific studies, and known to be particularly harmful to individuals classified as "Sensitive Receptors" who may visit or occupy the above-property.

There are numerous studies done to show, both animal and human, that exposure to elevated levels of radio frequencies for long levels of time increases the risk of cancer, increases the damage to the nervous system, it causes electrosensitivity, and has adverse reproductive effects in the unborn.

I am electromagnetic sensitive and I cannot have a smart meter installed on the property.

Crystal Card

From: Ruth McHargue
Sent: Tuesday, April 29, 2014 11:38 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: docket 130223
Attachments: FPL-Logo.gif

Customer correspondence

From: Consumer Contact
Sent: Monday, April 28, 2014 3:47 PM
To: Ruth McHargue
Subject: FW: Latest from FPL

The following has been added to 1139899C. DHood

From: Vern H. Goding (FS:119) [<mailto:vkgoding@sprynet.com>]
Sent: Monday, April 28, 2014 3:40 PM
To: Consumer Contact
Subject: Latest from FPL

Florida Public Service emailed me as last month, that the final decision hadn't been completed on FPL's discriminatory Tariff of penalties and fees and my complaint would be added to the documents. The referenced Tariff is therefore a tax and the PSC can not establish of levy Taxes.

There is NO additional expense to FPL, only they can't Layoff all 500 meter readers after they testified this would not cost the loss of any jobs. Does Lier Lier Mean anything.

I still maintain this violates Florida Supreme Court past decisions and Section 366.81, Fla. Stat. (2013) which states, **"..the commission shall not approve any rate or rate structure which discriminates against any class of customers on account of the use of such facilities, systems, or devices.**

Full text of Chapter 366 is available at:

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0300-0399/0366/0366.html

Full text of FS-366.81 is available at:

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0366/Sections/0366.81.html



April 25, 2014

RECEIVED 2 8 APR 1014

Mr. Vern Goding
648 Acacia Ave Melbourne, FL 32904

Re: Bill Account No. 04769-39475

Dear Mr. Goding:

I am writing to you in reference to your letter regarding Florida Power & Light Company's smart meters and the Non-Standard Meter Option that has been approved by the Florida Public Service Commission (FPSC). Smart meters offer important benefits to our customers, and this is why they are now the standard meter FPL provides. However, we understand that a small population of customers does not want the smart meter, and the Non-Standard Meter Option accommodates these requests. FPL's offer of this optional service requires the Company to incur additional costs. It would be unfair to ask the great majority of our customers who are using FPL's standard smart meters to subsidize the few who aren't.

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

We strive to be responsive to our customers, so at your request on March 7, 2012, your property was placed on our postpone list and a smart meter was never installed. On September 20, 2012, the FPSC held a workshop, which allowed for full stakeholder participation, to evaluate the smart meter-related issues. In January 2014, the FPSC approved FPL's Non-Standard Meter Option tariff [FPSC Docket #1302231]. Our records reflect you have opted to enroll into the Non-Standard Meter Option. Service under this tariff allows you to continue to take service from a non-standard meter, which will require payment of \$95 enrollment fee and a \$13 monthly surcharge beginning in June 2014.

I hope the information I provided is informative and helpful. You can also learn more about FPL's Smart Grid initiative at www.fpl.com/energysmartflorida

If you have additional questions or concerns regarding this matter, please feel free to contact me at 1 (800)397-6544 ext 15.

Sincerely,



Dolores Egues
Corporate Resolution Specialist

Florida Power & Light Company
P.O. Box 029311, Miami, FL 33102

--
"God SAVE America" Socialism is a disease...FREEDOM, LIBERTY and the CONSTITUTION are the CURE! "What have you done for Freedom and Restoring Our Liberty and Constitution today..?"



Crystal Card

From: Ruth McHargue
Sent: Monday, April 28, 2014 3:32 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: Mr. Borneman 1145787C.pdf

Customer correspondence

From: Diane Hood
Sent: Monday, April 28, 2014 3:14 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1145787C.

April 24, 2014

Mr. James L Robo, CEO
Florida Power and Light
700 Universe Blvd
Juno Beach, FL, 33408

Dear Mr. Robo:

Enclosed is a copy of a letter I sent you on March 27, 2013, requesting the removal of a "SMART" meter, which was installed on my property without my permission. The meter has been replaced and I thank you for that. But, I have been informed by Florida Power and Light that...

"You will be billed an enrollment fee of \$95.00 and a monthly surcharge of \$13.00. Charges will start beginning with your June bill. These fees cover the costs necessary to:..."

I totally disagree with this decision and action based on the reasons I have given in my previous letter. Furthermore, even though I will pay these charges, that I firmly dispute, to avoid discontinuance of service, I pay these under protest and anticipate recouping these unwarranted charges in the future.

I am filling a complaint with the Florida Public Service Commission and will request action supporting my complaint with my elected representative.

Sincerely,



Robert P. Borneman
9137 Astonia Way
Fort Myers, Florida 33967

Cc: Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399
Docket #130223



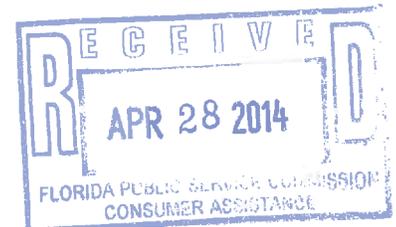
March 27, 2013

FROM:

Robert P. Borneman
9137 Astoria Way
Fort Myers, FL 33967

TO:

Mr. James L Robo, CEO
Florida Power and Light
700 Universe Blvd
Juno Beach, FL, 33408



NOTICE OF NO CONSENT TO TRESPASS, SURVEILLANCE AND RADIATION POLLUTION, NOTICE OF LIABILITY, ADHESION CONTRACT

Dear Mr. Robo and all agents, officers, employees, contractors and interested parties,

In regard to your unauthorized installation of a "Smart Meter" or other digital utility meter at the above address, those meters violate the law and cause endangerment to users and the public due to the following factors:

- 1) They individually identify electrical devices and record when they are operated causing invasion of privacy.
- 2) They monitor household activity and occupancy in violation of rights of domestic privacy.
- 3) They transmit wireless signals which are interceptable by unauthorized and distant parties.
- 4) No power company or other individual or agency has consent to conduct surveillance or monitoring or to emit radiation (EMR) on our property with a digital meter.
- 5) Data about occupant's daily habits and activities are collected by digital meters, recorded and stored in permanent databases which are accessed by parties not authorized or invited to know and share that private data.
- 6) Those with access to the data can review a permanent history of household activities, taken and viewed unlawfully and without the consent of occupants and subjects of the surveillance.
- 7) Those databases may be shared with, or fall into the hands of unauthorized law enforcement, private hackers of wireless transmissions and other unidentified parties for use against the interests of the energy subscribers and the occupants of the structures.
- 8) "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 recorded without the consent or knowledge of those people who are monitored.
- 9) It is possible for example, with analysis of certain "Smart Meter" data, for unauthorized and distant parties to determine medical conditions, physical locations of persons within the home, vacancy patterns, general affluence, trade secrets and personal habits of occupants.
- 10) Digital meters cause, by intentional transmission and/or incidental disruption of house current, cancer-causing electromagnetic radiation to be emitted in proximity of the installed

location and property in violation of laws against public endangerment, assault and commission of bodily harm.

11) Digital Meters are designed to transmit using electromagnetic radiation known to cause cancer and many other diseases, illnesses and symptoms.

For the above reasons, and by right of occupancy and property ownership, I prohibit, and deny consent of, any installation and use of any monitoring, eavesdropping, surveillance and radiation emitting devices on my property and place of residence, especially in the form of an electric meter. By installing such a device on my property, without my consent, your company has committed trespass, stalking, wiretapping and assault, all prohibited and punishable by law through criminal and civil actions. All persons, government agencies and private organizations responsible for installing or operating monitoring devices, which I consider to be unlawful, will be fully liable for major financial and compliance claims and demands in excess of one million dollars. This is legal notice. The liabilities and obligations listed above are true and binding upon all parties upon delivery of this notice. These terms and conditions apply without regard to status or existence of any "opt-out" contract.

Utility service may not be denied for refusal of unlawful conduct by the utility company or for any act of self-defense.

I demand that the unauthorized "Smart Meter" be removed from my property immediately. Under my authority as owner and/or occupant of the above property, and under your implied or expressed application to enter that property, this is an adhesion contract to which you are now bound until and unless you respond with factual rebuttal in a sworn statement by an authorized and identified party within 21 days of this delivery. Any rebuttal must show your authority to install an unlawful radiation-emitting surveillance device (digital electric "meter") on my property without my consent. Expect rebuttal to any such claim. Any failure to timely show and prove full and binding authority to install the unlawful and harmful device on my property and/or place of occupancy will be agreement with all terms and conditions herein. We deny and refuse any past, present and future proposal, offer, demand or claim contrary to any terms or conditions herein.

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

Sincerely,

Robert P. Borneman

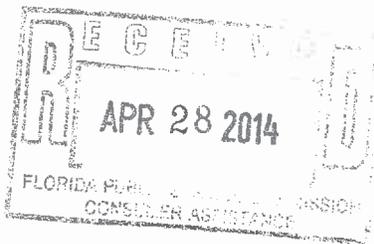


Robert Borneman
9137 Astonia Way
Fort Myers, Florida 33967

FT MYERS FL 339

DISTRIBUTION CENTER
21 APR 2014 PM 2 L

14 APR 28 AM 7:06



Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399
Docket #130223

32399085099



Crystal Card

From: Ruth McHargue
Sent: Monday, April 28, 2014 3:31 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: 130223

Customer correspondence

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Saturday, April 26, 2014 2:56 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35914

CUSTOMER INFORMATION

Name: David Watkins
Telephone: 386-427-4076
Email: dwatkins48@cfl.rr.com
Address: 2509 Silver Palm Dr. Edgewater FL 32141

BUSINESS INFORMATION

Business Account Name: David Watkins
Account Number:
Address: 2509 Silver Palm Dr. Edgewater Florida 32141

COMPLAINT INFORMATION

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

With the decision just handed down by the PSC yesterday 4-24-2014 ref. Docket 130223-EI and Document number 01896-14. It is now quite obvious to anyone with half a brain that the Florida Public service commission is bought and paid for by the big power company interests, or are grossly ignorant. Maybe both. After having presented proof of medical disability to the PSC of electrical sensitivity ref. R.F. power sources in the new AMI (smart meters) in the form of letters from doctors and in my case disability granted by the Social Security Administration, and as far back as 1999 to avoid electromagnetic R.F. fields as much as possible you have allowed a company that you supposedly regulate to install communications networks the equivalent of a cell phone tower on our houses disguised as meters and then have the nerve to charge disabled people a fee for an analog meter that has just been renamed a "Non standard meter", (a play on words), to keep from getting injured by a proven detrimental source, the so called "smart meter". This happens to be extortion. Yes, a protection racket. Just like Al Capone. and you just made it "legal". That makes the PSC an accessory before and after the fact. Let me point out that if you walk into a commercial radio transmission facility you will find a radio transmitter. This radio transmitter is authorized by the FCC. It has a meter in it but this does not make it a meter. it is still a radio transmitter. You have ignored that fact when dealing with "Smart meters" and been made fools of by a name and are regulating something that you have no authority to regulate simply because you are not qualified to make decisions on something that you know absolutely nothing about. We are told basically if we dont like it sue us. What unmitigated gall! You people are guilty of gross dereliction of duty at the least and aiding and abetting organized criminal activity in the form of extortion at the most. The PSC knows damn well that most

of the disabled people out here cannot afford to hire a lawyer and sue, so you think you are home free. May I remind you of the statement of duty that you have on the front page of your website.

"The PSCs Role

The Florida Public Service Commission is committed to making sure that Floridas consumers receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a safe, reasonable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service".

Notice that "safety" is one of the areas you supposedly regulate. It appears twice in the above statement. "Reasonable" is also in this statement. Doesnt "safety" have something to do with health? But yet you state you have no authority to deal with matters of health. You people are masters at double speak. You tell us one thing with one statement and then turn around and contradict that. I have learned one thing out of all of this and that is that the Florida public service commission is nothing but a cruel joke and only serves as a front for criminal operations against the people of this state in favor of big money. We have NO representation in Tallahassee as far as I can detect. It looks like I will see you eventually in a court of law even if I have to pro se litigate. Thank you: Sincerely: Dave Watkins.

PSC was contacted previously

Crystal Card

From: Ellen Plendl
Sent: Monday, April 28, 2014 2:07 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FAX-2014-04-25 09_40_44.tif; Arthur DeCesare.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

April 28, 2014

Mr. Arthur DeCesare
P.O. Box 971194
Miami, FL 33197-1194

Dear Mr. DeCesare:

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

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 C.", with a long horizontal line extending to the right.

Walter Clemence, Public Utility Analyst
Market Analysis Section

BILL NELSON
FLORIDA

United States Senate
WASHINGTON, DC 20510-0905



Date: 04/25/2014 Number of pages (including cover sheet): 2

To: Florida Public Service Commission Fax: (850) 413-6124

From: Rupa Venkatesh Fax: (407) 872-7165

Comments

RE: Mr. Arthur Daniel DeCesare

Your review and response to the above constituent is greatly appreciated. If you have any questions or need additional information, please feel free to contact me at my direct line (407) 872-7994, by e-mail at rupa_venkatesh@billnelson.senate.gov or at the numbers listed below.

Thanks,


Rupa Venkatesh
Constituent Advocate

Arthur D. De Cesare
PO Box 971194
MIAMI, FL 33197-1194
Apr. 21. 2014

TO THE Honorable Senator Bill Nelson,

I'm having problems with Florida Power & Light. FPL customers have to have a digital smart meter installed. IF FPL customers use the analog meter, they will be charged \$3.00 a month plus a \$13.00 start service fee. The digital smart meter messes up my outside security lights. I'm going to make FPL give me a credit each time my lights burn out.

I received a letter from FPL Corporate Resolution specialist the other day. The specialist said the digital smart meters operate on a Federal Communications Commission shared frequency of 900 megahertz. Electronic devices such as cordless phones, cellphones, certain appliances, baby monitors and security lights also use this frequency. This frequency can cause interference with these devices. Now I know the cause of cellphone and cordless phone disruption. Kindly sponsor legislation to remedy this.

Sincerely,

Arthur D. De Cesare

Crystal Card

From: Ruth McHargue
Sent: Monday, April 28, 2014 10:45 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Monday, April 28, 2014 10:28 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1145753C. See 1145752E for warm transfer. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, April 25, 2014 8:31 PM
Cc: fpl_fpsc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35911

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

CUSTOMER INFORMATION

Name: Angela Shaffer
Telephone: 3865698400
Email: mom2giqm@gmail.com
Address: 31 Freeland Ln Palm Coast FL 32137

BUSINESS INFORMATION

Business Account Name: Angela Shaffer
Account Number: 9206132475
Address: 31 Freeland Ln Palm Coast Florida 32137

COMPLAINT INFORMATION

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

This is my second attempt to resolve the extortion measures that Florida Power & Light have taken against me. My analog meter is in perfect working order. There is no lawful reason for FPL to charge me a \$95 "enrollment fee" for me to continue to use my analog meter. Neither is there any lawful reason for FPL to charge me a \$13 "monthly surcharge" for FPL to continue to read my analog meter. FPL makes false claims that reading analog meters comes at an unfair cost to its Smart Meter customers. Since FPL did not make any restitution to its Smart Meter customers when FPL voluntarily removed perfectly working analog meters and pocketed the "savings" from the firing of meter readers it no longer needed, any "unfairness" is a direct result of FPLs actions. In my first attempt to resolve this extortion, I outlined several equitable ways

FPL could easily reduce monthly meter reading costs for analog meter customers. FPL refuses to consider alternatives for reading analog meters and continues to persist with extortion measures of customers who have no choice from where they get their electric. I will not give in to extortion!

PSC was contacted previously

Crystal Card

From: Cristina Slaton
Sent: Monday, April 28, 2014 9:52 AM
To: Commissioner Correspondence
Subject: Docket Correspondence 130223-EI
Attachments: Smart meter

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

Thanks,

Cristina Slaton
Executive Assistant to Commissioner Balbis
PH: (850) 413-6004
FAX: (850) 413-6005
cslaton@psc.state.fl.us

Crystal Card

From: Your Realestate advisor <jingerk@msn.com>
Sent: Saturday, April 26, 2014 8:25 AM
To: Office of Commissioner Balbis
Subject: Smart meter

Dear 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
Sent from my Windows Phone

Crystal Card

From: Terry Holdnak
Sent: Monday, April 28, 2014 8:56 AM
To: Commissioner Correspondence
Subject: Docket No. 130223-EI
Attachments: A penalty for not having a Smart Meter; Smart meters property owners rights ; Please read the e-mail after mine-----NO "SMART METERS"_(56, smt); NO "SMART METERS"_(56, smt)

Please place the attached 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.

Crystal Card

From: SpruceCreek Patriots <sprucecreekpatriots@gmail.com>
Sent: Saturday, April 26, 2014 12:37 AM
To: Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
Cc: Rick Scott; Dave Hood; Dorothy Hukill; Marc Bernier; insight@orlandosentinel.com; News Rush Limbaugh; News Charles Krauthammer; News Miami Herald; News Tampa Bay Tribune; News Glenn Beck; News Sarasota Heraldtribune; News Daytona News-Journal; News Dick Morris; Michelle Malkin; Mike Lafferty; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; FoxNews11 Cavuto; Glenn Beck; Judge Napolitano; Dave Hood
Subject: NO "SMART METERS"__(56, smt)

Dear Governor of Florida, Dear Florida Senator, Dorothy Hukill, Dear Florida Representative, Dave Hood:

I must ask you what kind of job are you doing that you are not able to stop FPL from EXTORTIONING us?

Do you feel well at the end of the day, when you know that FPL is pushing an extortion fee on us, just because we do not care to have a SURVEILLANCE DEVICE in our home?

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Maredey Hanford

Bcc: Smart Meter groups 56, smt

Date: Fri, 25 Apr 2014 05:46:14 -0700

From: arpaiajs@yahoo.com

Subject: NO "SMART METERS"

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James S. Arpaia arpaiajs@yahoo.com

--

Website: www.SpruceCreekPatriots.com

Crystal Card

From: RCombs0439@aol.com
Sent: Saturday, April 26, 2014 11:00 AM
To: sprucecreekpatriots@gmail.com; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
Cc: rick.scott@eog.myflorida.com; dave@hoodforhouse.com; hukill.dorothy@flsenate.gov; marc@marcberniershow.com; insight@orlandosentinel.com; ElRushbo@eibnet.com; letters@charleskrauthammer.com; HeraldEd@herald.com; rcoats@tbo.com; me@glennbeck.com; laura.sperling@heraldtribune.com; letters@news-jrnl.com; dickmorris@dickmorris.com; writemalkin@gmail.com; MLafferty@orlandosentinel.com; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; cavuto@foxnews.com; GlennBeck@spamarrest.com; freedomwatch@foxnews.com; Lacy.Page@myfloridahouse.gov
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Because I want to keep my alternative meter I should not have a penalty of \$95 plus \$13 per month.

I am asking that this be changed as soon as possible.

Richard Combs
3951 Lake Bayshore Dr. #F-408
Bradenton, FL 34205

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Sent: Saturday, April 26, 2014 8:28 AM
To: Office of Commissioner Brown
Subject: Smart meters property owners rights

Dear commissioner,

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Thank you for your prompt attention to this matter

Jinger knox
Sent from my Windows Phone

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Sent: Saturday, April 26, 2014 1:04 AM
To: Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
Cc: Rick Scott; Dave Hood; Dorothy Hukill; Marc Bernier; insight@orlandosentinel.com; News Rush Limbaugh; News Charles Krauthammer; News Miami Herald; News Tampa Bay Tribune; News Glenn Beck; News Sarasota Heraldtribune; News Daytona News-Journal; News Dick Morris; Michelle Malkin; Mike Lafferty; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; FoxNews11 Cavuto; Glenn Beck; Judge Napolitano; Dave Hood; Dave Hood
Subject: Please read the e-mail after mine-----NO "SMART METERS"__(56, smt)

Dear Governor Scott, Senator Hukill, Representative Hood:

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James S. Arpaia arpaiajs@yahoo.com

--

Website: www.SpruceCreekPatriots.com

Crystal Card

From: Rachel Arnold
Sent: Monday, April 28, 2014 8:32 AM
To: Crystal Card
Cc: Carlotta Stauffer
Subject: FW: Governor's Office of Citizen Service Request - Smart meters
Attachments: cheryl-maya-muscato.pdf

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

From: Mark Futrell
Sent: Friday, April 25, 2014 4:59 PM
To: Carlotta Stauffer
Cc: Rachel Arnold; Rhonda Hicks; Cindy Muir; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: FW: Governor's Office of Citizen Service Request - Smart meters

Carlotta,

Please have the attachment placed in the correspondence file for Docket No. 130223-EI.

Thanks,
Mark

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

From: Rhonda Hicks
Sent: Friday, April 25, 2014 10:50 AM
To: Mark Futrell; Cindy Muir
Subject: FW: Governor's Office of Citizen Service Request - Smart meters

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

From: Randy Roland
Sent: Friday, April 25, 2014 10:48 AM
To: Rhonda Hicks
Subject: FW: Governor's Office of Citizen Service Request - Smart meters

Please forward

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

From: Ellen Plendl
Sent: Friday, April 25, 2014 10:37 AM
To: Randy Roland
Subject: Governor's Office of Citizen Service Request - Smart meters

Please see the attached correspondence received from the Governor's Office of Citizen Services. It is implied that the FPSC contact to Ms. Cheryl M. Muscato regarding smart meters.

Please forward as appropriate.

* Please request a copy of the PSC's response be provided to CAO so that we may notify the Governor's Office of Citizen Services when the response is sent.

RE: Information Request 1145674C.

Date: April 7, 2014

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

*Utilities
CAS Kelly
Smartmeters*

OFFICE OF THE GOVERNOR
CITIZEN SERVICES
14 APR 17 AM 11:26

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.

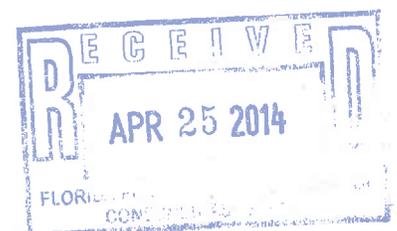
Electromagnetic and Radio Frequency energy contamination from smart meters exceeds allowable safe and healthful limits for domestic environments as determined by the EPA and other scientific programs.

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: 836-488-1441
 836-488-2959

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:

Letter Date	Assigned	Due	Reply	Filed
04/07/2014	04/23/2014	05/07/2014		

From Ms. Cheryl Maya Muscato

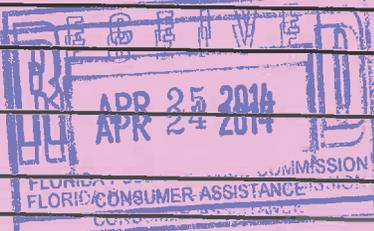
Title:	Ms.
Business:	
Phone Number:	
Address:	4291 Weidman Avenue North Port, Florida 34286 . . . County/Province: Sarasota
Email Address:	

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 Kelly Pacchioli. Letter date changed from blank to 04/07/2014.
 04/18/2014 11:10 AM Assignment notification sent to KELLY PACCHIOLI
 >>>> 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 Ellen Plendl. Assignment changed from Kelly Pacchioli to Ellen Plendl. Assignment date changed from 04/18/2014 to 04/23/2014. Due date changed from 05/02/2014 to 05/07/2014.

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)

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

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Agency Referenced:
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Assigned To

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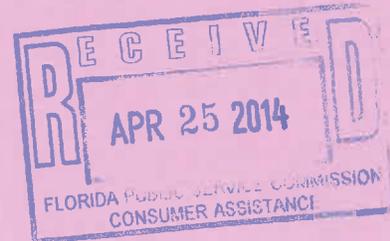
From **Ms. Cheryl Maya Muscato**

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: 04/18/2014 11:08:49 AM .. Jonathan Orcel



ACTION TAKEN — COMMENTS:

Responded by letter Responded by e-mail Responded by phone No Reply Necessary

Date of Response _____ Name of Responder _____

Relog to Ellen/PCG

Smart Meters

Submitted by: Kelly Pacchioli
(Please print legibly)

Crystal Card

From: Betty Leland
Sent: Monday, April 28, 2014 7:48 AM
To: Commissioner Correspondence
Subject: FW: A penalty for not having a Smart Meter

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

Thanks.

From: RCombs0439@aol.com [<mailto:RCombs0439@aol.com>]
Sent: Saturday, April 26, 2014 11:00 AM
To: sprucecreekpatriots@gmail.com; Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
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In February 2012, the City-Parish city council voted to allow Lafayette Utilities System customers to opt-out of smart meters. **MAINE** Maine PUC allows for customers to opt-out of receiving a smart meter.

MARYLAND

In May 2012, the Maryland PSC entered an order allowing individual who are opposed to smart meters to defer installation until MPSC issues a final, permanent rider on whether to allow customers to opt-out of receiving a smart meter.

Michigan

In January 2012, the Michigan PSC opened a review of smart meters.

NEVADA

Nevada PUC has approved smart meter opt-out plan.

OREGON

In August 2011, Portland GE offered smart meter opt-out option.

PENNSYLVANIA A plan allowing consumers to opt out of smart-metering systems has been proposed in Pennsylvania's General Assembly. **Tennessee** Memphis passed a no cost smart meter opt out resolution.

TEXAS In February 2012, the PUC opened a project to evaluate the feasibility of instituting a smart meter opt-out program."

VERMONT In May 18, 2012, Governor Shumlin signed law allowing for smart meter installation if utility company (1) provides prior written notice to the customer indicating that the meter will use radio or other wireless means for two-way communication between the meter and the company and informing the customer of his or her rights; (2) allows a customer to choose not to have a wireless smart meter installed, at no additional monthly or other charge; and (3) allows a customer to require removal of a previously installed wireless smart meter for any reason and at an agreed-upon time, without incurring any charge for such removal. **WISCONSIN**

Wisconsin has introduced an opt out plan.

Only FPL has convinced the FPSC to levy a "Penalty" for keeping your EXISTING meter!!!!!!

James S. Arpaia arpaiajs@yahoo.com

--

Website: www.SpruceCreekPatriots.com

Crystal Card

From: Betty Leland
Sent: Monday, April 28, 2014 7:47 AM
To: Commissioner Correspondence
Subject: FW: NO "SMART METERS"__(56, smt)

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, April 26, 2014 12:37 AM
To: Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown; Mark Futrell; Walter Clemence; Walter Clemence
Cc: Rick Scott; Dave Hood; Dorothy Hukill; Marc Bernier; insight@orlandosentinel.com; News Rush Limbaugh; News Charles Krauthammer; News Miami Herald; News Tampa Bay Tribune; News Glenn Beck; News Sarasota Heraldtribune; News Daytona News-Journal; News Dick Morris; Michelle Malkin; Mike Lafferty; Linda.Trimble@news-jrnl.com; RTribou@orlandosentinel.com; friends@foxnews.com; FoxNews11 Cavuto; Glenn Beck; Judge Napolitano; Dave Hood
Subject: NO "SMART METERS"__(56, smt)

Dear Governor of Florida, Dear Florida Senator, Dorothy Hukill, Dear Florida Representative, Dave Hood:

I must ask you what kind of job are you doing that you are not able to stop FPL from EXTORTIONING us?

Do you feel well at the end of the day, when you know that FPL is pushing an extortion fee on us, just because we do not care to have a SURVEILLANCE DEVICE in our home?

Honestly, I am beginning to wonder what in the world is your job because the most important job you have is to protect the citizens you represent and I frankly am not seeing you doing anything about it. I have contacted you in numerous times and I do not see any action being taken into this very important issue.

I am leaned to believe you have no idea how important this issue is because either you are ignorant of the dangers of Smart Meters or you have chosen to lend deaf ears to this problem.

I hope you can prove me wrong and that you actually bring up your sleeves and get to work by directing the **worthless** PSC to do their job and stop FPL from extorting us by charging us the extortion fee of initial \$95 and additional monthly \$13 just because we are defending our privacy.

In case you have not the slightest idea of what these devilish meters are truly all about, scroll down the home page to **TAKE BACK YOUR POWER** and watch the movie online here: www.SpruceCreekPatriots.com

Mareidy Hanford

Bcc: Smart Meter groups 56, smt

Date: Fri, 25 Apr 2014 05:46:14 -0700
From: arpaiajs@yahoo.com
Subject: NO "SMART METERS"

STOP FPL from charging a "PENALTY" just to keep your existing meter!!!!!!

States With Opt Outs

The following states have issued the following rules and regulations regarding statewide opt outs of deadly smart meters. We realize opting out is not a fix to this enormous problem, but it is a small step in the right direction. Thus far, Vermont is the only state that does not impose a financial penalty on opt out customers.

If you have an update for your state that you would like added to this list, please email contact@thepeoplesinitiative.org. CALIFORNIA In February the California PUC agreed to allow electric customers to keep their current analog meter or reinstall an analog meter if a smart meter had been installed

CONNECTICUT

In August 2011, Connecticut's Department of Energy and Environmental Protection ("DEEP") asked the Public Utilities Regulatory Agency ("PURA") to suspend actions in smart meter cases until it could develop a policy on smart meters.

FLORIDA

Brevard County Commissioners requested of Florida Power & Light ("FPL") a smart meter opt-out plan for its residents and called upon the Florida Public Service Commission to hold public hearings on the issue of smart meters and their potential benefits and/or potential hazards to Florida residents.

GEORGIA

Legislation allowing customers to elect not to have a smart meter installed on their property passed the State Senate but stalled in the State House.

HAWAII

In April 2012, the parties agreed the preliminary injunction motion was rendered moot as a result of the defendant utility's oral agreement that it would refrain from installing a smart meter on the plaintiff's home.

LOUISIANA

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Wisconsin has introduced an opt out plan.

Only FPL has convinced the FPSC to levy a "Penalty" for keeping your EXISTING meter!!!!!!

James S. Arpaia arpaijs@yahoo.com

--

Website: www.SpruceCreekPatriots.com

Crystal Card

From: Ruth McHargue
Sent: Thursday, April 24, 2014 4:47 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35893; E-Form Other Complaint TRACKING NUMBER: 35895; E-Form Other Complaint TRACKING NUMBER: 35897; E-Form Other Complaint TRACKING NUMBER: 35900

Customer correspondence

From: Diane Hood
Sent: Thursday, April 24, 2014 4:15 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

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

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 24, 2014 12:25 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35900

CUSTOMER INFORMATION

Name: George Maat
Telephone: 321-525-7805
Email: psc@georgemaat.com
Address: 601 Waycross Rd SW Palm Bay FL 32908

BUSINESS INFORMATION

Business Account Name: George Maat
Account Number: 7741339191
Address: 601 Waycross Rd SW Palm Bay Florida 32908

COMPLAINT INFORMATION

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

This is to object to the intention of FPL to bill customers who choose to retain their ORIGINAL STANDARD meter. I have done nothing to change my service agreement, or the method in which service is delivered to my home, and yet if i choose to install a NEW METER, i can get it done at no cost, although this meter obviously was not manufactured for free. However if I choose to retain my original standard meter I will be charged not only a fee to NOT HAVE IT REPLACED, but also a fee every month.

Reclassifying the original standard meter as the "Non-Standard Meter" is an insult to common sense. My house came with a standard meter installed. i like it. I want to keep it. if there is a new technology the company wishes to promote, it should be called what it is, which is the NEW METER.

I will join any formal class action suit that might arise from this illegal trick on the part of FPL and encourage you to reconsider granting the company such a transparently facetious authority to extort money from members of the public.

The entire methodology in this process resembles abusive bullying, threatening those who do not wish to buy what the company is selling with a barrage of biased PR materials and the imposition of outrageous fees as a penalty for non-compliance.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, April 23, 2014 5:57 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35895

CUSTOMER INFORMATION

Name: Nicolas Falero
Telephone: 3052716032
Email: nrfalero@gmail.com
Address: 6951 SW 108th AVE. Miami FL 33173

BUSINESS INFORMATION

Business Account Name: Nicolas Falero
Account Number: 6598948336
Address: 6951 SW 108th AVE. Miami Florida 33173

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
Hello I do not think that you should be forced to change something that has been working, just for there benefit and actually after hearing from help me Howard reference causing a fire Im reluctant to change MY GREAT WORKING METER FOR A SMART METER. Also I dont thing I should be charged extra to keep my meter.
Thank you for your support. Nicolas Falero PS. I also feel sorry for all the employees that will lose there jobs sad.

(Railroad)

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, April 23, 2014 7:31 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35897

CUSTOMER INFORMATION

Name: Steven Pallot
Telephone: 3054458519
Email:
Address: 617 North Greenway Drive Coral Gables FL 33134

BUSINESS INFORMATION

Business Account Name: 09828-48277
Account Number:
Address: 617 North Greenway Drive Coral Gables Florida 33134

COMPLAINT INFORMATION

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

FPL demands a \$95 fee + \$13 monthly if I keep my current meter. I want to keep my current meter. Please help, the extra fees are not fair, especially the \$95 fee. Thanks Steven Pallot

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, April 23, 2014 3:46 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35893

CUSTOMER INFORMATION

Name: William Roche
Telephone: 3218379401
Email: williamtroche@gmail.com
Address: 2458 Dianne Drive Cocoa FL 32926

BUSINESS INFORMATION

Business Account Name: William Roche
Account Number: 9042724246
Address: 2458 Dianne Drive Cocoa Florida 32926

COMPLAINT INFORMATION

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

FPL had installed a smart meter on my home a few years ago. Before we realized that one was installed, my wife and I began suffering from severe migraines and had trouble sleeping. Shortly after we discovered that the smart meter was installed during that same time our difficulties started, we contacted FPL and requested a non-smart meter installed back on the house. Almost immediately the migraines that my wife and I were experiencing had stopped. Recently we received a letter from FPL stating that we would now be subject to enrollment fee and service charge in addition to our normal service that we have had all these years if we would not accept the device that causes us health problems. This is an unfair step that they have taken so that we either pay higher rates or suffer health problems. Since we do not have an option for an alternate utility company, we are stuck with these terms they have set. Please stop the utility company from charging higher rates for a service we have always had. Additionally, a meter reader had only come to our house every 3rd to 4th month for a reading, and there monthly fee would still not be enforced with their previously lax meter readings history. While I can understand a small service fee to read the meter, 13 dollar increase is quite a lot per month, in addition to enrollment fees which my service has already existed.

Crystal Card

From: Ruth McHargue
Sent: Thursday, April 24, 2014 11:54 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Improper Billing TRACKING NUMBER: 35886; E-Form Other Complaint TRACKING NUMBER: 35888; E-Form Other Complaint TRACKING NUMBER: 35889

Customer correspondence

From: Diane Hood
Sent: Wednesday, April 23, 2014 3:43 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

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

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 22, 2014 7:13 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35886

CUSTOMER INFORMATION

Name: Lynn Ryan-Loeb
Telephone:
Email: Newlyblond@aol.com
Address: 5940 NW Center Street Port St. Lucie FL 34986

BUSINESS INFORMATION

Business Account Name: Lynn Ryan-Loeb
Account Number: 19893-62346
Address: 5940 NW Center Street Port St. Lucie Florida 34986

COMPLAINT INFORMATION

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

Over a year ago, I phoned FP&L at a special number I was given, and was able to successfully delay the installation of the so-called "Smart Meter". Recently, I received a communication from FP&L bearing the news that I would now be able to opt out of the Smart Meter installation completely, but I'd need to agree to a \$95 upfront "enrollment fee", plus a charge of \$13 additional per month, to offset the "additional costs of a non-standard meter". It is further explained on their website (www.fpl.com/meteroption) under the Questions and Answers heading that the fees are in part to "Set up and administer the non-standard meter option". My meter is already non-standard, and has been installed since this house was built in 2006. I don't understand what "set up" is needed for something that is already in place. Further, what about the tens of thousands of dollars that FP&L is saving by laying off meter readers since, as they state (in not so many words), "the great majority of customers have agreed to the Smart Meter". I don't know anybody who has a Smart Meter that has been offered a credit due to these savings that FP&L is realizing - not to mention the fact that the Federal Government is subsidizing the installation of the nationwide "smart grid" (in other words, I'm already paying for it). My reason for opting-out is health-related. There have been reports of customers suffering (among other problems) continuous migraine headaches after having a Smart Meter installed. As my medical records will attest, I already suffer from migraines, which can be debilitating, and I simply cannot risk getting these on a more frequent, or even continuous, basis. I know personally of someone in Melbourne who had to have their Smart Meter removed for this very reason. While I can almost understand the \$13 per month fee (because they have to put forth SOME deterrent to opting out), the \$95 "set up" fee I consider to be extortion. Since I had no choice, I opted out of the Smart Meter, and the fee has not yet appeared on my bill, but I assume that it will very shortly. I have been a good, prompt-paying customer of FP&Ls since 1980 (less a period of 6 years when I lived out of State), and I deeply resent how this issue has been handled by them, from the fight from the first to keep our current meter, to the current imposition of these fees. I just wanted to go on record about this.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 22, 2014 8:53 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35888

CUSTOMER INFORMATION

Name: Shari Shine
Telephone: 954-270-3106
Email: playparent@aol.com
Address: 1312 SW 120th Way Davie FL 33325

BUSINESS INFORMATION

Business Account Name: Shari Shine
Account Number:
Address: 1312 SW 120th Way Davie Florida 33325

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
I opted out of a SMART meter about 2 yrs ago and now I get this letter telling me I have to PAY to keep my family safe??? NO way! My daughters head laid up against that wall for the amount of time until I realized they installed the SMART meter without my permission and now she has a pituitary adenoma in her brain!!!! I am not paying for this outrage! I want help!
Thank You.
Shari Shine

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 22, 2014 9:51 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35889

CUSTOMER INFORMATION

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

BUSINESS INFORMATION

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

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
Floridians should not be forced to "accept" a meter that is decidedly not good for our health, welfare, or pocketbook. I have contacted FPL and PSC and strongly object to the extra punitive fees being charged supposedly for extra costs. My meter has been in service for more than 6 years and I have been getting estimated bills. I offered to save the semi or annual reading by taking a photo and emailing it. There is no extra cost. They are trying to force us to accept something that is unacceptable by adding punitive costs or they are burdening us with fees to defray their other ventures into the risky business of solar energy.

PSC was contacted previously

Crystal Card

From: Office of Commissioner Brown
Sent: Wednesday, April 23, 2014 1:35 PM
To: Commissioner Correspondence
Subject: FW: Smart meters in Palm Beach County Florida

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: sarahparker@sarahparker.com [<mailto:sarahparker@sarahparker.com>]
Sent: Wednesday, April 23, 2014 12:00 PM
To: Consumer Contact
Subject: Smart meters in Palm Beach County Florida

April 22, 2014

Florida Public Service Commission Services

Good morning:

Smart meters: I have refused the meters. I live in a four home complex of *privately owned townhouses with separate backyards*. We have no HMO. I have five (5) electric meters along with all water, internet and television cable lines running to the back of my house. At 70 years old, I have compromising health issues, and do not want to add five pulsing meters to the mix. This is a very, very serious problem for me. My neighbors are up in arms against me, which is difficult for me to listen to their threats and anger over this situation of their having to pay a tariff because of me. I do not know if FPL or my neighbors can force me to have the smart meters installed in my yard. I am anxious every day.

Yes, I have written letters to FPL and spoken to them by phone. The meters are harmless; should our complex have an electrical problem, it may not be serviced without the smart meter; the meters are owned by the individual paying the bill; therefore, the owners must be granted access to my back yard to do as they please.

Any health risk to anyone at any age is deplorable. I am really ashamed of all those involved in pushing this on the public who has no recourse against Florida Power and Light, lobbyist and state commissions involved.

Taken from the last letter from FPL.. *The tariff has been approved but is under review by the Florida Public Service Commission.* What is being done to stop FPL from charging those of us who do not want the meters?

Sincerely,

Sarah Parker
561-727-5125

Crystal Card

From: Office of Commissioner Balbis
Sent: Wednesday, April 23, 2014 4:54 PM
To: Commissioner Correspondence
Subject: FW: Smart meters in Palm Beach County Florida

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

Thank you,
Cristina

From: sarahparker@sarahparker.com [<mailto:sarahparker@sarahparker.com>]
Sent: Wednesday, April 23, 2014 12:00 PM
To: Consumer Contact
Subject: Smart meters in Palm Beach County Florida

April 22, 2014

Florida Public Service Commission Services

Good morning:

Smart meters: I have refused the meters. I live in a four home complex of *privately owned townhouses with separate backyards*. We have no HMO. I have five (5) electric meters along with all water, internet and television cable lines running to the back of my house. At 70 years old, I have compromising health issues, and do not want to add five pulsing meters to the mix. This is a very, very serious problem for me. My neighbors are up in arms against me, which is difficult for me to listen to their threats and anger over this situation of their having to pay a tariff because of me. I do not know if FPL or my neighbors can force me to have the smart meters installed in my yard. I am anxious every day.

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Any health risk to anyone at any age is deplorable. I am really ashamed of all those involved in pushing this on the public who has no recourse against Florida Power and Light, lobbyist and state commissions involved.

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Sincerely,

Sarah Parker
561-727-5125

Crystal Card

From: Betty Leland
Sent: Wednesday, April 23, 2014 1:41 PM
To: Commissioner Correspondence
Subject: FW: FPL smart meters

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

Thanks.

From: Eugenio Pichardo [<mailto:gpichardo@bellsouth.net>]
Sent: Wednesday, April 23, 2014 1:37 PM
To: Office Of Commissioner Graham
Subject: FPL smart meters

Mr. Graham:

I am disappointed to the extreme that you personally, as well as with the other commissioners, have allowed FPL to force us (giving us middle class citizens no real choice) to have a smart FPL meter. You know very well that most of us cannot afford to pay the \$95 initial fee and the \$13 monthly fee in order to keep the power meter we now have. By approving FPL's plan for said extra charges you are in effect, whether intended or not, moving the status of our citizen rights in the direction of less freedom and more control by extreme environmentalist groups who will continue to push for more and more future control over every citizen's power usage and costs. I know that right now the smart meters will not invade our privacy or penalize us for how we use electric power, but it is just a matter of time before additional (politically brought about) changes to the meters and the power grid will enable precisely such violations of our rights as citizens. You have allowed this matter to start down the slippery slope towards less freedom and privacy, and you have totally ignored our rights as citizens and public consumers.

The smart meters were supposed to be an investment by FPL and we weren't supposed to be charged extra costs to fund the smart meters and grid. FPL should bear all the "smart" costs since it is the party that launched all the new changes. But now, you have allowed FPL to force some of its consumers to pay for at least part of said FPL investment. When upgrades are made by FPL, they should be paid only by a combination of efficiencies achieved, universal increases in consumers' electric bill costs, and / or voluntary consumer programs. Certainly no one can claim that smart meters were part of a program that was voluntary for the consumer:

- since adequate information and time for timely review and decision was not provided to the Florida household consumers, and
- especially since now you have allowed FPL to force those who just want the status quo to, in effect, pay for FPL's "smart" investment as well as for the new equipment going into those households that want or accept the new smart meter.

FPL's excuse for charging the \$95 initial and the \$13 monthly fees (to customers not wanting smart meters) is simply nothing but twisted and deceiving logic. I wish that the PSC would revisit their decision to allow said FPL charges, and that the PSC would do the decent and logical thing to reverse said decision.

Sincerely,
Eugenio Pichardo

Crystal Card

From: Ellen Plendl
Sent: Wednesday, April 23, 2014 1:15 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FAX-2014-04-17 09_15_30.tif; Julie Sandler.pdf; FAX-2014-04-10 10_29_40.tif; Mr. and Mrs. Tyre Thomas.pdf; Manuel Garcia.pdf; E-Form Other Complaint TRACKING NUMBER: 35762; Lori Hoppe.pdf

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

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, April 09, 2014 12:09 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35762

CUSTOMER INFORMATION

Name: Frederick Hoppe
Telephone: 870-577-7707
Email:
Address: 256 Addison Way Titusville FL 32780

BUSINESS INFORMATION

Business Account Name: Lori A Hoppe
Account Number:
Address: 256 Addison way Titusville, FL Florida 32780

COMPLAINT INFORMATION

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

RE: Smart Meter non installation.

We have been informed that we will be charged a fee of \$95 plus a charge of \$13 per month for declining permission to allow a two way Smart Meter on our home in Titusville, FL.

Per FPSC information sheet on Smartb Meter installation, the FPSC has a directive stating "An IOU may submit an opt-out tariff for consideration by the FPSC." When was that held and where? We received no notification of any such hearing. If there was no hearing, please notify FPL that FPL cannot charge those special fees until there is such a hearing.

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

April 23, 2014

Ms. Lori A. Hoppe
256 Addison Way
Titusville, Florida 32780

Dear Ms. Hoppe:

I was forwarded your email of April 9, 2014, so that technical staff could respond to certain issues you raised. The Commission's rules require an electric meter to be installed that accurately records a customer's usage; however, the Commission does not dictate the meter technology to be used by a utility. In Florida Power & Light Company's (FPL) 2008 rate case, it sought and was granted approval of cost recovery for its-then proposed smart meter deployment.

Last year FPL filed for Commission approval of a tariff to offer its optional Non-Standard Meter Rider (NSMR); this tariff was designed for those customers who prefer a non-communicating meter. The rates under this tariff were designed to recover costs that would not be incurred absent this offering.

In reviewing FPL's proposed tariff, the PSC recommended certain cost adjustments that decreased the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. As noted above, these charges represent the incremental capital and operations and maintenance (O&M) costs attributable solely to the NSMR tariff, which are to be recovered only from subscribers to this tariff. The magnitude of the charges is due in large part to FPL's projection that a relatively small number of customers will subscribe to this tariff.

FPL subsequently filed a revised tariff incorporating the Commission-approved adjustments and it is scheduled to go into effect shortly. However, the propriety of the tariff has been protested and thus an evidentiary hearing will be held later this year. In the interim the tariffed rates remain in effect, subject to refund. After the conclusion of the hearing, the Commission will render a decision on the NSMR tariff.

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

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

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

Internet E-mail: contact@psc.state.fl.us

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

April 23, 2014

Mr. Tyre and Charlotte Thomas
19637 NE 131st Trail
Lake Butler, Florida 32054

Dear Mr. and Mrs. Thomas:

I was forwarded your letter to Senator Nelson's office dated March 18, 2014, so that technical staff could respond to certain issues you raised. The Commission's rules require an electric meter to be installed that accurately records a customer's usage; however, the Commission does not dictate the meter technology to be used by a utility. In Florida Power & Light Company's (FPL) 2008 rate case, it sought and was granted approval of cost recovery for its-then proposed smart meter deployment.

Last year FPL filed for Commission approval of a tariff to offer its optional Non-Standard Meter Rider (NSMR); this tariff was designed for those customers who prefer a non-communicating meter. The rates under this tariff were designed to recover costs that would not be incurred absent this offering.

In reviewing FPL's proposed tariff, the PSC recommended certain cost adjustments that decreased the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. As noted above, these charges represent the incremental capital and operations and maintenance (O&M) costs attributable solely to the NSMR tariff, which are to be recovered only from subscribers to this tariff. The magnitude of the charges is due in large part to FPL's projection that a relatively small number of customers will subscribe to this tariff.

FPL subsequently filed a revised tariff incorporating the Commission-approved adjustments and it is scheduled to go into effect shortly. However, the propriety of the tariff has been protested and thus an evidentiary hearing will be held later this year. In the interim the tariffed rates remain in effect, subject to refund. After the conclusion of the hearing, the Commission will render a decision on the NSMR tariff.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Dowds".

Dave Dowds
Supervisor, Market Analysis Section

DD:db

Cindy Muir
Rhonda Hicks

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

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

Internet E-mail: contact@psc.state.fl.us

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

April 23, 2014

Ms. Julie Sandler
2175 S. Ocean Blvd.
Delray Beach, Florida 33483

Dear Ms. Sandler:

I was forwarded your letter to Senator Nelson's office dated April 7, 2014, so that technical staff could respond to certain issues you raised. The Commission's rules require an electric meter to be installed that accurately records a customer's usage; however, the Commission does not dictate the meter technology to be used by a utility. In Florida Power & Light Company's (FPL) 2008 rate case, it sought and was granted approval of cost recovery for its-then proposed smart meter deployment.

Last year FPL filed for Commission approval of a tariff to offer its optional Non-Standard Meter Rider (NSMR); this tariff was designed for those customers who prefer a non-communicating meter. The rates under this tariff were designed to recover costs that would not be incurred absent this offering.

In reviewing FPL's proposed tariff, the PSC recommended certain cost adjustments that decreased the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. As noted above, these charges represent the incremental capital and operations and maintenance (O&M) costs attributable solely to the NSMR tariff, which are to be recovered only from subscribers to this tariff. The magnitude of the charges is due in large part to FPL's projection that a relatively small number of customers will subscribe to this tariff.

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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

STATE OF FLORIDA

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



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

Public Service Commission

April 23, 2014

Mr. Manuel Garcia
7410 S. Cypresshead Drive
Parkland, Florida 33067

Dear Mr. Garcia:

I was forwarded your email of April 15, 2014, so that technical staff could respond to certain issues you raised. The Commission's rules require an electric meter to be installed that accurately records a customer's usage; however, the Commission does not dictate the meter technology to be used by a utility. In Florida Power & Light Company's (FPL) 2008 rate case, it sought and was granted approval of cost recovery for its-then proposed smart meter deployment.

Last year FPL filed for Commission approval of a tariff to offer its optional Non-Standard Meter Rider (NSMR); this tariff was designed for those customers who prefer a non-communicating meter. The rates under this tariff were designed to recover costs that would not be incurred absent this offering.

In reviewing FPL's proposed tariff, the PSC recommended certain cost adjustments that decreased the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. As noted above, these charges represent the incremental capital and operations and maintenance (O&M) costs attributable solely to the NSMR tariff, which are to be recovered only from subscribers to this tariff. The magnitude of the charges is due in large part to FPL's projection that a relatively small number of customers will subscribe to this tariff.

FPL subsequently filed a revised tariff incorporating the Commission-approved adjustments and it is scheduled to go into effect shortly. However, the propriety of the tariff has been protested and thus an evidentiary hearing will be held later this year. In the interim the tariffed rates remain in effect, subject to refund. After the conclusion of the hearing, the Commission will render a decision on the NSMR tariff.

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

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

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Internet E-mail: contact@psc.state.fl.us

BILL NELSON
FLORIDA

United States Senate
WASHINGTON, DC 20510-0905



Date: 04/10/2014 Number of pages (including cover sheet): 4

To: Ms. Ellen Plendl, FL Public Service Commission Fax: (850) 413-6124

From: Rupa Venkatesh Fax: (407) 872-7165

Comments

RE: Mr. Tyre S. Thomas- FPL and smart meters

Your review and response to the above constituent is greatly appreciated. If you have any questions or need additional information, please feel free to contact me at my direct line (407) 872-7994, by e-mail at rupa_venkatesh@billnelson.senate.gov or at the numbers listed below.

Thanks,


Rupa Venkatesh
Constituent Advocate

*Happy almost
Friday!*

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

March 18, 2014

Tyre S. Thomas
19637 NE 131st Trail
Lake Butler, FL 32054

Subject: Smart Meters – Opting Out

Dear Florida Power and Light Company,

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

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

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

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

Most Sincerely,

Tyre and Charlotte Thomas

CF:

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

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

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

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

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

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

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

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

BILL NELSON
FLORIDA

United States Senate
WASHINGTON, DC 20510-0905



Date: 04/17/2014 Number of pages (including cover sheet): 3

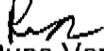
To: Ms. Ellen Plendl, FL PSC Fax: (850) 413-6124
From: Rupa Venkatesh Fax: (407) 872-7165

Comments

RE: Ms. Julie A. Sandler- FPL

Your review and response to the above constituent is greatly appreciated. If you have any questions or need additional information, please feel free to contact me at my direct line (407) 872-7994, by e-mail at rupa_venkatesh@billnelson.senate.gov or at the numbers listed below.

Thanks,


Rupa Venkatesh
Constituent Advocate

BILL NELSON
FLORIDA

United States Senate
Washington, DC 20510-0905



Consent For Release Of Information

The Privacy Act of 1974 requires that written consent be obtained from the constituent before information can be disclosed from a government agency's record. So that I can legally act on your behalf, please complete and sign the following statement and return it to me. **This form is available to the public free of charge.**

Please note, if you are inquiring on behalf of someone, that person must sign the release.

Today's Date April 7, 2014 Social Security Number 4806

Mr. Mrs. Ms. Dr. Julie A STANDLER
First Middle Last

Mailing Address 2175 S. OCEAN
De RAY BEACH, FL.
33483

Home Phone 561-278-9190 Cell Phone _____ Work Phone _____

Date of Birth _____ E-mail Address _____

I hereby authorize Senator Nelson or his representative to make inquiries into my personal records and or files, and to obtain information about me pertaining to my request for assistance.

Signature Julie A. Sandler For The Attention Of Bill Nelson

Please return form to:

By Mail: _____ **By Fax:** _____ **Questions:** _____

Office of Senator Bill Nelson
225 East Robinson Street, Suite 410
Orlando, Florida 32801

Fax: (407) 872-7165

Telephone: (407) 872-7161
Toll-Free in Florida Only:
(888) 671-4091

FOR OFFICE USE ONLY

IT: Yes No IT # _____ (Caseworker Only) Cross Reference Name _____

Referral: FTL FTM JAX MIA ORL TAL TPA WPB BN GN PM BS

Web Tracking # _____

Please complete the sections that apply to your case.

Military or Veteran's Issues

Military ID/VA ID/Other ID Number _____ Sponsor's ID / SSN _____
Rank / Unit _____ Duty Station _____

Immigration Issues

Receipt Number _____ Alien Registration Number A -
Date of Birth _____ Place of Birth _____
Type of Application Filed _____

Social Security Administration Issues

Type of file claimed? _____

Initial Claim	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
Reconsideration	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
ALJ Hearing	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
Appeals Council	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied

Case Details

Please briefly explain your problem. (In writing, provide my office with a detailed account. Include any additional relevant correspondence that you have initiated or received concerning your problem.)

Regarding new FPL meter
 Readers we have 18 in a small
 Rm. they leak radiation And
 FPL Charges: 79.00 to remove E.
 All old replacements will cost
 AN extra \$13.00
 per month

Please state how you would like Senator Nelson to help you.

Crystal Card

From: Ruth McHargue
Sent: Tuesday, April 22, 2014 5:23 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35879; Public Service Commission?; E-Form Other Complaint TRACKING NUMBER: 35883; E-Form Other Complaint TRACKING NUMBER: 35885

Customer correspondence

From: Diane Hood
Sent: Tuesday, April 22, 2014 4:12 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

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

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 22, 2014 2:38 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35883

CUSTOMER INFORMATION

Name: Charles Pisano
Telephone: 772-237-3000
Email: pisanoinsurance@yahoo.com
Address: 2574 Se Lily Street Port Saint Lucie FL 34952

BUSINESS INFORMATION

Business Account Name: Charles Pisano
Account Number: 5053567185
Address: 2574 Se Lily Street Port Saint Lucie Florida 34952

COMPLAINT INFORMATION

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

I refused the smart meter on my home; and no I dont use a cell phone or wireless anything. I have fibromyalgia & Im extremely sensitive to wireless technology among many other things. I am in the process of applying for disabililty becasue i cannot work. I am being forced to pay a fee because I want to do NOTHING,keep things as they are? Im having to sell things to survive & Im on food stamps. How can I afford this. I have made six figures at least one year in my career. Now with all of this technology, I am sick & tired all the time & bedridden. Where will I live when they take my last dollar using these rules they pass with lobbyists paying off politicians? I have a free phone through the food stamps for emergencies. It stays off & in my vehicle. Check the usage on it. I get 250 minutes. I make one call a month to myself because I have to to keep it. the other 249 never get used. Up until a few months ago I didnt even have that. But a recent emergency made me accept it & only because its free.

I have protested this fee with FPL. They said too bad (they own the politicians).

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 22, 2014 12:15 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35879

CUSTOMER INFORMATION

Name: judith guenther
Telephone: 9549738885
Email:
Address: 4481 NW 3 Street Coconut Creek FL 33066

BUSINESS INFORMATION

Business Account Name: Judith Guenther
Account Number: 2855650129
Address: 4481 NW 3 Street Coconut Creek Florida 33066

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I am concerned about Smart Meters and would like FPL to "cease and desist" additional charges in order to opt for the non-smart meter. What you are doing, is trying to force us to "accept" something that is decidedly not good for our health, welfare, or pocketbook! As a Florida taxpayer, I resent this move to try & install these "SMART" meters in our homes. Additionally, you will be hard pressed to find taxpaying Floridians who embrace spending our hard-earned money on your FPL Smart Meters.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 22, 2014 4:01 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35885

CUSTOMER INFORMATION

Name: Teresa Shelton
Telephone:
Email:
Address: 12065 SW Knightsbridge Lane Port Saint Lucie FL 34987

BUSINESS INFORMATION

Business Account Name: Teresa Shelton
Account Number: 0655610194
Address: 12065 SW Knightsbridge Lane Port Saint Lucie Florida 34987

COMPLAINT INFORMATION

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

I am a disabled American Veteran. I opted out of the Smart Meter Program Back in 2012. I attended local PSC meetings and I was not aware of the PSC authorization to grant FPL a price hike for those who opted out. I am on a fixed income and this will place undue hardship on me. I feel I have no choice in this matter and that is a coercive fee for not wanting something that I do not need. I have spoken to Public relations at FPL. Their stance is unchanged. I am voicing my complaint with you.

Crystal Card

From: Carol M. Medeiros <goldilocks38@comcast.net>
Sent: Tuesday, April 22, 2014 12:34 PM
To: Undisclosed-recipients
Subject: Public Service Commission?

Public Service Commission or?

*In my opinion a **Private Sector Consortium** that grants the demands of Florida Power and Light a.k.a., in my opinion, as Fleece Plunder and Loot.*

The latest of course is the demand to charge customers for opting out of the Smart Meter and then the additional monthly charge added to the bill. I had to change to the Smart Meter because I could not afford these additional charges. I consider it DURESS.

Do I believe all the claims that FP&L makes stating privacy? Absolutely NOT!! Do I believe that the meters do not affect a person's health? Absolutely NOT.

I hold a license from the FCC and I am knowledgeable about radiation and the types produced by these meters. I do know how they will capture the data and what they will do if they cannot capture it by bounce.

If FP&L has the lowest rates in the state why do they need to do commercial ads on T.V.? One cannot watch TV without seeing one of the many ads by FP&L telling us how they are producing energy etc. Is there another power company that is in competition with them that the need to constantly bombard us with their commercials???

Save the money and reduce customer's bills?

If they are so great at producing energy using the sun how come they asked for an additional \$5 for fuel?

Another request granted by PSC.

What happened to the money they are saving by laying off meter readers?

And of course FP&L was allowed to charge customers a Storm Charge?

Really Really!!! They refuse to put lines underground that would mitigate perhaps the need for the Storm Charge. The power lines in my community are underground but what good does it do if the feeder lines are above ground. We lose power for the least little thing. I see them at the pole in the road outside of our community. FP&L states it is damage to FP&L equipment. The outage from that one pole affects over 2,000 people according to recent account via phone by a recorded message. So what happened? Did a squirrel chew the line again? In my opinion FP&L passes the responsibility to the customer.

And last but certainly not least is the Customer Charge. An operating expense that somehow becomes the customer's responsibility. The customer has to pay FP&L for maintaining the company's billing records. How often do they service the meter? Yet they are allowed to bill for it on an ongoing basis

Customer charge: A fixed monthly amount that covers the cost of service to the meter including installation and the administrative cost of billing an account. The customer charge is billed on all accounts regardless of electrical usage and is a component of the base rate.

I repeat the PSC, in my opinion, is a Private Sector Consortium doing the bidding of FP&L.

When will the PSC start serving the Public?

Perhaps when we can vote for the people on the commission.

Crystal Card

From: Ruth McHargue
Sent: Tuesday, April 22, 2014 5:08 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35872; E-Form Other Complaint TRACKING NUMBER: 35874; E-Form Other Complaint TRACKING NUMBER: 35875; E-Form Other Complaint TRACKING NUMBER: 35876; E-Form Other Complaint TRACKING NUMBER: 35877; Fw: My contact

Customer correspondence

From: Diane Hood
Sent: Tuesday, April 22, 2014 8:39 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: rocco40.1@netzero.net
Sent: Tuesday, April 22, 2014 7:02 AM
To: Consumer Contact
Subject: Fw: My contact

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

From: contact@psc.state.fl.us
To: webmaster@psc.state.fl.us
Cc: Rocco40.1@netzero.com
Subject: My contact
Date: 1 Apr 2014 20:32:19 -0400

Contact from a Web user

Contact Information:

Name: Don Maiello
Company:
Primary Phone: 941 661 8469
Secondary Phone:
Email: Rocco40.1@netzero.com

Response requested? Yes
CC Sent? Yes

Comments:

Refusing the Smart Meter, that Fpl is forcing on me and threatened to charge me to keep my Meter that has been working just fine.

What's happened to freedom of choice?

What are we turning into a totalitarian government? Next they will be telling us what to think and governing all aspects of our lives.

God help us all!

Do THIS before eating carbs (every time)

1 EASY tip to increase fat-burning, lower blood sugar & decrease fat storage
info.fixyourbloodsugar.com

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 21, 2014 10:43 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35876

CUSTOMER INFORMATION

Name: Billy Jean K-Sanchez
Telephone: 9546529761
Email:
Address: 7942 Kimberly Blvd North Lauderdale FL 33068

BUSINESS INFORMATION

Business Account Name: Billy Jean K-Sanchez Account Number: 0956787154
Address: 7942 Kimberly Blvd North Lauderdale Florida 33068

COMPLAINT INFORMATION

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

Florida Public Service Commission
Re:Florida Power & Light Company

Monday, April 21, 2014
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

This complaint is in regard to FPL additional fees being assessed to none smart meter holders. FPL is charging a monthly fee of \$13 per month and a onetime fee of \$95.00, for not having a smart meter. I feel this is nothing more then forced compliance regarding the smart meter usage. The old meters work and should not require addition fees for an already existent service. As a consumer I will be requesting for the complete information of the cost and all the associated expense for the older meters; including the additional increases over the last several years from FPL. This is more than an outrage the indignity and demonic nature of this company should alarm the State and the nation! But we will see!

Besides filing this complaint and against a company that wish they owned the Sun. I hope to find other Agencies that will accept a formal complaint about this company's abilities avoid litigation for an obvious monopoly of electrical services. I believe more of the country is above the new common core of education. Innovations, creativity, competition, are basic well known facts about great Company's which FPL is not.

This scam for the cost and up keep of these meters is simple ridiculous. The workers whom lost their jobs for this new innovation simply did not receive a raise but a separation package, maybe. The technology is there and FPL is not doing me a favor having a Smart Meter in my home that only monitors my habits', never lowers my bill as has only acquired information about me. I don't need to pay FPL for this untested meter which causes annoying sounds, vibrations, headaches', nose bleeds, blindness with sever head pressure because of the ongoing noise that I experienced with this crap. I don't need to pay for the old one we all already have, FPL enslaved customers. I 'am now officially 24 years a SLAVE!

I wish to be billed separately from my account and notified in writing before a charge appears. This dispute must be resolved prior to me being billed to the account in question. If an agreement cannot be reached, FPL is hereby notified and will be directly notified to provide me with an alternative resolution; I am also asserting any other opposition available in this matter. A consumer who is above the country's common Core for the Elite in Spirit. We know FPL will never embrace opposition.

Best Regards,
Billy Kelly-Sanchez
PO BX 936291
Margate FL, 33093

TRACKING NUMBER: 34916 previous complaint FPL

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 21, 2014 9:34 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35874

CUSTOMER INFORMATION

Name: Cheryl Snow
Telephone: 772-398-4665
Email: snow.owl@att.net
Address: 2462 SE University Terrace Port St. Lucie FL 34952

BUSINESS INFORMATION

Business Account Name: Cheryl Snow
Account Number: 3840433407
Address: 2462 SE University Terrace Port St Lucie Florida 34952

COMPLAINT INFORMATION

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

Florida Power & Light (FPL) seems bent on forcing its consumers into its smart meter system without knowing if these smart meters are actually 100% safe.

There are a number of agencies overseas and in this country which seem to think that the RF put out by these devices is unsafe and should not be used.

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/>

The International Agency for Research on Cancer (of the World Health Organization) classifies radiofrequency electromagnetic fields as possibly carcinogenic to humans.

There are a number of US government agencies who do not seem to know where their jurisdiction ends and another government agencies pick-up regarding smart meter RF. The gaping holes in these responsibilities are leaving plenty of area for the American consumer to slip through the cracks.

I have been able to find quite a bit of documentation which indicates that smart meters could actually cause cancer to accelerate in people with existing cancer. I have mentioned to this FPL and suggested that they start a program to allow people with effected health issues to opt out with bearing any costs, to date I have to not heard back from FPL.

According to Dr. Amy Dean an Ann Arbor, Michigan (USA) physician and the immediate past president for the American Academy of Environmental Medicine (AAEM), "The claim has been made that smart meters are safe and that no health risks exist. However, [the] industry has not conducted independent studies or investigations to verify that claim."

In fact the AAEM and other professionals interested in the clinical aspects of humans and their environment," have released recommendations for patients with a broad array of illnesses and symptoms to avoid exposure to digital smart meters now being deployed internationally by governments and utilities.

I now have a letter in front of me forcing me to chose between a smart meter which I understand is detrimental to my health as I battle cancer, or pay what I consider to be excessive fines and/or fees to keep my current meter.

With all of the money grabs from the federal government to get this "smart meter program" rolled out I think that corporate America needs to remember who their customers are.

In my opinion there is truly no excuse for the lack of compassion that FPL (NextEra Energy) has shown its customers in this matter.

I would like NextEra Energy (FPL) to provide its customers with a program that allows them to opt out of the smart meter program without paying any fees for the sake of their health.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 21, 2014 11:01 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35877

CUSTOMER INFORMATION

Name: Michael Martinez
Telephone:
Email: latnprnce1@aol.com
Address: 8241 NW 46 CT Lauderhill FL 33351

BUSINESS INFORMATION

Business Account Name: Michael Martinez
Account Number: 3966633277
Address: 8241 NW 46 CT Lauderhill Florida 33351

COMPLAINT INFORMATION

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

I believe that the enrollment fee and monthly charge for the use of the old analog meters is not fair or legal. I wish to retain my old analog power meter as I felt the immediate difference health-wise from having the smart meter installed then removed. During the short time I had a smart meter installed on my property, my health deteriorated, upon removing the unit from my house, I immediately felt much better. This unfair charge to enroll and monthly service charge is an unfair tax and is very discriminatory against those that choose not to have one.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 21, 2014 9:51 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35875

CUSTOMER INFORMATION

Name: Alison Rampersad
Telephone: 954-977-4888
Email: sitaramc@comcast.net
Address: 14576 Country Side Lane Delray Beach FL 33484

BUSINESS INFORMATION

Business Account Name: Alison Rampersad
Account Number:
Address: 14576 Country Side Lane Delray Beach Florida 33484

COMPLAINT INFORMATION

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

I do not want a Smart Meter installed on my home. I have opted out for numerous reasons - privacy concerns, health concerns and risk to my property. My sincere concerns regarding Smart Meters are clearly documented below.

"Offering" customers regular meters that require an "Opt Out Fee" of \$95 and a "Monthly Recurring Charge" of \$13 is excessive and unnecessary, especially considering the BILLIONS of dollars in government subsidies that are paid by taxpayers to the Smart Meter Industry. It's really too bad that Florida Power and Light has no competition in South Florida. Why should I, as a consumer, have to keep paying for technology that I'm forced to adopt?

Why is it LAW that all home appliances must now have "Smart Chips" to communicate with the Smart Meters? When I turn a lamp or use my stove to prepare a meal, when I come and go – whose business is it, besides mine? All of these actions FPL will be able to discern by monitoring communication of devices in my home with the Smart Meter. This is a gross invasion of my privacy, as stated at the link below - "CIA Director David Petraeus admits the government could, and likely would, spy on citizens through their appliances, as "smart home" devices become a market reality."

Where is the evidence that PROVES Smart Meters are safe? My husband has heart issues and I will not have his health jeopardized because FPL is involved in a Cronie Capitalist tryst with the federal government. Can FPL guarantee that no harm will come to my husband due to radiation emitted from the Smart Meter? Can FPL assure me that I won't get sick or develop headaches (like others I know) due to the emissions from the Smart Meter? I should be able to protect myself and my family without incurring additional and excessive costs being imposed by FPL.

A couple excerpts from one of the links below:

1. "Although the smart-meter industry receives billions of dollars in government subsidies that are paid for by taxpayers, you still face fees on your monthly electric bill that cover the electric companies' cost of installing the smart meter. In addition, you'll eventually be encouraged to fork over hundreds of dollars to purchase in-home equipment that works with your smart meter and is designed to help you to monitor and control just how much energy that you use."
2. "Would you care to guess how electric companies intend to make you save power? They will introduce time-of-use rates or other monetary incentives after smart-meter systems are installed. Smart meters can measure electricity use in real time and, therefore, will immediately allow electric companies to determine peak-use times. As a result, electric companies could charge different rates for the power that you use at different times of the day—and on different days. In general, you can expect rates to be the highest during peak-demand times, such as the afternoon on the hottest summer days of the year,

and to remain the same as they are now or even to drop at other times. To put these rates into place, electric companies will need the approval of the state public utility commission and will have to notify customers in advance."

For these reasons and others, I ask that you do not allow Florida Power and Light to collect millions of dollars from me and other taxpayers and then charge excessive un-necessary fees on top of it JUST BECAUSE I WANT TO PROTECT MYSELF AND MY FAMILY!

Sincerely,

Alison Rampersad

Taxpayer & Consumer

<http://www.mobiledia.com/news/133591.html>

<http://www.criticalunity.org/news/surveillance/1253-how-the-cia-uses-your-appliances-and-rfid-chips-to-spy-on-you>

<http://smartmeterpowerstruggle.wordpress.com/>

<http://www.oldthinkernews.com/2013/10/will-insurance-companies-use-smart-appliances-to-monitor-unhealthy-habits/>

<http://www.youtube.com/watch?v=n7L21XOC2wA>

<http://www.myfoxdc.com/story/22240644/fox-5-investigates-smart-meters-spark-controversy#axzz2zFivaVqp>

<http://www.wsvn.com/story/25246865/paying-to-not-have-smart-meter>

<http://www.consumersdigest.com/special-reports/why-smart-meters-might-be-a-dumb-idea/view-all>

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 21, 2014 6:31 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35872

CUSTOMER INFORMATION

Name: Pinder Steven
Telephone:
Email:
Address: 12575 53 Rd Royal Palm Beach FL 33411

BUSINESS INFORMATION

Business Account Name: Pinder Steven
Account Number:
Address: 12575 53 Rd Royal Palm Beach Florida 33411

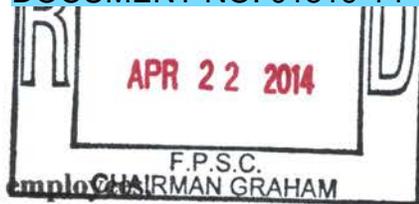
COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
This complaint is about the installation of smart power meters. FPL has been thru my area and installed smart meters everywhere. I have a fenced in yard and they have not been able to install a meter.. I have not allowed them with repeated attempts to install a meter.. My house was built in 1981 and my meter as far as I know is the original analog meter. It has worked fine for the last 20 years I have been in my house. I dont feel its right for FPL to charge me to keep my analog meter. Its strong arm tactics they are pulling on us.

Docket # 130 223

CORRESPONDENCE
APR 22, 2014
DOCUMENT NO. 01519-14



NOTICE OF NON-CONSENT (THREE PAGES)

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

Sent via Certified U.S. Postal Mail to:

Eric E. Silagy, President AND Marlene M. Santos, Vice President, Customer Service, et al.

Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408

AND

Maria Gomez, Director, Customer Service, et al.

NSMO RESPONSE

Florida Power & Light Company
PO Box 029100
Miami, FL 33102-9977

ALSO TO: FLORIDA PUBLIC SERVICE COMMISSION, Its agents, officers, employees, contractors and interested parties

Sent via Certified U.S. Postal Mail to:

Steven J. Stolting, Inspector General AND Art Graham, Chairman, et al.

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

(Please append this Notice of Non-Consent Letter to correspondence file for CLK Docket 130223-EI)

FROM: DEBORAH BARKER

PO Box 511089, Punta Gorda, FL 33951-1089

March 18, 2014 (2nd Mailing April 17, 2014 in response to FP&L Ultimatum
Deadline of April 22, 2014)

Attention: Mr. Silagy, Ms. Santos, Ms. Gomez, and all agents, officers, employees, contractors and interested parties, et al.

I am the registered account holder of three FP&L accounts with numbers and service addresses as follows:

07760-23566 pertaining to service address 16098 Dinal Drive, Punta Gorda, FL 33955

RECEIVED-FPSC
14 APR 22 AM 9:50
COMMISSION
CLERK

17128-54395 pertaining to service address Tom Coker Rd SW, LaBelle, FL 33935
94659-97311 pertaining to service address 1502 Secretariat Dr # Nursery, LaBelle, FL
33935 (“the Properties”).

At present, to the best of my knowledge, I do not have a Smart Meter at the Properties.

Non-Consent

By way of my previous communication to FP&L, I have indicated that I oppose and/or do not consent to the installation and/or operation of a radio-frequency emitting/transmitting smart meter, digital electronic meter, or analog meter with wireless, PLC (power line carrier) or other transmitter installed (“Smart Meter”) at the Properties. Please be advised that I continue to prohibit you from passing and/or entering onto the Properties for the purpose of installing a Smart Meter. You may continue to attend the Properties for the purpose of reading my present analog meter, repairing my present analog meter or replacing my present analog meter with another mechanical analog meter that does not have a wireless, PLC or other transmitter installed, as necessary.

Your Ultimatum

By way of your correspondence to me (“The Choice is Yours: Choose Your Meter Option”), you have provided me with the ultimatum of:

- 1.1. Submitting to the installation of a Smart Meter; or
- 1.2. Keeping my present analog meter, referred to in your correspondence as a non-standard, non-communicating meter, by paying an enrollment fee and a monthly surcharge fee (“Your Ultimatum”).

Your Coercive Threat

By way of your correspondence you have stated to me: Our records show that, at your request, we left a non-standard meter in place at the service address shown above. If you wish to keep the non-standard meter, you will need to sign up for the Non-Standard Meter Option, which includes additional fees. If not, please request installation of the standard smart meter. Please choose your meter option no later than March 23, 2014.

By way of the Non-Standard Meter Option Terms & Conditions referenced in your correspondence, you have further stated to me: If you (referenced as customer) prevent FP&L from installing a smart meter or fail to respond to requests to select a meter option, you will be automatically enrolled in and billed for the Non-Standard Meter Option.

My Refusal to Pay an Opt-Out Fee

No “choice” that you have provided to me in the context of Your Ultimatum is acceptable

to me. I assert the right to be free from exposure to Smart Meter radio-frequency emissions and/or transmissions at the Properties ("My Right to Choose").

As a corollary of My Right to Choose, I assert that you are not entitled to impose a Smart Meter on me without my consent nor are you entitled to exact any payment from me in exchange for your agreement to refrain from installing such a device.

I have already asserted my refusal to accede to the installation and/or operation of a Smart Meter on the Properties and I now refuse to agree to make any payment in exchange for your agreement to refrain from installing such a device ("My Refusal").

My Refusal to Pay a Failed Installation Fee

You are aware of my refusal to accede to the installation of a Smart Meter on the Properties. I do not agree to pay you any fee in relation to any failed attempt by you to install a Smart Meter on the Properties.

Recovery

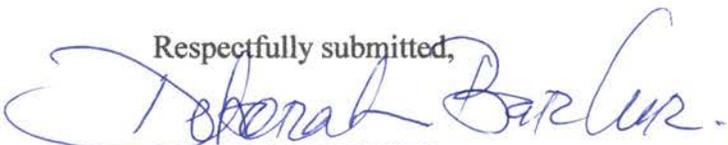
In the event that you:

- a) unilaterally impose any fee on me in association with my refusal to accede to the installation and/or operation of a Smart Meter on the Properties ("the Fee");
- b) bill me for the Fee;
- c) threaten to cut off my power for my non-payment of the Fee;
- d) threaten to affect my credit rating for my non-payment of the Fee; and/or
- e) threaten to initiate collections against me for my non-payment of the Fee;

I may, notwithstanding My Refusal, make payment under duress of all or part of your billings corresponding to the Fee, in which case, that payment will hereby be made under protest and without prejudice to:

- a) my right to claim against you for the recovery of the Fee; and
- b) the assertion of my position that you are not entitled to exact any payment from me in exchange for your agreement to refrain from installing a Smart Meter on the Properties.

Respectfully submitted,


DEBORAH BARKER

Crystal Card

From: Ellen Plendl
Sent: Tuesday, April 22, 2014 4:29 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: [Spam:***** SpamScore] FPL Smart Meters - No Choice; RE: [Spam:***** SpamScore] FPL Smart Meters - No Choice; FW: Florida Public Service Commission and FP&L; RE: Florida Public Service Commission and FP&L

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

Crystal Card

From: Mark Futrell
Sent: Tuesday, April 22, 2014 3:13 PM
To: 'kdjerdon3@gmail.com'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: RE: Florida Public Service Commission and FP&L

Mr. Jerdon,

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 1143719C.

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

From: Keith Jerdon [mailto:kdjerdon3@gmail.com]
Sent: Friday, April 04, 2014 8:13 AM
To: Governor Rick Scott
Subject: Florida Public Service Commission and FP&L

From: Keith Jerdon <kdjerdon3@gmail.com>

County: Brevard

Zip Code: 32904

Phone Number:

Message Body: Dear Governor Scott,

I fervently supported your bid to become the Governor of Florida. I plan on supporting your campaign to retain your position as Florida's Governor. I have greatly appreciated your no nonsense approach to the Governorship. But as a Florida citizen, I, and many other Floridians, need your help.

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

I already have a standard meter that I have paid for. Why is the Florida Public Service Commission allowing FP&L to charge me a \$95 enrollment fee to keep the meter that I have already paid for? Why is the Florida Public Service Commission allowing them to charge me \$13 per month for my standard meter? They have always included the cost of reading my standard meter in my utility rates. They have not offered me a discounted rate if I switch to a Smart Meter even though they would no longer need to employ someone to read my meter. If I switch to a Smart Meter, I will still be charged the same rate as if I had a standard meter. This creates excess profit for FP&L without any benefit to me. Why has the Florida Public Service Commission given FP&L the authority to cut off my utilities if I should decide not to pay their excessive fees and penalties to keep the reliable standard meter that I have paid for and that I trust? This is not fair.

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

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

We need your help Governor. Please help us with this matter that we find important and urgent.

Respectfully,
Mr. Keith Jerdon

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Friday, April 04, 2014 11:13 AM
To: Ellen Plendl
Subject: FW: Florida Public Service Commission and FP&L

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

From: Keith Jerdon [<mailto:kdjerdon3@gmail.com>]
Sent: Friday, April 04, 2014 8:13 AM
To: Governor Rick Scott
Subject: Florida Public Service Commission and FP&L

From: Keith Jerdon <kdjerdon3@gmail.com>

County: Brevard

Zip Code: 32904

Phone Number:

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FP&L's customers are not at home. I work with computers. FP&L is not being up front about the ability of a hacker to hack their Smart Meter system, or they are making decisions based on ignorance.

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

We need your help Governor. Please help us with this matter that we find important and urgent.

Respectfully,
Mr. Keith Jerdon

Crystal Card

From: Mark Futrell
Sent: Tuesday, April 22, 2014 3:09 PM
To: 'WALKNREX@AOL.COM'
Cc: Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: RE: [Spam:***** SpamScore] FPL Smart Meters - No Choice

Ms. Labor,

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

From: walknrex@aol.com [<mailto:walknrex@aol.com>]
Sent: Friday, April 04, 2014 2:16 PM
To: Scott, Rick; Hutson, Travis; thrasher.john.web@flsenate.gov; ron.Desantis@mail.house.gov; cericksen@flaglercounty.org; fmeeker@flaglercounty.org; nmclaughlin@flaglercounty.org; ghanns@flaglercounty.org
Subject: [Spam:***** SpamScore] FPL Smart Meters - No Choice

FPL, THE LAST STRAW

HARD WORKING CONSUMERS ARE HAVING THEIR LIFE BLOOD SUCKED OUT OF THEM BY FEDERAL, STATE, LOCAL GOVTS. BUSINESSES, UTILITIES, BANKS, EVERY ASPECT OF OUR DAILY LIVES EVERY DAY. THE HOST IS ANEMIC AND WHEN THE HOST DIES THE PARASITES CEASE TO EXIST TOO. AS SENIOR CITIZENS LIVING ON LESS INCOME THAN WE DID 30 YEARS AGO AND WATCHING MY CHILDREN STRUGGLE TO WORK AND PAY BILLS TODAY IT IS

HEARTBREAKING TO SEE OUR LEADERS LET THIS CORRUPTION GO ON DESTROYING OUR COUNTRY AND THOSE THAT LOVE IT. EVERY BILL WE OPEN HAS NEW FEES AND CHARGES EVERY MONTH, NO EXPLANATION OF WHAT IT IS OR WHAT IT DOES,, JUST ANOTHER WAY TO BLEED THE HOSTS. GREED IS THE ENEMY THAT HAS TAKEN OVER OUR GOVTS. AND BUSINESSES TODAY. WELL THE PROMISES FPL MADE TO THE LEGISLATURES ON PUBLIC TV PROMISING TO LET US KEEP OUR OLD METERS IF WE LIKED THEM AND HAVE A CHOICE OF REFUSING THE SMART METERS, BUT IT WAS JUST LIKE THE OBAMA CARE ,,IF YOU LIKE YOUR OLD INSURANCE YOU CAN KEEP IT,,, BUT WATCH OUT THERE WILL BE A PENALTY IF YOU DO.. WHAT CHOICE DO PEOPLE HAVE WHEN WE HAVE TO PAY A \$95.00 FEE FOR KEEPING THE OLD METER WE ALREADY PAID FOR WHEN WE GOT THE HOUSE HOOKUPS AND A \$13.00 MO. EXTRA CHARGE FOR HAVING THE OLD METER WHICH WILL GO UP LIKE THE OBAMA CARE PENALTY WILL. WE CAN BARELY PAY THE ELECTRIC BILLS NOW LET ALONE BE FORCED INTO MORE FEES. WE HAVE BEEN PAYING UNKNOWINGLY ON OUR BILLS FEES SINCE 2007 FOR SMART METERS WE NEVER EVEN HAD. WHERE IS THE JUSTICE IN THIS COUNTRY WHEN PEOPLE CAN LIE AND GET AWAY WITH IT, THIS IS NOT THE COUNTRY I HAVE LOVED AND RESPECTED ALL THESE YEARS. CRIMINALS HAVE MORE RIGHTS AND FREEDOMS THAN THE AMERICAN CITIZEN KEEPING ALL OF YOU IN BUSINESS. THE ONES GETTING THE HAND OUTS AND FREE STUFF DON'T PAY INTO THE SYSTEM AND IT IS NOT FREE FOR THOSE OF US PAYING FOR IT ALL. FPL HAS LEARNED FROM THE FED. GOVT, AND ALL THE OTHER GOVT. OFFICES ARE NOW FOLLOWING THE DRUMMER TO THE BEAT OF BLEED THE CONSUMER TO DEATH. A SLOW AGONIZING DEATH IT IS INDEED, TO SEE ALL YOU HAVE WORKED AND SAVED FOR GO DOWN THE DRAIN SO SOMEONE ELSE CAN TAKE IT AWAY WITH NO CONSCIENCE OF WRONG DOINGS. WHAT GOES AROUND COMES AROUND AND AS THE COUNTRY GOES DOWN SO WILL ALL OF US INCLUDING THE ONES WHO CAUSED IT. WE THE TAX PAYERS ARE WEARY AND BROKE AND TIRED TRYING TO SURVIVE WHEN NO ONE SEEMS TO CARE AT THE TOP WHO WERE ELECTED TO PROTECT OUR RIGHTS, THEY ARE TOO BUSY GETTING ALL THEY CAN FOR THEMSELVES. I WOULD GLADLY SWITCH TO ANOTHER ELECTRIC COMPANY AT THIS TIME FOR WHAT HAS BEEN AN EXTORTION TO CUSTOMERS TRYING TO CONSERVE ENERGY AND HOLDING US HOSTAGES FOR MORE FEES AND PENALTIES,, FOR GOOD REASONS WE HAVE FOUGHT SMART METERS IN OUR HOMES,, SAFETY AND PRIVACY AND ECONOMIC PURPOSES, NOW WE ARE FORCED TO ACCEPT IT AS WELL AS SMART WATER METERS, SMART APPLIANCES, SMART PHONES ECT. AT GREAT RISK TO OUR RIGHTS AND PRIVACY. I BELIEVE MANY LAW SUITS AND CIVIL SUITS WILL BE COMING IN THE FUTURE FOR THIS AND MANY OTHER INFRINGES ON OUR CIVIL RIGHTS. I WOULD PRAY THIS PLEA LANDS ON HONEST EARS THAT WOULD COME TO THE AID OF THE PEOPLE WHO PAY YOUR BILLS AND SALARIES THAT YOU WOULD DO YOUR JOBS AND COME TO DEFEND YOUR COUNTRYMEN AND WOMEN. I KNOW WE ARE BEING MONITORED EVERYWHERE WE GO AND ALL WE SAY BUT NOW WE ARE NOT EVEN SECURE IN OUR HOMES FROM CONTROL OVER OUR UTILITIES BEING MONITORED AND TURNED OFF AT WILL FOR ANY REASON NOT OF OUR CHOOSING. GOD HELP OUR COUNTRY FOR WHAT IT IS BECOMING. WAKE UP PEOPLE BEFORE IT IS TOO LATE, WE ARE LOSING OUR FREEDOMS ONE BY ONE...

JOYCE LABOR

WALKNREX@AOL.COM

FLAGLER BEACH, FLORIDA

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Friday, April 04, 2014 3:04 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: [Spam:***** SpamScore] FPL Smart Meters - No Choice

From: walknrex@aol.com [<mailto:walknrex@aol.com>]

Sent: Friday, April 04, 2014 2:16 PM

To: Scott, Rick; Hutson, Travis; thrasher.john.web@flsenate.gov; ron.Desantis@mail.house.gov; cericksen@flaglercounty.org; fmeeker@flaglercounty.org; nmclaughlin@flaglercounty.org; ghanns@flaglercounty.org

Subject: [Spam:***** SpamScore] FPL Smart Meters - No Choice

FPL, THE LAST STRAW

HARD WORKING CONSUMERS ARE HAVING THEIR LIFE BLOOD SUCKED OUT OF THEM BY FEDERAL, STATE, LOCAL GOVTS. BUSINESSES, UTILITIES, BANKS, EVERY ASPECT OF OUR DAILY LIVES EVERY DAY. THE HOST IS ANEMIC AND WHEN THE HOST DIES THE PARASITES CEASE TO EXIST TOO. AS SENIOR CITIZENS LIVING ON LESS INCOME THAN WE DID 30 YEARS AGO AND WATCHING MY CHILDREN STRUGGLE TO WORK AND PAY BILLS TODAY IT IS HEARTBREAKING TO SEE OUR LEADERS LET THIS CORRUPTION GO ON DESTROYING OUR COUNTRY AND THOSE THAT LOVE IT. EVERY BILL WE OPEN HAS NEW FEES AND CHARGES EVERY MONTH, NO EXPLANATION OF WHAT IT IS OR WHAT IT DOES,, JUST ANOTHER WAY TO BLEED THE HOSTS. GREED IS THE ENEMY THAT HAS TAKEN OVER OUR GOVTS. AND BUSINESSES TODAY. WELL THE PROMISES FPL MADE TO THE LEGISLATURES ON PUBLIC TV PROMISING TO LET US KEEP OUR OLD METERS IF WE LIKED THEM AND HAVE A CHOICE OF REFUSING THE SMART METERS, BUT IT WAS JUST LIKE THE OBAMA CARE „IF YOU LIKE YOUR OLD INSURANCE YOU CAN KEEP IT,, BUT WATCH OUT THERE WILL BE A PENALTY IF YOU DO.. WHAT CHOICE DO PEOPLE HAVE WHEN WE HAVE TO PAY A \$95.00 FEE FOR KEEPING THE OLD METER WE ALREADY PAID FOR WHEN WE GOT THE HOUSE HOOKUPS AND A \$13.00 MO. EXTRA CHARGE FOR HAVING THE OLD METER WHICH WILL GO UP LIKE THE OBAMA CARE PENALTY WILL. WE CAN BARELY PAY THE ELECTRIC BILLS NOW LET ALONE BE FORCED INTO MORE FEES. WE HAVE BEEN PAYING UNKNOWINGLY ON OUR BILLS FEES SINCE 2007 FOR SMART METERS WE NEVER EVEN HAD. WHERE IS THE JUSTICE IN THIS COUNTRY WHEN PEOPLE CAN LIE AND GET AWAY WITH IT, THIS IS NOT THE COUNTRY I HAVE LOVED AND RESPECTED ALL THESE YEARS. CRIMINALS HAVE MORE RIGHTS AND FREEDOMS THAN THE AMERICAN CITIZEN KEEPING ALL OF YOU IN BUSINESS. THE ONES GETTING THE HAND OUTS AND FREE STUFF DON'T PAY INTO THE SYSTEM AND IT IS NOT FREE FOR THOSE OF US PAYING FOR IT ALL. FPL HAS LEARNED FROM THE FED. GOVT, AND ALL THE OTHER GOVT. OFFICES ARE NOW FOLLOWING THE DRUMMER TO THE BEAT OF BLEED THE CONSUMER TO DEATH. A SLOW AGONIZING DEATH IT IS INDEED, TO SEE ALL YOU HAVE WORKED AND SAVED FOR GO DOWN THE DRAIN SO SOMEONE ELSE CAN TAKE IT AWAY WITH NO CONSCIENCE OF WRONG DOINGS. WHAT GOES AROUND COMES AROUND AND AS THE COUNTRY GOES DOWN SO WILL ALL OF US INCLUDING THE ONES WHO CAUSED IT. WE THE TAX PAYERS ARE WEARY AND BROKE AND TIRED TRYING TO SURVIVE WHEN NO ONE SEEMS TO CARE AT THE TOP WHO WERE ELECTED TO PROTECT OUR RIGHTS, THEY ARE TOO BUSY GETTING ALL THEY CAN FOR THEMSELVES. I WOULD GLADLY SWITCH TO ANOTHER ELECTRIC COMPANY AT THIS TIME FOR WHAT HAS BEEN AN EXTORTION TO CUSTOMERS TRYING TO CONSERVE ENERGY AND HOLDING US HOSTAGES FOR MORE FEES AND PENALTIES,, FOR GOOD REASONS WE HAVE FOUGHT SMART METERS IN OUR HOMES,, SAFETY AND PRIVACY AND ECONOMIC PURPOSES, NOW WE ARE FORCED TO ACCEPT IT AS WELL AS SMART WATER METERS, SMART APPLIANCES, SMART PHONES ECT. AT GREAT RISK TO OUR RIGHTS AND PRIVACY. I BELIEVE MANY LAW SUITS AND CIVIL SUITS WILL BE COMING IN THE FUTURE FOR THIS AND MANY OTHER INFRINGES ON OUR CIVIL RIGHTS. I WOULD PRAY THIS PLEA LANDS ON HONEST EARS THAT WOULD COME

TO THE AID OF THE PEOPLE WHO PAY YOUR BILLS AND SALARIES THAT YOU WOULD DO YOUR JOBS AND COME TO DEFEND YOUR COUNTRYMEN AND WOMEN. I KNOW WE ARE BEING MONITORED EVERYWHERE WE GO AND ALL WE SAY BUT NOW WE ARE NOT EVEN SECURE IN OUR HOMES FROM CONTROL OVER OUR UTILITIES BEING MONITORED AND TURNED OFF AT WILL FOR ANY REASON NOT OF OUR CHOOSING. GOD HELP OUR COUNTRY FOR WHAT IT IS BECOMING. WAKE UP PEOPLE BEFORE IT IS TOO LATE, WE ARE LOSING OUR FREEDOMS ONE BY ONE...

JOYCE LABOR

WALKNREX@AOL.COM

FLAGLER BEACH, FLORIDA

Crystal Card

From: Ellen Plendl
Sent: Tuesday, April 22, 2014 3:04 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: FPL; RE: FPL

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

Crystal Card

From: Mark Futrell
Sent: Tuesday, April 22, 2014 3:02 PM
To: 'candice90265@yahoo.com'
Cc: Rhonda Hicks; Randy Roland; Ellen Plendl; Brenda Stallcup
Subject: RE: FPL

Dear Ms. Watkins and Ms. Horner,

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 1143938C.

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

From: June Horner [<mailto:candice90265@yahoo.com>]
Sent: Saturday, April 05, 2014 7:23 PM
To: Governor Rick Scott
Subject: FPL

From: June Horner <candice90265@yahoo.com>

County: Brevard

Zip Code: 32796

Phone Number: 321-269-5317

Message Body: Gov. Scott:

I am writing you on behalf of my 89-year-old mother, June Horner. She has been very vocal on FPL's decision to force "smart meters" on their customers, particularly customers like herself, folks who do not want or understand this technology, as well as those who understand it very well. She is all for the free market principals but there is a problem with this particular situation. My mother has no choice, FPL is a monopoly. She cannot go across town and buy her electricity from someone else. Last year when we called your office and FPL we were assured that you would have meetings, etc and there would be a fair and equitable outcome. Not so. My mother received her letter from FPL giving her about 2 weeks to COMPLY OR BE PENALIZED...sounds like something else...could it be Obamacare? \$95.00 initial penalty and a monthly \$13.00 penalty. I called your office to protest twice. The first time I said to the woman that answered we expected something more equitable sin!

Our government (you) is supposed to represent us. The CLASSIC response I got from this woman was "Who told you we represented you?" The tone was worse than the remark. When I called again after speaking with all the usual suspects from FPL, etc. I unfortunately found the same woman who was rude and accused me of hanging up on someone who had put me on hold (she did not know the main switchboard number (like DC) for Tallahassee). All in all not a great representative for you and not someone who understands government works for the people not the reverse.

The bottom line is FPL read my mother's meter for decades in Florida.

Now with all their new technology those meter readers are no longer needed (according to FPL) but they need to charge my mother (on a very fixed income) a whopping \$95.00 penalty as well the \$13.00 a month penalty because she won't sit down, shut up and COMPLY. AGAIN, WERE THERE A CHOICE AND FPL WAS NOT A MONOPOLY THIS WOULD BE A DIFFERENT STORY. IT IS NOT THOUGH. AND YOU ARE SUPPOSED TO BE REPRESENTING PEOPLE LIKE MY MOTHER AREN'T YOU? MY MOTHER VOTED FOR YOU. YOU WENT TO TALLAHASSEE BECAUSE OF ONE PARTICULAR GROUP OF PEOPLE. MY MOTHER IS ONE OF THOSE PEOPLE. SHE WOULD LIKE YOU TO REMEMBER THAT.

Thank you for your further attention to this matter.

Candice Watkins for
June Horner

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Monday, April 07, 2014 3:43 PM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: FPL

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

From: June Horner [<mailto:candice90265@yahoo.com>]
Sent: Saturday, April 05, 2014 7:23 PM
To: Governor Rick Scott
Subject: FPL

From: June Horner <candice90265@yahoo.com>

County: Brevard

Zip Code: 32796

Phone Number: 321-269-5317

Message Body: Gov. Scott:

I am writing you on behalf of my 89-year-old mother, June Horner. She have been very vocal on FPL's decision to force "smart meters" on their customers, particularly customers like herself, folks who do not want or understand this technology, as well as those who understand it very well. She is all for the free market principals but there is a problem with this particular situation. My mother has no choice, FPL is a monopoly. She cannot go across town and buy her electricity from someone else. Last year when we called your office and FPL we were assured that you would have meetings, etc and there would be a fair and equitable outcome. Not so. My mother received her letter from FPL giving her about 2 weeks to COMPLY OR BE PENALIZED...sounds like something else...could it be obamacare? \$95.00 initial penalty and a monthly \$13.00 penalty. I called your office to protest twice. The first time I said to the woman that answered we expected something more equitable sin!

ce our government (you) is supposed to represent us. The CLASSIC response I got from this woman was "Who told you we represented you?" The tone was worse than the remark. When I called again after speaking with all the usual suspects from FPL, etc. I unfortunately found the same woman who was rude and accused me of hanging up on someone who had put me on hold (she did not know the main switchboard number (like DC) for Tallahassee). All in all not a great representative for you and not someone who understands government works for the people not the reverse.

The bottom line is FPL read my mother's meter for decades in Florida.

Now with all their new technology those meter readers are no longer needed (according to FPL) but they need to charge my mother (on a very fixed income) a whopping \$95.00 penalty as well the \$13.00 a month penalty because she won't sit down, shut up and COMPLY. AGAIN, WERE THERE A CHOICE AND FPL WAS NOT A MONOPOLY THIS WOULD BE A DIFFERENT STORY. IT IS NOT THOUGH. AND YOU ARE SUPPOSED TO BE REPRESENTING PEOPLE LIKE MY MOTHER AREN'T YOU? MY MOTHER VOTED FOR YOU. YOU WENT TO TALLAHASSEE BECAUSE OF ONE PARTICULAR GROUP OF PEOPLE. MY MOTHER IS ONE OF THOSE PEOPLE. SHE WOULD LIKE YOU TO REMEMBER THAT.

Thank you for your further attention to this matter.

Candice Watkins for
June Horner

Crystal Card

From: Ellen Plendl
Sent: Tuesday, April 22, 2014 1:04 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: DOCUMENTS FOR FORMAL COMPLAINT TRACKING NUMBER: 35850

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

Crystal Card

From: Randy Roland
Sent: Monday, April 21, 2014 8:11 AM
To: Ellen Plendl
Subject: FW: DOCUMENTS FOR FORMAL COMPLAINT TRACKING NUMBER: 35850
Attachments: Dr Klimas Accommodation Letter Signed.pdf; LETTER TO FPL WADE LITCHFIELD - ACCOMMODATION.doc; FPL LETTER FROM KEN RUBIN 4.19.2013.pdf; FPL SMART METER DECISION LETTER.pdf; FPL SIGN-UP FOR ANALOG METER - 4.1.2014.pdf; LETTER TO KEN RUBIN - 3.31.2014 - REFUSE FEES.pdf

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

From: Ruth McHargue
Sent: Friday, April 18, 2014 4:31 PM
To: Randy Roland
Cc: Diane Hood
Subject: FW: DOCUMENTS FOR FORMAL COMPLAINT TRACKING NUMBER: 35850

I am forwarding this to you for your review. On several of the attached letters the customer cc'd several congressman.

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

From: Ruth McHargue
Sent: Friday, April 18, 2014 4:29 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: DOCUMENTS FOR FORMAL COMPLAINT TRACKING NUMBER: 35850

Customer correspondence

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

From: Teewinot [<mailto:teewinot13@bellsouth.net>]
Sent: Friday, April 18, 2014 3:53 PM
To: Consumer Contact
Subject: DOCUMENTS FOR FORMAL COMPLAINT TRACKING NUMBER: 35850

Hello,

I filed a formal complaint with the FPSC on your Web site. The Tracking Number is: 35850. The attached documents go with my formal complaint.

There was no way to attach them to the complaint I filed.

The documents are:

1. Letter of Accommodation - Nancy G. Klimas, M.D.
2. Letter to R. Wade Litchfield, FPL
3. Letter from Ken Rubin, FPL
4. FPL Smart Meter Decision Letter
5. FPL Sign-Up for Analog Meter

6. Letter to Ken Rubin - Refuse Fees

I wish to remind you that medical information (re: Letter of Accommodation - Nancy G. Klimas, M.D.) is to be protected and kept confidential as provided by law.

Thank you,
Jeri Friedman

Nancy G. Klimas, M.D.
Chronic Fatigue & Immune Disorders Research and Treatment Center
8720 N. Kendall Drive
Miami, Florida 33176

December 12, 2012

To Whom It May Concern:

Jeri Friedman was a patient of mine from 2001 to 2007. As an immunologist, I have been involved in the research and treatment of patients with myalgic encephalomyelitis/chronic fatigue syndrome (ME/CFS), fibromyalgia and Gulf War syndrome for over 30 years. I am a world-recognized expert in the field.

This letter is to inform you about Ms. Friedman's disabilities and to request that you fully accommodate her needs so that she can return to, and maintain, the fragile health she has worked so hard over two decades to achieve.

Ms. Friedman gradually became ill after acute/chronic exposures to formaldehyde, glutaraldehyde and petroleum distillates and was first diagnosed with ME/CFS in February of 1991. Her last year of employment was 1992. She began to become chemically sensitive in 1993. Clinically, a significant number of people with ME/CFS are at risk to develop multiple chemical sensitivity (MCS). She was deemed disabled by the Social Security Administration in 1995. I confirmed her ME/CFS diagnosis when she came to me for further help in the summer of 2001. Ms. Friedman was formally diagnosed with multiple chemical sensitivity in 2002. Also, unfortunately for Ms. Friedman, a subset of these patients develop electrohypersensitivity. The neuroendocrine and immunological symptoms characteristic of ME/CFS are significantly exacerbated by exposure to electromagnetic fields (EMF) and/or radiofrequency radiation (RFR). She began experiencing those symptoms in the 1990s when subjected to diagnostic MRIs. The machines emit radiofrequency radiation, to which she is quite sensitive. Ms. Friedman's ability to function is dependent upon avoidance of exposure to RFR as well as chemicals such as fragrances, pesticides, formaldehyde, volatile organic compounds (VOCs), mold, etc.

Ms. Friedman had steadily improved over the years by making her environment free of chemicals and avoiding devices that emit RFR. She was one of my healthiest patients with remarkable improvement in her ME/CFS symptoms. Even her MCS, which is notoriously difficult to treat, had improved slightly. At that time, I had nothing more to offer her and saw her for a final time in 2007.

Ms. Friedman's progress ceased and her health began a precipitous decline after the installation of Smart Meters on her neighbors' homes on January 24, 2012. One such meter is a mere 25 feet from her head when she sleeps at night. The night after installation, she experienced severe insomnia and awoke exhausted, in severe pain with dizziness, headache, nausea, palpitations, tachycardia, brain fog, blurry vision, muscle fasciculations, and the feeling of "buzzing" nerves and inflammation throughout her body. Her extremely mild benign essential tremor (diagnosed in the late 1990s) has tripled in intensity making it extremely difficult to write, use a computer, use eating utensils, and perform other simple tasks. Her ME/CFS has returned with renewed extreme fatigue, G.I. distress and pain, increased cardiac symptoms, increased chemical sensitivity in spite of avoidance, and frightening neurological symptoms: short-term memory loss, confusion, severe insomnia, word-finding difficulty, brain fog, blurry vision (even with glasses) and visual disturbances,

Accommodation Letter
December 12, 2012
Page Two

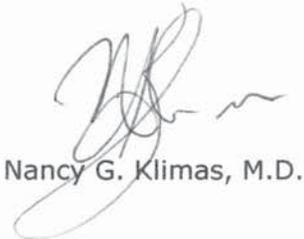
dizziness and feelings of being off-balance, difficulty with concentration, and severe restlessness with pacing.

Based on my knowledge of Ms. Friedman's past medical history and the symptoms appearing after the installation of Smart Meters in her neighborhood, I recommend the following accommodations be made immediately to prevent further deterioration of Ms. Friedman's health and to avoid the possibility of permanent physical damage to her body:

1. No Smart Meter or other EMF/RFR-emitting device be placed on her home or property.
2. All Smart Meters or other EMF/RFR-emitting devices within a 300 meter (975 foot) radius of her home be replaced with analog or non-EMF/RFR-emitting devices.
3. No Smart Collector Meters or Area Network devices that emit EMF/RFR be placed within a 600 meter (1950 foot) radius of her home. Those already in place should be removed and replaced with analog or non-EMF/RFR-emitting devices.

Thank you for your prompt attention to this important matter.

Sincerely Yours,

A handwritten signature in black ink, appearing to read 'N. Klimas', with a stylized flourish at the end.

Nancy G. Klimas, M.D.

Jeri Friedman
1752 SE Ridgewood Street
Port Saint Lucie, FL 34952

R. Wade Litchfield, Vice President & General Counsel
FPL
700 Universe Blvd
Juno Beach, FL 33408

7 April 2013

Dear Mr. Litchfield,

I'm writing to request, under the Americans with Disabilities Act (1990), the accommodation specified in the attached letter from my physician be **immediately** implemented before permanent damage occurs to my body. I have become progressively sicker since the installation of Smart Meters in my neighborhood. This is **completely unacceptable**.

As a former medical professional myself, I have been researching the health effects of radiofrequency radiation (RFR) for the past 2½ years. The peer-reviewed research continues to pile up showing harm caused by RFR. In fact, as far back as **2002**, the U.S. Environmental Protection Agency's Norbert N. Hankin (Center for Science and Risk Assessment, Radiation Protection Division) stated: "The FCC's current exposure **guidelines**, as well as those of the Institute of Electrical and Electronics Engineers (IEEE) and the International Commission on Non-ionizing Radiation Protection, are **thermally based**, and do **not** apply to **chronic, nonthermal** exposure situations." He further stated: "The FCC's exposure **guideline** is considered protective of effects arising from a **thermal** mechanism but **not** from all possible mechanisms. **Therefore, the generalization by many that the guidelines protect human beings from harm by any or all mechanisms is not justified.**" And: "**Since EPA's comments were submitted to the FCC in 1993, the number of studies reporting effects associated with both acute and chronic low-level exposure to RF radiation has increased.**" And: "The **FCC does not claim** that their exposure **guidelines** provide protection for exposures to which the 4 W/kg SAR basis does **not** apply, i.e., **exposures below the 4 W/kg threshold level that are chronic/prolonged and nonthermal.** And finally: "**Federal health and safety agencies have not yet developed policies concerning possible risk from long-term, nonthermal exposures. When developing exposure standards for other physical agents such as toxic substances, health risk uncertainties, with emphasis given to sensitive populations, are often considered.**" As of **2013**, the **guidelines (not standards)** set forth by the FCC in **1996** are still being relied upon. **They are outdated and obsolete.** Furthermore, **RFR is both cumulative and additive.**

This radiation exposure is being **involuntarily forced** upon the people of this state. They have **not** been informed about the **dangers** that such radiation exposure creates and the **serious health problems** it causes. FPL has **not obtained written informed consent** from the citizens agreeing to such **involuntary irradiation**. Nor has FPL done any **survey or evaluation** of the **ambient RFR at each** home and business to determine if people are already being overexposed to the radiation **currently present** and then **re-surveying and re-evaluating** the amount of radiation **after** installation of the Smart Meters to determine how much radiation they have added to the environment. You, therefore, **cannot say at all** that the radiation levels to which people are being exposed is **not harmful**, since you have **never** measured it. **This is completely unacceptable.**

If this were to be proposed as an experiment on human beings, **no human experimentation ethics committee would approve it** due to the **unacceptable health risks** to the subjects.

I, and others I know, opted out for medical reasons; however, the meters on our neighbors' homes are still making us sick due to the RFR they emit and the "dirty electricity" they create. Buildings, including doctors' offices and medical facilities, have been made **inaccessible** to those sickened by RFR, and to those with implanted medical devices that risk malfunction or non-functioning of their devices due to interference created by the RFR, which is a **violation** of the Americans with Disabilities Act (1990). I personally know people who have had to flee their homes and the state due to the RFR. Many of us cannot afford to move, so who is going to pay our medical bills and compensate us for the harm we're caused and our lives that are being ruined? I also know healthy people who are now experiencing ill-effects due to the RFR. **Most people have no idea** their new or worsening health problems are due to the RFR, simply because **they have not been informed. This is completely unacceptable.**

If things don't change and accommodations are not made to **prevent involuntary second-hand irradiation** and the **grave harm** caused by it, FPL should not be surprised to find itself facing class action lawsuits. The bad publicity that would accompany them and that would result from violation of the civil rights of the disabled would not look good for FPL.

While FPL has made the opt outs permanent, I want to remind you that under the Americans with Disabilities Act (1990), it is **illegal** to charge a disabled person a fee for an accommodation (opting out). I have already spoken to the U.S. Department of Justice concerning this matter.

I expect the accommodation to be made **immediately upon receipt of this letter**. Furthermore, I expect to receive a written response from you within 10 days of the receipt of this letter concerning my accommodation under the Americans with Disabilities Act (1990).

Sincerely,

Jeri Friedman, B.S.R.T., C.R.T.T., R.R.T. (Retired)

Enclosed: Letter of Accommodation Request – Nancy G. Klimas, M.D.

Section 24 - BioInitiative Report 2012 (Update) (Summary of 3300 scientific studies from the original report and this update)

AAEM Electromagnetic and Radiofrequency Fields Effect on Human Health

AAEM Recommendations Regarding Electromagnetic and Radiofrequency Exposure



Rec'd 4/22/13

Kenneth M. Rubin, Esq.
Senior Counsel
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420
(561) 691-2512
(561) 691-7135 (Facsimile)
E-mail: ken.rubin@fpl.com

VIA UPS

April 19, 2013

Mrs. Jeri E. Friedman
1752 SE Ridgewood Street
Port Saint Lucie, FL 32952

Dear Ms. Friedman:

Thank you for your letters dated March 6, 2013 and April 7, 2013 regarding FPL's plan to allow customers to opt out of FPL's smart meter program. As Mr. Silagy stated, it is the Company's intention – pending approval from the Florida Public Service Commission – 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 position expressed by the Staff of the Florida Public Service Commission in its recent report.

FPL strongly supports smart meters and all of the benefits they provide our customers. This is why smart meters have become FPL's standard service. Notwithstanding that fact, we recognize that a small number of our customers have asked not to have the new standard meter. Accommodating these requests requires FPL to create and maintain an entirely separate infrastructure and workforce to service this small population of customers. We believe – consistent with the position of the FPSC Staff – that any such program should be cost based. It would be unfair to ask the great majority of our customers who are using FPL's standard smart meters to subsidize the few who aren't.

In your letter to Mr. Silagy you implied that an opt-out program that is cost based is punitive in nature. On the contrary, such a program is fair and equitable to our 4.6 million customers throughout the state, and simply allocates the costs of this optional service to those customers making that choice. Additionally, during the course of the smart meter deployment FPL voluntarily created a "postpone" list and temporarily refrained from installing the new meters for those customers who made this request. We have been completely transparent and have consistently communicated to our customers that we would temporarily postpone the smart meter installations pending the effective completion of our deployment or action by the FPSC.

Mrs. Jeri E. Friedman

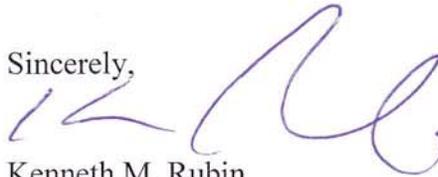
April 19, 2013

Page Two

In your letter, you said a cost based opt-out option that equitably distributes the costs to those choosing the non-standard service constitutes a violation of the Americans with Disabilities Act (ADA). We respectfully but strongly disagree. The law supports the position we have taken and the path we intend to follow (pending FPSC approval) in offering a cost based non-standard meter option to any qualified customer who makes that election, regardless of the reason for that choice.

We strive to be responsive to our customers, so at your request on May 18, 2011, your home was placed on our postpone list and a smart meter was never installed. As we move forward with the process of finalizing and seeking approval of our cost based opt-out program, we will notify you when you will need to make a decision whether or not you wish to participate in that program.

Sincerely,



Kenneth M. Rubin



CHANGING THE CURRENT.

FPL



*****AUTO**3-DIGIT 334 T16 P1

Jeri E Friedman
1752 SE Ridgewood St
Port Saint Lucie, FL 34952-6552

Dear Jeri E Friedman:

Service Address: 1752 SE Ridgewood St
Port Saint Lucie, FL 34952

You have a choice of meter.

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

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

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

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

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

For more information, please review the enclosed brochure or go to FPL.com/meteroption.

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

3. Please notify us of your decision by March 30, 2014. You may notify us by:

- Filling out the simple online form at FPL.com/meteroption, or
- Completing the form below and using the envelope we've provided to mail it to us by March 30, 2014. We'll pay the postage for you, or
- Calling **1-866-252-6047**.

Thank you in advance for making your choice.

Sincerely,

Maria Gomez
Director, Customer Service

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: _____

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

Smart meters provide you with more information to help you manage outages and get the lights back on faster when outages do occur. There is no additional charge for having a smart meter.

If you choose the non-standard meter (the older technology replacement available to you), and you must pay additional fees to cover the cost on your electric bill. Please compare the costs and benefits below.

BENEFITS AND FEATURES

Access to the Energy Dashboard, to view your energy use by the hour, day, week, and month

Convenience of remote meter reading – no need for a meter reader to visit 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 quickly detect whether an outage is caused by our system or within your home

Enrollment fee

Monthly surcharge

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

I refused the smart meter but now I want it. Can I get it?
Yes. Please call 1-866-252-6047 and we'll schedule the installation.

Costs & Benefits

ge your electricity use and bills, and they help us prevent power
That's why they're now FPL's standard meter, and there is no

ed by the smart meter), the benefits of smart meters will not be
t of the non-standard service. These charges would be included

	SMART METER (Standard Meter)	NON-STANDARD METER
ay and month	✓	⊗
come to your	✓	⊗
	✓	⊗
	✓	⊗
ill. ciently.	✓	⊗
something	✓	⊗
	None	\$95
	None	\$13

Answers

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.

Installed without paying a fee?

n.

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

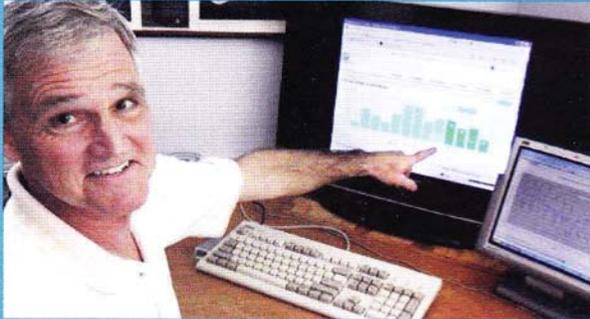
We won't have to come to your home every month to read the meter (we just need occasional access for routine maintenance).



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.**



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 110 MIAMI FL

POSTAGE WILL BE PAID BY ADDRESSEE

NSMO RESPONSE
FLORIDA POWER AND LIGHT COMPANY
PO BOX 029100
MIAMI FL 33102-9977



5193504130
Jeri E Friedman

*Granted accommodation under ADA (1990) on
May 18, 2011.*

Phone number: 772-398-2614 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: Jeri E. Friedman

Print Name: Jeri E. Friedman

This is illegal under ADA, Title III, § 36.301(c) to charge for an accommodation.

Jeri Friedman
1752 SE Ridgewood Street
Port Saint Lucie, FL 34952

FPL Account #51935-04130

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

VIA CERTIFIED MAIL

31 March 2014

Dear Mr. Rubin,

I am writing again to remind you that I was granted the accommodation of keeping my analog electric meter under the Americans with Disabilities Act on May 18, 2011.

The Americans with Disabilities Act in Title III states:

§ 36.301(c)

Charges

A public accommodation may not impose a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the costs of measures, such as the provision of auxiliary aids, barrier removal, alternatives to barrier removal, and reasonable modifications in policies, practices, or procedures, that are required to provide that individual or group with the nondiscriminatory treatment required by the Act or this part.

The Americans with Disabilities Act in Title III further states:

§ 36.206 Retaliation or coercion.

(a) No private or public entity shall discriminate against any individual because that individual has opposed any act or practice made unlawful by this part, or because that individual made a charge, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under the Act or this part.

(b) No private or public entity shall coerce, intimidate, threaten, or interfere with any individual in the exercise or enjoyment of, or on account of his or her having exercised or enjoyed, or on account of his or her having aided or encouraged any other individual in the exercise or enjoyment of, any right granted or protected by the Act or this part.

(c) Illustrations of conduct prohibited by this section include, but are not limited to:

(1) Coercing an individual to deny or limit the benefits, services, or advantages to which he or she is entitled under the Act or this part;

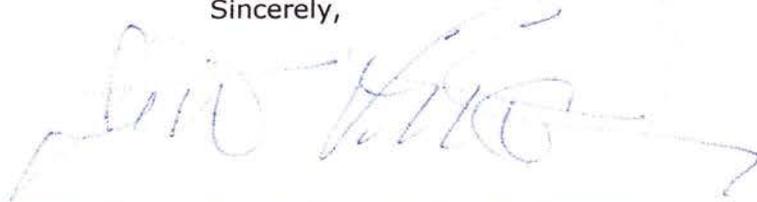
(2) Threatening, intimidating, or interfering with an individual with a disability who is seeking to obtain or use the goods, services, facilities, privileges, advantages, or accommodations of a public accommodation;

(3) Intimidating or threatening any person because that person is assisting or encouraging an individual or group entitled to claim the rights granted or protected by the Act or this part to exercise those rights; or

(4) Retaliating against any person because that person has participated in any investigation or action to enforce the Act or this part.

It is illegal for Florida Power & Light Company to charge me for the accommodation that was granted to me. I refuse to pay these illegal fees, and I will not be coerced, threatened, or intimidated into paying them. Furthermore, I will not tolerate any retaliation against me by Florida Power & Light for refusing to pay these illegal fees, including turning off my power, which would be life-threatening to me due to my medical conditions. It is utterly despicable the way you treat your disabled customers. I will continue to pay for the kilowatt hours of electricity that I use as I always have, but I will not be paying these illegal fees.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeri Friedman", with a long horizontal flourish extending to the right.

Jeri Friedman, B.A., B.S.R.T., C.R.T.T., R.R.T. (Retired)

cc: Congressman Patrick Murphy

Senator Bob Nelson

Senator Marco Rubio

State Senator Joe Negron

State Representative Larry Lee, Jr.

Crystal Card

From: Ellen Plendl
Sent: Tuesday, April 22, 2014 1:31 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: FPL smart meter; RE: FPL smart meter

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

Crystal Card

From: Walter Clemence
Sent: Tuesday, April 22, 2014 1:30 PM
To: 'hjlohn@gmail.com'
Cc: Mark Futrell; David Dowds; Brenda Stallcup; Cindy Muir; Rhonda Hicks; Rhonda Hicks; Randy Roland; Ellen Plendl
Subject: RE: FPL smart meter

Mr. Lohn,

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 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,

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

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

From: John Lohn [<mailto:hjlohn@gmail.com>]
Sent: Thursday, April 17, 2014 11:40 AM
To: Governor Rick Scott
Subject: FPL smart meter

From: John Lohn <hjlohn@gmail.com>

County: Brevard

Zip Code: 32934

Phone Number:

Message Body: How can FPL force us to take smart meters which have been known to cause fires. the only opt out option will cost a substantial amount, they say to pay for the cost of reading the meter, but they do not provide the same savings if you accept the meter.

Until such time as the meters are UL approved and all risk issues are addressed, I do not think FPL should be allowed to force these potentially dangerous meters on the public

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Thursday, April 17, 2014 11:49 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: FPL smart meter

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

From: John Lohn [<mailto:hjlohn@gmail.com>]
Sent: Thursday, April 17, 2014 11:40 AM
To: Governor Rick Scott
Subject: FPL smart meter

From: John Lohn <hjlohn@gmail.com>

County: Brevard

Zip Code: 32934

Phone Number:

Message Body: How can FPL force us to take smart meters which have been known to cause fires. the only opt out option will cost a substantial amount, they say to pay for the cost of reading the meter, but they do not provide the same savings if you accept the meter.

Until such time as the meters are UL approved and all risk issues are addressed, I do not think FPL should be allowed to force these potentially dangerous meters on the public

Shawna Senko

From: George Fuller <grfuller1@msn.com>
Sent: Tuesday, April 22, 2014 12:24 PM
To: Records Clerk
Subject: SMART METERS AND OBAMACARE SIMILARITIES

To: rick.scott@eog.myflorida.com; gaetz.don.web@flsenate.gov;
will.weatherford@myfloridahouse.gov



I a homeowner and careful about my usage of electricity. My electric bill last month was \$41.56. People buying health insurance choose their plans carefully as well to fulfill their health needs and economic situation. *If I am forced to pay a fine of \$13 for not doing anything it would result in a 31% monthly increase in my electric cost for no logical reason.*

FPL has spent hundreds of millions of dollars to install what they refer to as “smart meters” on the properties they service. They require all of their customers to allow installation or face a monthly fine for what they refer to as opting to a “non-standard” meter. The Federal Government put together Obamacare and now forces all who have their standard health insurance plans the government describes as non-standard to scrap them and comply with what the government wants or face a fine.

The meter on my home was here when I bought it ten years ago so did I buy a home with a non-standard meter? My meter is no more non-standard than millions of the people who are being forced off their insurance plans because the government says they know what is best for consumers. Where the Supreme Court says it is all right to tax people for not having government mandated insurance the PSC says it is fine for FPL to tax conscientious homeowners who choose to keep their standard meter.

Just as there are all kinds of bad things being unveiled about Obamacare and the havoc it has caused the new meters from FPL are like what Pelosi said about Obamacare.....you have to install it to find out what it is all about and I and many thousands of others are not interested.

See the similarity in how citizens are being mandated to do what the government or monopoly demands. Is that right?

If there are any sane people in the state government would you please intercede with the PSC and eliminate the mandatory sign up for the FPL meter or face monthly fines?

GEORGE FULLER

Crystal Card

From: Ellen Plendl
Sent: Tuesday, April 22, 2014 10:49 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FW: Smart Meters

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

Crystal Card

From: Governor Rick Scott <Rick.Scott@eog.myflorida.com>
Sent: Monday, April 21, 2014 9:59 AM
To: Ellen Plendl
Cc: Sunburst
Subject: FW: Smart Meters

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

From: Randy Tkacs [<mailto:randy.tkacs@gmail.com>]
Sent: Sunday, April 20, 2014 10:36 AM
To: Governor Rick Scott
Subject: Smart Meters

From: Randy Tkacs <randy.tkacs@gmail.com>

County: Brevard

Zip Code: 32905

Phone Number: 321-652-4448

Message Body: As an InterNachi certified Florida licensed home inspector, I inform every home owner/buyer of the negative effects of smart meters. It's sad that "smart people" have to deal with dumb meters. A recent call to FP&L asking for more information about their product resulted in a packet with a study done by Matthew J Butcher, an engineer from Virginia? I realize smart meters are being installed all over the USA. But the study was done for FLORIDA P&L. Couldn't a Florida engineer be used?

It also should be known that I stopped a smart meter installer from putting a meter on my house. He had not seen any list with names of people who had opted out??? I asked what his background was. I figured an electrician would be the most logical answer. He was happy to say he was a cop from Chicago. He has 3 weeks' vacation time and was getting paid well to switch out meters!

How can we stop these meters from being installed? This problem needs to be addressed by someone with a backbone, willing to stand up to FP&L.

Thanks R. Tkacs

Crystal Card

From: Office of Commissioner Balbis
Sent: Monday, April 21, 2014 3:20 PM
To: Commissioner Correspondence
Subject: FW: Objection to "smart" Meters

Please place the email below in Docket Correspondence of Consumers and their representatives for docket no. 130223-EI.

Thank you,
Cristina

From: Sherry Epley [mailto:sherry_epley@hotmail.com]
Sent: Thursday, April 17, 2014 4:17 PM
To: Office of Commissioner Balbis
Subject: Objection to "smart" Meters

Dear Mr. Balbis:

I am writing to ask you to intervene in behalf of the hundreds of thousands of citizens of Florida who have, often without any notice or consent, had their well functioning analog electricity meters removed by Florida Power and Light (FPL) and other electricity providers during the past several months. My own would have been removed if I were not fortunate enough to be doing some landscape maintenance when the FPL employee came to remove my meter last year. I plan to "opt out" of having the networked, digital "smart" meter installed on my home for the following very valid reasons:

1. "Smart" meters transmit on the average of over 20,000 pulses of radio frequency radiation a day. My current meter is located just a couple of feet from the desk in my office where I sometimes spend over 8 hours a day. While each isolated pulse may be non-toxic and no more harmful than those produced by cell phones or WIFI, those devices are in MY control in MY home. "Smart" meters run 24/7 and are controlled by electric companies. The health implications of "cumulative" exposure from a multiple of such devices over long periods of time has not been thoroughly studied. . . perhaps simply because our technological age is so young.

In any case, on April 12, 2012, the American Academy of Environmental Medicine has published the following "Immediate Caution Regarding Smart Meter Installation": <http://aaemonline.org/pressadvisoryemf.pdf>
I urge you, your colleagues, and your loved ones to study this vital information very closely.

While I am very aware that your commission has "finger pointed" to the FCC/EPA as those responsible for any the investigation of any health implications of installing "smart" meters on a mesh of millions of homes nationwide, do you really want the health of your children and grand children be in the hands of bureaucrats with no medical background and an agenda decided by "big business"?

2. My research shows that although electrical utilities have negatively impacted our national employment roles by laying off thousands of meter readers, they have not shown that this technology has saved any substantial amount

of money for our citizens. So why do we need it at all? To maximize profits for the utility companies?

3. There are anecdotal stories of some fires during meter installation, but I am more concerned with the various reasons why some countries have greatly slowed down/stopped the implementation of these systems and their concerns about centralized control of such a vital commodity, plus personal privacy and security.

4. I object to the way FPL has been cavalier in the roll out of this project. I have not read anything about an attempt to educate the public about this technology or to solicit public input in any way. Why weren't lower risk options like fiber optic cables used instead?

I find the fees required to "opt out" of this health risk, for no increased benefit to me, to be outrageous! If I still have my well functioning analog meter, why should I have to pay a \$95 installation fee? How is FPL justifying the \$13.00 a month additional fee to simply continue the service I already have? Where are our lower bills which supposedly motivated the implementation of this system from the beginning? We have many elderly citizens on fixed incomes, and thousands of working poor who simply will not have a choice because they can't afford not to go along with FPL's wishes.

In closing, I am asking your commission to "do the right thing" in protecting the health and well being of your neighbors. . . all the citizens in Florida. Stand up to the utility companies and require them to provide the crucial services we require without putting us at risk and without putting the maximization of profit before the public good. We are counting on you!

Sincerely,

Sherry Epley
2628 South Central Ave
Flagler Beach, FL 32136

Crystal Card

From: Ruth McHargue
Sent: Monday, April 21, 2014 4:38 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35854; E-Form Other Complaint TRACKING NUMBER: 35856; E-Form Other Complaint TRACKING NUMBER: 35866

Customer correspondence

From: Diane Hood
Sent: Monday, April 21, 2014 4:03 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: Monday, April 21, 2014 9:13 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35866

CUSTOMER INFORMATION

Name: John Eastman
Telephone: 954-465-8383
Email: john426@bellsouth.net
Address: 4801 SW 188th Avenue Southwest Ranches FL 33332

BUSINESS INFORMATION

Business Account Name: John Eastman
Account Number: 34104-97527
Address: 4801 SW 188th Avenue Southwest Ranches Florida 33332

COMPLAINT INFORMATION

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

FPL is attempting to charge me \$95 to keep my existing non RFD emitting meter. Then they want to charge me a \$13 per month surcharge. I have made no changes it is FPL that made the changes by installing Household monitoring device on customers property without consulting the customers first. There are many ways for FPL to reduce the cost of meter reading. 1. Do it quarterly. 2. Use average billing based upon historical customer data and read only once per year. 3. Allow a customer to enter their own meter reading on a website via e-mail, voice or text message. This is not rocket science and FPL needs to be innovative and not draconian and punitive to customers who prefer privacy.

I have read a PSC filing # 130223 Filed February 4, 2014. I am in total agreement with all points covered by this document and urge PSC Board to review this document and deny FPL THIS OUTRAGEOUS punitive attack upon customers.

Sincerely,
John Eastman
President
Country Estates Home Owners Association
Southwest Ranches

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, April 19, 2014 8:50 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35856

CUSTOMER INFORMATION

Name: Neil Evangelista
Telephone:
Email:
Address: 356 NW 35th Place Boca Raton FL 33431

BUSINESS INFORMATION

Business Account Name: Neil Evangelista
Account Number:
Address: 356 NW 35th Place Boca Raton Florida 33431

COMPLAINT INFORMATION

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

I have lived at my residence for 16 years and during that time Florida Power and Light (FPL) offered me regular meters that they came out and read. Now, they have new technology called "Smart Meters" and want to install one on my home. I have opted out for numerous reasons - privacy concerns, health concerns and risk to my property to name a few. FPL provided my electricity this same way for the past 16 years without an opt out fee or a monthly recurring charge. There is absolutely no reason they cannot continue to do so - other than pure greed. Their initial "Opt Out Fee" of \$95.00 and Monthly Recurring Charge of \$13.00/month is Excessive and Unnecessary - especially considering the BILLIONS of dollars in government subsidies that are paid by taxpayers to the Smart Meter industry!

Florida Power and Light has a monopoly in my area and I have no choice but to obtain my electricity from them. I believe the Florida Public Service Commission needs to open up competition to other electric companies so that FPL does not continue to maintain such a monopoly.

My sincere concerns regarding Smart Meters are clearly documented from a variety of very credible sources.

1. PRIVACY CONCERNS.

Most home appliances today are now required to have "Smart Chips" within them that communicate with the Smart Meters and let the Smart Meters know "when I am using that appliance". So when my water heater starts drawing energy with my morning shower, my coffee maker draws power, my microwave draws power FPL knows exactly what time I wake up each morning and can see a pattern over years. When I come home from work and my stove and television starts drawing power, FPL will develop a track record of this. Of course FPL will deny this claim - but why then is it LAW that all home appliances must now have "Smart Chips" to communicate with the "Smart Meters"?

This privacy concern will only grow worse over time as the citizenry is conditioned from birth to accept this obvious massive invasion of privacy.

From the link below - "CIA Director David Petraeus admits the government could, and likely would, spy on citizens through their appliances, as "smart home" devices become a market reality."

<http://www.mobiledia.com/news/133591.html>

<http://www.criticalunity.org/news/surveillance/1253-how-the-cia-uses-your-appliances-and-rfid-chips-to-spy-on-you>

The link below: "Smart electricity meters are basically surveillance devices, wiretapping without a warrant."

<http://smartmeterpowerstruggle.wordpress.com/>

<http://www.oldthinkernews.com/2013/10/will-insurance-companies-use-smart-appliances-to-monitor-unhealthy-habits/>

2. HEALTH CONCERNS.

Many very credible sources feel there are genuine health concerns regarding Smart Meters.

Harvard Medical Doctor Warns of Smart Meters

<http://www.youtube.com/watch?v=n7L21XOC2wA>

This doctor asks - "What is the EVIDENCE that PROVES Smart Meters are SAFE?"

Can FPL answer this question with independent and long term studies that prove 100% Smart Meters are safe? If not, then I should be able to protect myself and my family without incurring these additional and excessive costs that FPL is trying to impose on me.

Didnt the Tobacco Industry once say smoking cigarettes had no harmful effects on us too?

3. RISK TO LIFE AND PROPERTY

<http://www.myfoxdc.com/story/22240644/fox-5-investigates-smart-meters-spark-controversy#axzz2zFivaVqp>

<http://www.wsvn.com/story/25246865/paying-to-not-have-smart-meter>

A couple excerpts from the link below:

"Although the smart-meter industry receives billions of dollars in government subsidies that are paid for by taxpayers, you still face fees on your monthly electric bill that cover the electric companies' cost of installing the smart meter. In addition, you'll eventually be encouraged to fork over hundreds of dollars to purchase in-home equipment that works with your smart meter and is designed to help you to monitor and control just how much energy that you use."

"Would you care to guess how electric companies intend to make you save power? They will introduce time-of-use rates or other monetary incentives after smart-meter systems are installed. Smart meters can measure electricity use in real time and, therefore, will immediately allow electric companies to determine peak-use times. As a result, electric companies could charge different rates for the power that you use at different times of the day—and on different days. In general, you can expect rates to be the highest during peak-demand times, such as the afternoon on the hottest summer days of the year, and

to remain the same as they are now or even to drop at other times. To put these rates into place, electric companies will need the approval of the state public utility commission and will have to notify customers in advance."

<http://www.consumersdigest.com/special-reports/why-smart-meters-might-be-a-dumb-idea/view-all>

Considering the BILLIONS of dollars the Smart Meter Industry is getting from me and other taxpayers, why in the world should I as a consumer have to keep paying for technology that I'm forced to adopt?

I am asking you to protect all Florida residents and stop the greed of Florida Power and Light and the smart meter industry, stop the obvious invasion of privacy of smart meters, stop the potential health risks of smart meters, stop the potential harm of life and property from smart meters.

Do not allow Florida Power and Light to collect millions of dollars from me and other taxpayers and then charge excessive unnecessary fees on top of it JUST BECAUSE I WANT TO PROTECT MYSELF AND MY FAMILY!

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 18, 2014 5:21 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35854

CUSTOMER INFORMATION

Name: JD Polk
Telephone: 4075457655
Email: EPHOT@Live.com
Address: 7400 w commercial blvd Ft lauderdale FL 33319

BUSINESS INFORMATION

Business Account Name: 00000000
Account Number: 0000000
Address: 000000000 00000000 Florida 33319

COMPLAINT INFORMATION

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

My sincere concerns regarding Smart Meters are clearly documented from a variety of very credible sources.

1. PRIVACY CONCERNS.

Most home appliances today are now required to have "Smart Chips" within them that communicate with the Smart Meters and let the Smart Meters know "when I am using that appliance". So when my hot water heater starts drawing energy with my morning shower, my coffee maker draws power, my microwave draws power FPL knows exactly what time I wake up each morning and can see a pattern over years. When I come home from work and my stove and television starts drawing power, FPL will develop a track record of this. Of course FPL will deny this claim - but why then is it LAW that all home appliances must now have "Smart Chips" to communicate with the Smart Meters?

This sincere privacy concern will only grow worse over time as the citizenry is conditioned from birth to accept this obvious massive invasion of privacy.

From the link below - "CIA Director David Petraeus admits the government could, and likely would, spy on citizens through their appliances, as "smart home" devices become a market reality."

<http://www.mobiledia.com/news/133591.html>

<http://www.criticalunity.org/news/surveillance/1253-how-the-cia-uses-your-appliances-and-rfid-chips-to-spy-on-you>

The link below: "Smart electricity meters are basically surveillance devices, wiretapping without a warrant."

<http://smartmeterpowerstruggle.wordpress.com/>

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I am asking you to protect all Florida Residents and stop the greed of Florida Power and Light and the smart meter industry, stop the obvious invasion of privacy of smart meters, stop the potential health risks of smart meters, stop the potential harm of life and property from smart meters.

Crystal Card

From: Office of Commissioner Balbis
Sent: Monday, April 21, 2014 3:20 PM
To: Commissioner Correspondence
Subject: FW: Objection to "smart" Meters

Please place the email below in Docket Correspondence of Consumers and their representatives for docket no. 130223-EI.

Thank you,
Cristina

From: Sherry Epley [mailto:sherry_epley@hotmail.com]
Sent: Thursday, April 17, 2014 4:17 PM
To: Office of Commissioner Balbis
Subject: Objection to "smart" Meters

Dear Mr. Balbis:

I am writing to ask you to intervene in behalf of the hundreds of thousands of citizens of Florida who have, often without any notice or consent, had their well functioning analog electricity meters removed by Florida Power and Light (FPL) and other electricity providers during the past several months. My own would have been removed if I were not fortunate enough to be doing some landscape maintenance when the FPL employee came to remove my meter last year. I plan to "opt out" of having the networked, digital "smart" meter installed on my home for the following very valid reasons:

1. "Smart" meters transmit on the average of over 20,000 pulses of radio frequency radiation a day. My current meter is located just a couple of feet from the desk in my office where I sometimes spend over 8 hours a day. While each isolated pulse may be non-toxic and no more harmful than those produced by cell phones or WIFI, those devices are in MY control in MY home. "Smart" meters run 24/7 and are controlled by electric companies. The health implications of "cumulative" exposure from a multiple of such devices over long periods of time has not been thoroughly studied. . . perhaps simply because our technological age is so young.

In any case, on April 12, 2012, the American Academy of Environmental Medicine has published the following "Immediate Caution Regarding Smart Meter Installation": <http://aaemonline.org/pressadvisoryemf.pdf>
I urge you, your colleagues, and your loved ones to study this vital information very closely.

While I am very aware that your commission has "finger pointed" to the FCC/EPA as those responsible for any the investigation of any health implications of installing "smart" meters on a mesh of millions of homes nationwide, do you really want the health of your children and grand children be in the hands of bureaucrats with no medical background and an agenda decided by "big business"?

2. My research shows that although electrical utilities have negatively impacted our national employment roles by laying off thousands of meter readers, they have not shown that this technology has saved any substantial amount

of money for our citizens. So why do we need it at all? To maximize profits for the utility companies?

3. There are anecdotal stories of some fires during meter installation, but I am more concerned with the various reasons why some countries have greatly slowed down/stopped the implementation of these systems and their concerns about centralized control of such a vital commodity, plus personal privacy and security.

4. I object to the way FPL has been cavalier in the roll out of this project. I have not read anything about an attempt to educate the public about this technology or to solicit public input in any way. Why weren't lower risk options like fiber optic cables used instead?

I find the fees required to "opt out" of this health risk, for no increased benefit to me, to be outrageous! If I still have my well functioning analog meter, why should I have to pay a \$95 installation fee? How is FPL justifying the \$13.00 a month additional fee to simply continue the service I already have? Where are our lower bills which supposedly motivated the implementation of this system from the beginning? We have many elderly citizens on fixed incomes, and thousands of working poor who simply will not have a choice because they can't afford not to go along with FPL's wishes.

In closing, I am asking your commission to "do the right thing" in protecting the health and well being of your neighbors. . . all the citizens in Florida. Stand up to the utility companies and require them to provide the crucial services we require without putting us at risk and without putting the maximization of profit before the public good. We are counting on you!

Sincerely,

Sherry Epley
2628 South Central Ave
Flagler Beach, FL 32136

Crystal Card

From: Pamela Paultre on behalf of Office of Commissioner Brisé
Sent: Monday, April 21, 2014 12:15 PM
To: Commissioner Correspondence
Subject: FW: Do You Value Our Freedoms so Little?

Good afternoon,

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

From: mark generales [<mailto:markgenerales@hotmail.com>]
Sent: Saturday, April 12, 2014 1:36 PM
To: Office of Commissioner Brisé
Subject: Do You Value Our Freedoms so Little?

Dear Sir:

I was gouged last week by FPL.

Either I bent over and let them charge me every month for my privacy or I let them now monitor everything we do in our home - AND YOU LET THIS HAPPEN?

Your job is to protect the citizens of Florida. Now you are letting this monolith collect data on everyone that buys power from FPL or gets gouged?

If htis was a cost issue - have FPL average last years 12 months bills, add whatever increase you have granted and then visit my meter once a year to reconcile usage. Simple - cheaper than a new meter I am going to be paying for in my rates and protects my privacy.

I demand an answer and change here. FPL will not protect my information any better than the NSA, cell companies, Target or anyone else. It is NONE of their business.

I want a response from you on how this is going to be changed. i do not want a staffer to contact me nor do I want some automated letter.

You are joining the ranks of public officials that have zero regard for the public's right to privacy. Well Sir, welcome to America. Welcome to the land of the free. I and the rest of Floridians expect you and your fellow commissioners to DO YOU JOB - and that means protecting us.

I await your response.

Mark Generales
913 S Town and River Dr.
Ft Myers, FL 33919

Crystal Card

From: Pamela Paultre
Sent: Monday, April 21, 2014 12:14 PM
To: Commissioner Correspondence
Subject: "Docket no. 130223
Attachments: Smart meters; Objection to "smart" Meters

Good afternoon,

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: Sherry Epley <sherry_epley@hotmail.com>
Sent: Thursday, April 17, 2014 4:24 PM
To: Office of Commissioner Brisé
Subject: Objection to "smart" Meters

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Commissioner Brise:

I am writing to ask you to intervene in behalf of the hundreds of thousands of citizens of Florida who have, often without any notice or consent, had their well functioning analog electricity meters removed by Florida Power and Light (FPL) and other electricity providers during the past several months. My own would have been removed if I were not fortunate enough to be doing some landscape maintenance when the FPL employee came to remove my meter last year. I plan to "opt out" of having the networked, digital "smart" meter installed on my home for the following very valid reasons:

1. "Smart" meters transmit on the average of over 20,000 pulses of radio frequency radiation a day. My current meter is located just a couple of feet from the desk in my office where I sometimes spend over 8 hours a day. While each isolated pulse may be non-toxic and no more harmful than those produced by cell phones or WIFI, those devices are in MY control in MY home. "Smart" meters run 24/7 and are controlled by electric companies. The health implications of "cumulative" exposure from a multiple of such devices over long periods of time has not been thoroughly studied. . . perhaps simply because our technological age is so young.

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While I am very aware that your commission has "finger pointed" to the FCC/EPA as those responsible for any the investigation of any health implications of installing "smart" meters on a mesh of millions of homes nationwide, do you really want the health of your children and grand children be in the hands of bureaucrats with no medical background and an agenda decided by "big business"?

2. My research shows that although electrical utilities have negatively impacted our national employment roles by laying off thousands of meter readers, they have not shown that this technology has saved any substantial amount of money for our citizens. So why do we need it at all? To maximize profits for the utility companies?

3. There are anecdotal stories of some fires during meter installation, but I am more concerned with the various reasons why some countries have greatly slowed down/stopped the implementation of these systems and their concerns about centralized control of such a vital commodity, plus personal privacy and security.

4. I object to the way FPL has been cavalier in the roll out of this project. I have not read anything about an attempt to educate the public about this technology or to solicit public input in any way. Why weren't lower risk options like fiber optic cables used instead?

I find the fees required to "opt out" of this health risk, for no increased benefit to me, to be outrageous! If I still have my well functioning analog meter, why should I have to pay a \$95 installation fee? How is FPL justifying the \$13.00 a month additional fee to simply continue the service I already have? Where are our lower bills which supposedly motivated the implementation of this system from the beginning? We have many elderly citizens on fixed incomes, and thousands of working poor who simply will not have a choice because they can't afford not to go along with FPL's wishes.

In closing, I am asking your commission to "do the right thing" in protecting the health and well being of your neighbors. . . all the citizens in Florida. Stand up to the utility companies and require them to provide the crucial services we require without putting us at risk and without putting the maximization of profit before the public good. We are counting on you!

Sincerely,

*Sherry Epley
2628 South Central Ave
Flagler Beach, FL 32136*

Crystal Card

From: Randy Tkacs <randy.tkacs@gmail.com>
Sent: Sunday, April 20, 2014 10:23 AM
To: Office of Commissioner Brisé
Subject: Smart meters

Follow Up Flag: Follow up
Flag Status: Flagged

As an InterNachi certified Florida licensed home inspector, I inform every home owner/buyer of the negative effects of smart meters. It's sad that "smart people" have to deal with dumb meters. A recent call to FP&L asking for more information about their product resulted in a packet with a study done by Matthew J Butcher, an engineer from Virginia?

I realize smart meters are being installed all over the USA. But the study was done for FLORIDA P&L. Couldn't a Florida engineer be used?

It also should be known that I stopped a smart meter installer from putting a meter on my house. He had not seen any list with names of people who had opted out??? I asked what his background was. I figured an electrician would be the most logical answer. He was happy to say he was a cop from Chicago. He has 3 weeks' vacation time and was getting paid well to switch out meters!

How can we stop these meters from being installed? This problem needs to be addressed by someone with a backbone, willing to stand up to FP&L.

Randy Tkacs

Palm Bay, Fl

Crystal Card

From: Ruth McHargue
Sent: Monday, April 21, 2014 9:18 AM
To: Crystal Card
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35850; DOCUMENTS FOR FORMAL COMPLAINT TRACKING NUMBER: 35850

Crystal,
The attached correspondence from Mr. Friedman should be added to the correspondence side of the docket file.
Thanks,
Ruth

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 18, 2014 3:23 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35850

CUSTOMER INFORMATION

Name: Jeri Friedman
Telephone:
Email:
Address: 1752 SE Ridgewood Street Port Saint Lucie FL 34952

BUSINESS INFORMATION

Business Account Name: Jeri Friedman
Account Number: 51935-04130
Address: 1752 SE Ridgewood Street Port Saint Lucie Florida 34952

COMPLAINT INFORMATION

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

FORMAL COMPLAINT - I'm legally disabled-covered by the Americans with Disabilities Act. My disabilities are severely exacerbated by RF radiation, regardless of source. Was granted accommodation by FPL on 5/18/2011-retain analog meter. The PSC ordered FPL can charge for accommodation in violation of A.D.A., Title III, Sec. 36.301(c). FPL told me pay up or get a Smart Meter. I've refused to pay the illegal fee. They have a copy of my physician's letter stating no Smart Meter and must have a 300 meter (975 foot) radius Smart Meter-free "zone of safety" around my home, which they've completely ignored, resulting in severe disability and illness. FPL has been harassing me; attempting to coerce, intimidate and threaten me into accepting a Smart Meter in violation of A.D.A., Title III, Sec. 36.206. I'm sick of their Gestapo tactics and lies. The PSC has violated A.D.A., Title II, Sec. 35.130(f), by approving fees to be charged to the disabled for keeping their analog meters.

Crystal Card

From: Teewinot <teewinot13@bellsouth.net>
Sent: Friday, April 18, 2014 3:53 PM
To: Consumer Contact
Subject: DOCUMENTS FOR FORMAL COMPLAINT TRACKING NUMBER: 35850
Attachments: Dr Klimas Accommodation Letter Signed.pdf; LETTER TO FPL WADE LITCHFIELD - ACCOMMODATION.doc; FPL LETTER FROM KEN RUBIN 4.19.2013.pdf; FPL SMART METER DECISION LETTER.pdf; FPL SIGN-UP FOR ANALOG METER - 4.1.2014.pdf; LETTER TO KEN RUBIN - 3.31.2014 - REFUSE FEES.pdf

Hello,

I filed a formal complaint with the FPSC on your Web site. The Tracking Number is: 35850. The attached documents go with my formal complaint.

There was no way to attach them to the complaint I filed.

The documents are:

1. Letter of Accommodation - Nancy G. Klimas, M.D.
2. Letter to R. Wade Litchfield, FPL
3. Letter from Ken Rubin, FPL
4. FPL Smart Meter Decision Letter
5. FPL Sign-Up for Analog Meter
6. Letter to Ken Rubin - Refuse Fees

I wish to remind you that medical information (re: Letter of Accommodation - Nancy G. Klimas, M.D.) is to be protected and kept confidential as provided by law.

Thank you,
Jeri Friedman

Jeri Friedman
1752 SE Ridgewood Street
Port Saint Lucie, FL 34952

FPL Account #51935-04130

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

VIA CERTIFIED MAIL

31 March 2014

Dear Mr. Rubin,

I am writing again to remind you that I was granted the accommodation of keeping my analog electric meter under the Americans with Disabilities Act on May 18, 2011.

The Americans with Disabilities Act in Title III states:

§ 36.301(c)

Charges

A public accommodation may not impose a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the costs of measures, such as the provision of auxiliary aids, barrier removal, alternatives to barrier removal, and reasonable modifications in policies, practices, or procedures, that are required to provide that individual or group with the nondiscriminatory treatment required by the Act or this part.

The Americans with Disabilities Act in Title III further states:

§ 36.206 Retaliation or coercion.

(a) No private or public entity shall discriminate against any individual because that individual has opposed any act or practice made unlawful by this part, or because that individual made a charge, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under the Act or this part.

(b) No private or public entity shall coerce, intimidate, threaten, or interfere with any individual in the exercise or enjoyment of, or on account of his or her having exercised or enjoyed, or on account of his or her having aided or encouraged any other individual in the exercise or enjoyment of, any right granted or protected by the Act or this part.

(c) Illustrations of conduct prohibited by this section include, but are not limited to:

(1) Coercing an individual to deny or limit the benefits, services, or advantages to which he or she is entitled under the Act or this part;

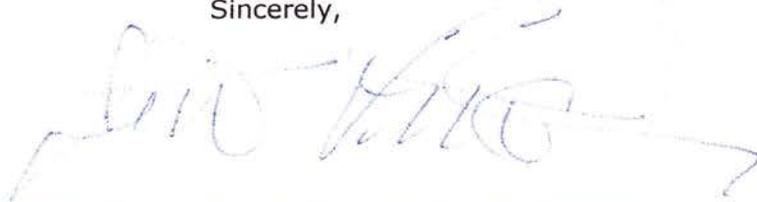
(2) Threatening, intimidating, or interfering with an individual with a disability who is seeking to obtain or use the goods, services, facilities, privileges, advantages, or accommodations of a public accommodation;

(3) Intimidating or threatening any person because that person is assisting or encouraging an individual or group entitled to claim the rights granted or protected by the Act or this part to exercise those rights; or

(4) Retaliating against any person because that person has participated in any investigation or action to enforce the Act or this part.

It is illegal for Florida Power & Light Company to charge me for the accommodation that was granted to me. I refuse to pay these illegal fees, and I will not be coerced, threatened, or intimidated into paying them. Furthermore, I will not tolerate any retaliation against me by Florida Power & Light for refusing to pay these illegal fees, including turning off my power, which would be life-threatening to me due to my medical conditions. It is utterly despicable the way you treat your disabled customers. I will continue to pay for the kilowatt hours of electricity that I use as I always have, but I will not be paying these illegal fees.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeri Friedman", with a long horizontal flourish extending to the right.

Jeri Friedman, B.A., B.S.R.T., C.R.T.T., R.R.T. (Retired)

cc: Congressman Patrick Murphy

Senator Bob Nelson

Senator Marco Rubio

State Senator Joe Negron

State Representative Larry Lee, Jr.



Rec'd 4/22/13

Kenneth M. Rubin, Esq.
Senior Counsel
Florida Power & Light Company
700 Universe Boulevard
Juno Beach, FL 33408-0420
(561) 691-2512
(561) 691-7135 (Facsimile)
E-mail: ken.rubin@fpl.com

VIA UPS

April 19, 2013

Mrs. Jeri E. Friedman
1752 SE Ridgewood Street
Port Saint Lucie, FL 32952

Dear Ms. Friedman:

Thank you for your letters dated March 6, 2013 and April 7, 2013 regarding FPL's plan to allow customers to opt out of FPL's smart meter program. As Mr. Silagy stated, it is the Company's intention – pending approval from the Florida Public Service Commission – 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 position expressed by the Staff of the Florida Public Service Commission in its recent report.

FPL strongly supports smart meters and all of the benefits they provide our customers. This is why smart meters have become FPL's standard service. Notwithstanding that fact, we recognize that a small number of our customers have asked not to have the new standard meter. Accommodating these requests requires FPL to create and maintain an entirely separate infrastructure and workforce to service this small population of customers. We believe – consistent with the position of the FPSC Staff – that any such program should be cost based. It would be unfair to ask the great majority of our customers who are using FPL's standard smart meters to subsidize the few who aren't.

In your letter to Mr. Silagy you implied that an opt-out program that is cost based is punitive in nature. On the contrary, such a program is fair and equitable to our 4.6 million customers throughout the state, and simply allocates the costs of this optional service to those customers making that choice. Additionally, during the course of the smart meter deployment FPL voluntarily created a "postpone" list and temporarily refrained from installing the new meters for those customers who made this request. We have been completely transparent and have consistently communicated to our customers that we would temporarily postpone the smart meter installations pending the effective completion of our deployment or action by the FPSC.

Mrs. Jeri E. Friedman

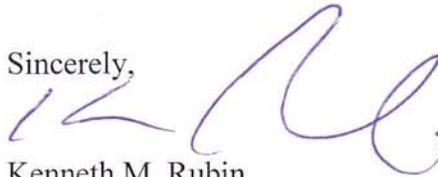
April 19, 2013

Page Two

In your letter, you said a cost based opt-out option that equitably distributes the costs to those choosing the non-standard service constitutes a violation of the Americans with Disabilities Act (ADA). We respectfully but strongly disagree. The law supports the position we have taken and the path we intend to follow (pending FPSC approval) in offering a cost based non-standard meter option to any qualified customer who makes that election, regardless of the reason for that choice.

We strive to be responsive to our customers, so at your request on May 18, 2011, your home was placed on our postpone list and a smart meter was never installed. As we move forward with the process of finalizing and seeking approval of our cost based opt-out program, we will notify you when you will need to make a decision whether or not you wish to participate in that program.

Sincerely,



Kenneth M. Rubin



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 110 MIAMI FL

POSTAGE WILL BE PAID BY ADDRESSEE

NSMO RESPONSE
FLORIDA POWER AND LIGHT COMPANY
PO BOX 029100
MIAMI FL 33102-9977



5193504130
Jeri E Friedman

*Granted accommodation under ADA (1990) on
May 18, 2011.*

Phone number: 772-398-2614 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: Jeri E. Friedman

Print Name: Jeri E. Friedman

This is illegal under ADA, Title III, § 36.301(c) to charge for an accommodation.

Jeri Friedman
1752 SE Ridgewood Street
Port Saint Lucie, FL 34952

R. Wade Litchfield, Vice President & General Counsel
FPL
700 Universe Blvd
Juno Beach, FL 33408

7 April 2013

Dear Mr. Litchfield,

I'm writing to request, under the Americans with Disabilities Act (1990), the accommodation specified in the attached letter from my physician be **immediately** implemented before permanent damage occurs to my body. I have become progressively sicker since the installation of Smart Meters in my neighborhood. This is **completely unacceptable**.

As a former medical professional myself, I have been researching the health effects of radiofrequency radiation (RFR) for the past 2½ years. The peer-reviewed research continues to pile up showing harm caused by RFR. In fact, as far back as **2002**, the U.S. Environmental Protection Agency's Norbert N. Hankin (Center for Science and Risk Assessment, Radiation Protection Division) stated: "The FCC's current exposure **guidelines**, as well as those of the Institute of Electrical and Electronics Engineers (IEEE) and the International Commission on Non-ionizing Radiation Protection, are **thermally based**, and do **not** apply to **chronic, nonthermal** exposure situations." He further stated: "The FCC's exposure **guideline** is considered protective of effects arising from a **thermal** mechanism but **not** from all possible mechanisms. **Therefore, the generalization by many that the guidelines protect human beings from harm by any or all mechanisms is not justified.**" And: "**Since EPA's comments were submitted to the FCC in 1993, the number of studies reporting effects associated with both acute and chronic low-level exposure to RF radiation has increased.**" And: "The **FCC does not claim** that their exposure **guidelines** provide protection for exposures to which the 4 W/kg SAR basis does **not** apply, i.e., **exposures below the 4 W/kg threshold level that are chronic/prolonged and nonthermal.** And finally: "**Federal health and safety agencies have not yet developed policies concerning possible risk from long-term, nonthermal exposures. When developing exposure standards for other physical agents such as toxic substances, health risk uncertainties, with emphasis given to sensitive populations, are often considered.**" As of **2013**, the **guidelines (not standards)** set forth by the FCC in **1996** are still being relied upon. **They are outdated and obsolete.** Furthermore, **RFR is both cumulative and additive.**

This radiation exposure is being **involuntarily forced** upon the people of this state. They have **not** been informed about the **dangers** that such radiation exposure creates and the **serious health problems** it causes. FPL has **not obtained written informed consent** from the citizens agreeing to such **involuntary irradiation**. Nor has FPL done any **survey or evaluation** of the **ambient RFR at each** home and business to determine if people are already being overexposed to the radiation **currently present** and then **re-surveying and re-evaluating** the amount of radiation **after** installation of the Smart Meters to determine how much radiation they have added to the environment. You, therefore, **cannot say at all** that the radiation levels to which people are being exposed is **not harmful**, since you have **never** measured it. **This is completely unacceptable.**

If this were to be proposed as an experiment on human beings, **no human experimentation ethics committee would approve it** due to the **unacceptable health risks** to the subjects.

I, and others I know, opted out for medical reasons; however, the meters on our neighbors' homes are still making us sick due to the RFR they emit and the "dirty electricity" they create. Buildings, including doctors' offices and medical facilities, have been made **inaccessible** to those sickened by RFR, and to those with implanted medical devices that risk malfunction or non-functioning of their devices due to interference created by the RFR, which is a **violation** of the Americans with Disabilities Act (1990). I personally know people who have had to flee their homes and the state due to the RFR. Many of us cannot afford to move, so who is going to pay our medical bills and compensate us for the harm we're caused and our lives that are being ruined? I also know healthy people who are now experiencing ill-effects due to the RFR. **Most people have no idea** their new or worsening health problems are due to the RFR, simply because **they have not been informed. This is completely unacceptable.**

If things don't change and accommodations are not made to **prevent involuntary second-hand irradiation** and the **grave harm** caused by it, FPL should not be surprised to find itself facing class action lawsuits. The bad publicity that would accompany them and that would result from violation of the civil rights of the disabled would not look good for FPL.

While FPL has made the opt outs permanent, I want to remind you that under the Americans with Disabilities Act (1990), it is **illegal** to charge a disabled person a fee for an accommodation (opting out). I have already spoken to the U.S. Department of Justice concerning this matter.

I expect the accommodation to be made **immediately upon receipt of this letter**. Furthermore, I expect to receive a written response from you within 10 days of the receipt of this letter concerning my accommodation under the Americans with Disabilities Act (1990).

Sincerely,

Jeri Friedman, B.S.R.T., C.R.T.T., R.R.T. (Retired)

Enclosed: Letter of Accommodation Request – Nancy G. Klimas, M.D.

Section 24 - BioInitiative Report 2012 (Update) (Summary of 3300 scientific studies from the original report and this update)

AAEM Electromagnetic and Radiofrequency Fields Effect on Human Health

AAEM Recommendations Regarding Electromagnetic and Radiofrequency Exposure



CHANGING THE CURRENT.

FPL



*****AUTO**3-DIGIT 334 T16 P1

Jeri E Friedman
1752 SE Ridgewood St
Port Saint Lucie, FL 34952-6552

Dear Jeri E Friedman:

Service Address: 1752 SE Ridgewood St
Port Saint Lucie, FL 34952

You have a choice of meter.

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

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

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

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

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

For more information, please review the enclosed brochure or go to FPL.com/meteroption.

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

3. Please notify us of your decision by March 30, 2014. You may notify us by:

- Filling out the simple online form at FPL.com/meteroption, or
- Completing the form below and using the envelope we've provided to mail it to us by March 30, 2014. We'll pay the postage for you, or
- Calling **1-866-252-6047**.

Thank you in advance for making your choice.

Sincerely,

Maria Gomez
Director, Customer Service

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: _____

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

Smart meters provide you with more information to help you manage outages and get the lights back on faster when outages do occur. There is no additional charge for having a smart meter.

If you choose the non-standard meter (the older technology replacement meter) available to you, and you must pay additional fees to cover the cost on your electric bill. Please compare the costs and benefits below.

BENEFITS AND FEATURES

Access to the Energy Dashboard, to view your energy use by the hour, day, week, and month

Convenience of remote meter reading – no need for a meter reader to visit 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 quickly detect whether an outage is caused by our system or within your home

Enrollment fee

Monthly surcharge

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

I refused the smart meter but now I want it. Can I get it?
Yes. Please call 1-866-252-6047 and we'll schedule the installation.

Costs & Benefits

ge your electricity use and bills, and they help us prevent power
That's why they're now FPL's standard meter, and there is no

ed by the smart meter), the benefits of smart meters will not be
t of the non-standard service. These charges would be included

	SMART METER (Standard Meter)	NON-STANDARD METER
ay and month	✓	⊗
come to your	✓	⊗
	✓	⊗
	✓	⊗
ill. ciently.	✓	⊗
something	✓	⊗
	None	\$95
	None	\$13

Answers

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.

Installed without paying a fee?

n.

3



Choose Your Meter Option

Go to FPL.com/meteroption
or Call 1-866-252-6047



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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

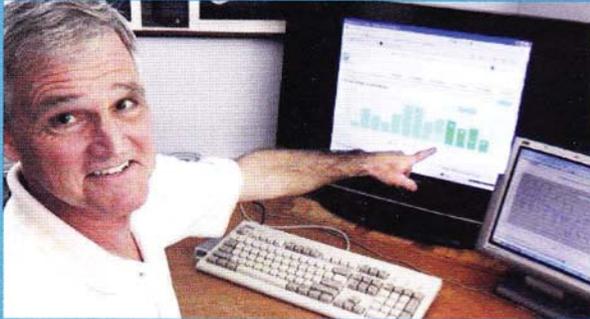
We won't have to come to your home every month to read the meter (we just need occasional access for routine maintenance).



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



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CHANGING THE CURRENT. FPL.

Nancy G. Klimas, M.D.
Chronic Fatigue & Immune Disorders Research and Treatment Center
8720 N. Kendall Drive
Miami, Florida 33176

December 12, 2012

To Whom It May Concern:

Jeri Friedman was a patient of mine from 2001 to 2007. As an immunologist, I have been involved in the research and treatment of patients with myalgic encephalomyelitis/chronic fatigue syndrome (ME/CFS), fibromyalgia and Gulf War syndrome for over 30 years. I am a world-recognized expert in the field.

This letter is to inform you about Ms. Friedman's disabilities and to request that you fully accommodate her needs so that she can return to, and maintain, the fragile health she has worked so hard over two decades to achieve.

Ms. Friedman gradually became ill after acute/chronic exposures to formaldehyde, glutaraldehyde and petroleum distillates and was first diagnosed with ME/CFS in February of 1991. Her last year of employment was 1992. She began to become chemically sensitive in 1993. Clinically, a significant number of people with ME/CFS are at risk to develop multiple chemical sensitivity (MCS). She was deemed disabled by the Social Security Administration in 1995. I confirmed her ME/CFS diagnosis when she came to me for further help in the summer of 2001. Ms. Friedman was formally diagnosed with multiple chemical sensitivity in 2002. Also, unfortunately for Ms. Friedman, a subset of these patients develop electrohypersensitivity. The neuroendocrine and immunological symptoms characteristic of ME/CFS are significantly exacerbated by exposure to electromagnetic fields (EMF) and/or radiofrequency radiation (RFR). She began experiencing those symptoms in the 1990s when subjected to diagnostic MRIs. The machines emit radiofrequency radiation, to which she is quite sensitive. Ms. Friedman's ability to function is dependent upon avoidance of exposure to RFR as well as chemicals such as fragrances, pesticides, formaldehyde, volatile organic compounds (VOCs), mold, etc.

Ms. Friedman had steadily improved over the years by making her environment free of chemicals and avoiding devices that emit RFR. She was one of my healthiest patients with remarkable improvement in her ME/CFS symptoms. Even her MCS, which is notoriously difficult to treat, had improved slightly. At that time, I had nothing more to offer her and saw her for a final time in 2007.

Ms. Friedman's progress ceased and her health began a precipitous decline after the installation of Smart Meters on her neighbors' homes on January 24, 2012. One such meter is a mere 25 feet from her head when she sleeps at night. The night after installation, she experienced severe insomnia and awoke exhausted, in severe pain with dizziness, headache, nausea, palpitations, tachycardia, brain fog, blurry vision, muscle fasciculations, and the feeling of "buzzing" nerves and inflammation throughout her body. Her extremely mild benign essential tremor (diagnosed in the late 1990s) has tripled in intensity making it extremely difficult to write, use a computer, use eating utensils, and perform other simple tasks. Her ME/CFS has returned with renewed extreme fatigue, G.I. distress and pain, increased cardiac symptoms, increased chemical sensitivity in spite of avoidance, and frightening neurological symptoms: short-term memory loss, confusion, severe insomnia, word-finding difficulty, brain fog, blurry vision (even with glasses) and visual disturbances,

Accommodation Letter
December 12, 2012
Page Two

dizziness and feelings of being off-balance, difficulty with concentration, and severe restlessness with pacing.

Based on my knowledge of Ms. Friedman's past medical history and the symptoms appearing after the installation of Smart Meters in her neighborhood, I recommend the following accommodations be made immediately to prevent further deterioration of Ms. Friedman's health and to avoid the possibility of permanent physical damage to her body:

1. No Smart Meter or other EMF/RFR-emitting device be placed on her home or property.
2. All Smart Meters or other EMF/RFR-emitting devices within a 300 meter (975 foot) radius of her home be replaced with analog or non-EMF/RFR-emitting devices.
3. No Smart Collector Meters or Area Network devices that emit EMF/RFR be placed within a 600 meter (1950 foot) radius of her home. Those already in place should be removed and replaced with analog or non-EMF/RFR-emitting devices.

Thank you for your prompt attention to this important matter.

Sincerely Yours,

A handwritten signature in black ink, appearing to read 'N. Klimas', with a stylized flourish at the end.

Nancy G. Klimas, M.D.

Crystal Card

From: Ruth McHargue
Sent: Friday, April 18, 2014 4:36 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Friday, April 18, 2014 4:13 PM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1145110C. DHood

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, April 18, 2014 11:45 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35849

CUSTOMER INFORMATION

Name: Mark Pilling
Telephone: 954-437-7271
Email: mpatlantic@aol.com
Address: 10350 Quito Street Cooper City FL 33026

BUSINESS INFORMATION

Business Account Name: Mark Pilling
Account Number:
Address: 10350 Quito Street Cooper City Florida 33026

COMPLAINT INFORMATION

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

I have lived at my residence for 23 years and for over 20 years Florida Power and Light (FPL) offered me regular meters that they came out and read. Now, they have new technology called Smart Meters and want to install one on my home. I have opted out for numerous reasons - privacy concerns, health concerns and risk to my property to name a few. FPL provided my electricity this same way for the past 20 years without an opt out fee or a monthly recurring charge. There is absolutely no reason they cannot continue to do so - other than just greed. Their "Opt Out Fee" of \$95 and "Monthly Recurring Charge" of \$13 a month is Excessive and Un-necessary - especially considering the BILLIONS of dollars in government subsidies that are paid by taxpayers to the Smart Meter Industry!

Sadly, Florida Power and Light has a Monopoly in my area and I do not have any other choices to obtain my electricity from. I believe the Florida Public Service Commission needs to open up "competition" to other electricity companies so FPL does not continue to maintain such a monopoly.

My sincere concerns regarding Smart Meters are clearly documented from a variety of very credible sources.

1. PRIVACY CONCERNS.

Most home appliances today are now required to have "Smart Chips" within them that communicate with the Smart Meters and let the Smart Meters know "when I am using that appliance". So when my hot water heater starts drawing energy with my morning shower, my coffee maker draws power, my microwave draws power FPL knows exactly what time I wake up each morning and can see a pattern over years. When I come home from work and my stove and television starts drawing power, FPL will develop a track record of this. Of course FPL will deny this claim - but why then is it LAW that all home appliances must now have "Smart Chips" to communicate with the Smart Meters?

This sincere privacy concern will only grow worse over time as the citizenry is conditioned from birth to accept this obvious massive invasion of privacy.

From the link below - "CIA Director David Petraeus admits the government could, and likely would, spy on citizens through their appliances, as "smart home" devices become a market reality."

<http://www.mobiledia.com/news/133591.html>

<http://www.criticalunity.org/news/surveillance/1253-how-the-cia-uses-your-appliances-and-rfid-chips-to-spy-on-you>

The link below: "Smart electricity meters are basically surveillance devices, wiretapping without a warrant."

<http://smartmeterpowerstruggle.wordpress.com/>

<http://www.oldthinkernews.com/2013/10/will-insurance-companies-use-smart-appliances-to-monitor-unhealthy-habits/>

2. HEALTH CONCERNS.

Many very credible sources feel there are genuine health concerns regarding Smart Meters.

Harvard Medical Doctor Warns of Smart Meters

<http://www.youtube.com/watch?v=n7L21XOC2wA>

This doctor asks - "What is the EVIDENCE that PROVES Smart Meters are SAFE?"

Can FPL answer this question with independent and long term studies that prove 100% Smart Meters are safe? If not, then I should be able to protect myself and my family without incurring these additional and excessive costs that FPL is trying to impose on me.

Didn't the Tobacco Industry once say smoking cigarettes had no harmful effects on us too?

3. RISK TO LIFE AND PROPERTY

<http://www.myfoxdc.com/story/22240644/fox-5-investigates-smart-meters-spark-controversy#axzz2zFivaVqp>

<http://www.wsvn.com/story/25246865/paying-to-not-have-smart-meter>

A couple excerpts from the link below:

"Although the smart-meter industry receives billions of dollars in government subsidies that are paid for by taxpayers, you still face fees on your monthly electric bill that cover the electric companies' cost of installing the smart meter. In addition, you'll eventually be encouraged to fork over hundreds of dollars to purchase in-home equipment that works with your smart meter and is designed to help you to monitor and control just how much energy that you use."

"Would you care to guess how electric companies intend to make you save power? They will introduce time-of-use rates or other monetary incentives after smart-meter systems are installed.

Smart meters can measure electricity use in real time and, therefore, will immediately allow electric companies to determine peak-use times. As a result, electric companies could charge different rates for the power that you use at different times of the day—and on different days. In general, you can expect rates to be the highest during peak-demand times, such as the afternoon on the hottest summer days of the year, and to remain the same as they are now or even to drop at other times. To put these rates into place, electric companies will need the approval of the state public utility commission and will have to notify customers in advance."

<http://www.consumersdigest.com/special-reports/why-smart-meters-might-be-a-dumb-idea/view-all>

Considering the BILLIONS of dollars the Smart Meter Industry is getting from me and other taxpayers, why in the world should I as a consumer have to keep paying for technology that I'm forced to adopt?

I am asking you to protect all Florida Residents and stop the greed of Florida Power and Light and the smart meter industry, stop the obvious invasion of privacy of smart meters, stop the invasion of privacy from smart meters, stop the potential health risks of smart meters, stop the potential harm of life and property from smart meters.

Do not allow Florida Power and Light to collect millions of dollars from me and other taxpayers and then charge excessive unnecessary fees on top of it JUST BECAUSE I WANT TO PROTECT MYSELF AND MY FAMILY!

Sincerely

Mark Pilling
Taxpayer & Consumer

Crystal Card

From: Carlotta Stauffer
Sent: Friday, April 18, 2014 1:09 PM
To: Crystal Card
Subject: FW: From Attorney General Pam Bondi

correspondence

From: attorney.general@myfloridalegal.com [<mailto:attorney.general@myfloridalegal.com>]
Sent: Friday, April 18, 2014 12:43 PM
To: RNLJOHNSON2@GMAIL.COM
Subject: From Attorney General Pam Bondi

Florida Attorney General Pam Bondi received your email regarding your concerns with the installation of smart meters by Florida Power & Light Company (FPL). 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. The Attorney General's Office is concerned with all potentially unfair and deceptive trade practices. We use complaints to identify patterns of questionable business activities that may indicate the need for formal investigation or action by our office. We are forwarding your information to the Attorney General's Consumer Protection Division for review.

The Florida Public Service Commission (PSC) has opened **Docket No. 130223-EI** to review the FPL tariff filing that proposes to implement the smart meter opt out charge. I am forwarding your correspondence to the PSC for review. I encourage you to contact the PSC directly to follow up on your complaint. The contact information is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100
Toll-free in FL: 1-800-342-3552
Internet: <http://www.psc.state.fl.us>
Smart Meters: <http://www.psc.state.fl.us/utilities/electricgas/smartmeter/>

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. Contact information is listed below:

Florida Office of Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400
Phone: (850) 488-9330
Toll-free in FL: (800) 342-0222
Website: <http://www.floridaopc.gov/>

Thank you for contacting Attorney General Bondi's Office. I hope this proves helpful.

Sincerely,

Tara Berman
Office of Citizen Services
Florida Attorney General's Office
PL-01, The Capitol
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990

Toll-free within Florida: (866) 966-7226
Website: www.myfloridalegal.com

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at www.myfloridalegal.com and complete the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/11/2014

Robert Johnson
17893 89th Pl.N.
Loxahatchee, FL 33470
Phone: (561) 792-1751
Email: RnLJohnson2@gmail.com

RE: Florida Power and Light

Subject: FPL smart meters

I became quite ill several months ago with dizziness, headaches, insomnia, confusion and severe tinnitus. My ENT doctor had no idea how to treat these symptoms so I did some research and found all of these symptoms could possibly be related to having a 'smart meter' on ones home. I contacted FPL who said I did have one of these meters on my home. I explained my problem and requested it be replaced with an analog meter and they did do that. Withing 1 week my symptoms went away.

Now here we are some several months later and FP&L sends me a letter stating that if I want to keep the meter that does not make me sick, I'll have to pay an up front \$95 fee and an ongoing \$13 per month on my bill.

This is wrong. I have a constitutional human right to be safe in my home. I do not have to pay a giant corporation to not make me sick. I have tried speaking to FPL who says 'there is no way of getting out of these fees'.

I work from home and am inundated with this RF radiation 24/7. I am a computer engineer and could not think well enough to do my job when a 'smart meter' was on my home and was thinking of trying to get some kind of disability since I could not think clearly enough to do my job.

Now I am fine without symptoms. Please do something about this extortion from FPL demanding that I pay extra fees to not be injured by them.

Best regards,
Robert Johnson
17893 89th Pl N
Loxahatchee, FL 33470

Crystal Card

From: Ruth McHargue
Sent: Friday, April 18, 2014 11:14 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35839; E-Form Improper Billing TRACKING NUMBER: 35841; E-Form Other Complaint TRACKING NUMBER: 35845

Customer correspondence

From: Diane Hood
Sent: Friday, April 18, 2014 9:28 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: Thursday, April 17, 2014 4:53 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35841

CUSTOMER INFORMATION

Name: Michael May
Telephone: 386-265-3347
Email: memayjr@gmail.com
Address: 2534 E Juliet Dr. Deltona FL 32738

BUSINESS INFORMATION

Business Account Name: May
Account Number:
Address: 2534 E Juliet Dr. Deltona Florida 32738

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

The strong arm tactics being used by FPL are in no way reasonable. The threat of financial punishment for refusing a smart meter is illogical. I already pay for the meter to be read on a monthly basis. To threaten to double bill me for a service is defacto fraud.

FPL has the more reasonable and existing option of allowing me to read my own meter each month and send in the results by mail or email.

We are paying customers and deserve to be treated as such. This local monopoly has now changed its tactics to be as menacing and overbearing as possible.

The Florida Public Service Commission must act to protect FL citizens from these bullying tactics.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 18, 2014 3:22 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35845

CUSTOMER INFORMATION

Name: Kevin McFarland
Telephone:
Email:
Address: 2092 44th Terrace SW Naples FL 34116

BUSINESS INFORMATION

Business Account Name: Kevin McFarland
Account Number: 99673-02556
Address: 2092 44th Terrace SW Naples Florida 34116

COMPLAINT INFORMATION

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

My complaint is that the smart meter is being forced on customers by forcing non compliant customers to pay a sizable fee. The smart meter is a device that is controversial on several levels and I concur with the assessment that it is a dangerous and intrusive device that violates our sense of freedom in our own homes and subjects us all to unnecessary health risk via microwave radiation and even fire. I know I had the amicable FPL person call me and try to make light of it all as fear mongering by someone or a group that are not in the know. I am not convinced. I succumbed to not paying these penalties. I have since learned that the rates many are paying have exceeded the rates that those paying penalties for the analog meters are. This remains to be seen in my case, but I am continuing to learn about this meter and I feel I likely make a bad choice by not paying the fee and keeping my original meter (extortion) FPL has lost all credibility as a customer oriented utility over this. SMART METERS HAVE NO PLACE IN AMERICA and I wonder how many people need to be harmed over this. Lets face it, had this not been the electric company you would have never gotten away with it. We cannot easily get our utilities elsewhere. We are stuck with the company we have.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 17, 2014 4:36 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35839

CUSTOMER INFORMATION

Name: Victoria Singer
Telephone: 772-349-4386
Email: toriholden@hotmail.com
Address: 2525 N 28th Ave Hollywood FL 33020

BUSINESS INFORMATION

Business Account Name: Victoria Singer
Account Number:
Address: 2525 N 28th Ave Hollywood Florida 33020

COMPLAINT INFORMATION

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

Please do not permit FPL (Florida Power & Light Company) to charge more money to customers who do not want their "smart meter". The meter emits radiation and is harmful to everyones health and none should be in use in the first place. Further, Comcast now mandates a Wi-Fi device with the cable service even if you dont want it. The radiation from these two devices combined is of course more harmful but I suppose Ill have to lodge a second complaint in regards to Comcast.

Crystal Card

From: Betty Leland
Sent: Friday, April 18, 2014 7:38 AM
To: Commissioner Correspondence
Subject: FW: Electricity Meter Options

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

Thanks.

From: Sherry Epley [mailto:sherry_epley@hotmail.com]
Sent: Thursday, April 17, 2014 4:09 PM
To: Office Of Commissioner Graham
Subject: Electricity Meter Options

Dear Mr. Graham:

I am writing to ask you to intervene in behalf of the hundreds of thousands of citizens of Florida who have, often without any notice or consent, had their well functioning analog electricity meters removed by Florida Power and Light (FPL) and other electricity providers during the past several months. My own would have been removed if I were not fortunate enough to be doing some landscape maintenance when the FPL employee came to remove my meter last year. I plan to "opt out" of having the networked, digital "smart" meter installed on my home for the following very valid reasons:

1. "Smart" meters transmit on the average of over 20,000 pulses of radio frequency radiation a day. My current meter is located just a couple of feet from the desk in my office where I sometimes spend over 8 hours a day. While each isolated pulse may be non-toxic and no more harmful than those produced by cell phones or WIFI, those devices are in MY control in MY home. "Smart" meters run 24/7 and are controlled by electric companies. The health implications of "cumulative" exposure from a multiple of such devices over long periods of time has not been thoroughly studied. . . perhaps simply because our technological age is so young.

In any case, on April 12, 2012, the American Academy of Environmental Medicine has published the following "Immediate Caution Regarding Smart Meter Installation": <http://aaemonline.org/pressadvisoryemf.pdf>
I urge you, your colleagues, and your loved ones to study this vital information very closely.

While I am very aware that your commission has "finger pointed" to the FCC/EPA as those responsible for any the investigation of any health implications of installing "smart" meters on a mesh of millions of homes nationwide, do you really want the health of your children and grand children be in the hands of bureaucrats with no medical background and an agenda decided by "big business"?

2. My research shows that although electrical utilities have negatively impacted our national employment roles by laying off thousands of meter readers, they have not shown that this technology has saved any substantial amount of money for our citizens. So why do we need it at all? To maximize profits for the utility companies?

3. There are anecdotal stories of some fires during meter installation, but I am more concerned with the various reasons why some countries have greatly slowed down/stopped the implementation of these systems and their concerns about centralized control of such a vital commodity, plus personal privacy and security.

4. I object to the way FPL has been cavalier in the roll out of this project. I have not read anything about an attempt to educate the public about this technology or to solicit public input in any way. Why weren't lower risk options like fiber optic cables used instead?

I find the fees required to "opt out" of this health risk, for no increased benefit to me, to be outrageous! If I still have my well functioning analog meter, why should I have to pay a \$95 installation fee? How is FPL justifying the \$13.00 a month additional fee to simply continue the service I already have? Where are our lower bills which supposedly motivated the implementation of this system from the beginning? We have many elderly citizens on fixed incomes, and thousands of working poor who simply will not have a choice because they simply can't afford not to go along with FPL's wishes.

In closing, I am asking your commission to "do the right thing" in protecting the health and well being of your neighbors. . . all the citizens in Florida. Stand up to the utility companies and require them to provide the crucial services we require without putting us at risk and without putting the maximization of profit before the public good. We are counting on you!

Sincerely,

Sherry Epley
2628 South Central Ave
Flagler Beach, FL 32136

Crystal Card

From: Ruth McHargue
Sent: Friday, April 18, 2014 11:10 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Friday, April 18, 2014 8:45 AM
To: Ruth McHargue
Subject: To CLK Docket 130223

Copy on file, see 1145062C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, April 17, 2014 4:42 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35840

CUSTOMER INFORMATION

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

BUSINESS INFORMATION

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

COMPLAINT INFORMATION

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

It is my contention that the fees being charged by FPL in order for me to keep my present meter are excessive. I believe they are meant to be coercive enough to force people into accepting the Smart Meter whether they want it or not. A \$95 sign-up fee is far from reasonable, since my information has been in their system since I bought the house in 1996. How much is a reasonable charge to transfer existing data onto a new list?

I am a former meter reader for FPL, and I know that historically their policies were that "inaccessible meters" must be read once every six months. In the intervening months, they would estimate the bill based on prior usage. This was their policy for many years, and I fail to see why that cannot be continued. Instead, as part of their coercive plot, they are charging me \$13 each and every month for someone to come out and manually read my meter. I do not believe this is necessary. They have 18 years of usage history on my property, which has

not varied much in all that time, except when weve had an unusually cold winter. With an actual reading every six months, they could adjust for any over- or under-charge that had occurred from the estimation.

I am also perfectly capable of reading my own meter and would be happy to phone, text, or mail that info in. Again, with an every-six-months official reading, any discrepancies could be adjusted for then.

I believe they are now insisting on charging \$13 for a physical reading every month as a means of putting the cost out of reach so that people will be forced to give in and accept the Smart Meter. They managed to stay in business all these years with estimated billing, I see no justification for that policy to change, other than to coerce me into changing my mind.

Crystal Card

From: Ruth McHargue
Sent: Friday, April 18, 2014 10:12 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223

Customer correspondence

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

From: Consumer Contact
Sent: Friday, April 18, 2014 8:43 AM
To: Ruth McHargue
Subject: To CLK Docket 130223- Response requested

Copy on file, see1145064C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, April 17, 2014 6:57 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35842

CUSTOMER INFORMATION

Name: Michael Hirsch
Telephone: 305-932-0199
Email: Perfectreception@bellsouth.net
Address: 2585 ne 200 street Miami FL 33180

BUSINESS INFORMATION

Business Account Name: Michael Hirsch
Account Number: 36830-84515
Address: 2585 ne 200 street Miami Florida 33180

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:
Why do I have to pay to keep an analog meter that has been at my house for 50 years. It is already at my house I do not want one now. Why should I pay an install fee of \$95.00 when it is already here and pay a monthly fee. This is no way to treat there customers. I have also read about health risks and my wife has breast cancer. Can you assist me with this issue?
Regards

Crystal Card

From: Office of Commissioner Brown
Sent: Thursday, April 17, 2014 4:34 PM
To: Commissioner Correspondence
Subject: FW: Objection to "smart" Meters

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

Thank you,
Terry

Ms. Terry Holdnak
Executive Assistant to Commissioner Julie I. Brown
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
tholdnak@psc.state.fl.us
(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: Sherry Epley [mailto:sherry_epley@hotmail.com]
Sent: Thursday, April 17, 2014 4:27 PM
To: Office of Commissioner Brown
Subject: Objection to "smart" Meters

Dear Commissioner Brown:

I am writing to ask you to intervene in behalf of the hundreds of thousands of citizens of Florida who have, often without any notice or consent, had their well functioning analog electricity meters removed by Florida Power and Light (FPL) and other electricity providers during the past several months. My own would have been removed if I were not fortunate enough to be doing some landscape maintenance when the FPL employee came to remove my meter last year. I plan to "opt out" of having the networked, digital "smart" meter installed on my home for the following very valid reasons:

1. "Smart" meters transmit on the average of over 20,000 pulses of radio frequency radiation a day. My current meter is located just a couple of feet from the desk in my office where I sometimes spend over 8 hours a day. While each isolated pulse may be non-toxic and no more harmful than those produced by cell phones or WIFI, those devices are in MY control in MY home. "Smart" meters run 24/7 and are controlled by electric companies. The health implications of "cumulative" exposure from a multiple of such devices over long periods of time has not been thoroughly studied. . . perhaps simply because our technological age is so young.

In any case, on April 12, 2012, the American Academy of Environmental Medicine has published the following

"Immediate Caution Regarding Smart Meter Installation": <http://aaemonline.org/pressadvisoryemf.pdf>

I urge you, your colleagues, and your loved ones to study this vital information very closely.

While I am very aware that your commission has "finger pointed" to the FCC/EPA as those responsible for any the investigation of any health implications of installing "smart" meters on a mesh of millions of homes nationwide, do you really want the health of your children and grand children be in the hands of bureaucrats with no medical background and an agenda decided by "big business"?

2. My research shows that although electrical utilities have negatively impacted our national employment roles by laying off thousands of meter readers, they have not shown that this technology has saved any substantial amount of money for our citizens. So why do we need it at all? To maximize profits for the utility companies?

3. There are anecdotal stories of some fires during meter installation, but I am more concerned with the various reasons why some countries have greatly slowed down/stopped the implementation of these systems and their concerns about centralized control of such a vital commodity, plus personal privacy and security.

4. I object to the way FPL has been cavalier in the roll out of this project. I have not read anything about an attempt to educate the public about this technology or to solicit public input in any way. Why weren't lower risk options like fiber optic cables used instead?

I find the fees required to "opt out" of this health risk, for no increased benefit to me, to be outrageous! If I still have my well functioning analog meter, why should I have to pay a \$95 installation fee? How is FPL justifying the \$13.00 a month additional fee to simply continue the service I already have? Where are our lower bills which supposedly motivated the implementation of this system from the beginning? We have many elderly citizens on fixed incomes, and thousands of working poor who simply will not have a choice because they can't afford not to go along with FPL's wishes.

In closing, I am asking your commission to "do the right thing" in protecting the health and well being of your neighbors. . . all the citizens in Florida. Stand up to the utility companies and require them to provide the crucial services we require without putting us at risk and without putting the maximization of profit before the public good. We are counting on you! Thank you for all you do!

Sincerely,

Sherry Epley
2628 South Central Ave
Flagler Beach, FL 32136

Crystal Card

From: Ruth McHargue
Sent: Wednesday, April 16, 2014 5:03 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35818

Customer correspondence

From: Diane Hood
Sent: Wednesday, April 16, 2014 4:40 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: Wednesday, April 16, 2014 11:02 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35818

CUSTOMER INFORMATION

Name: Irina Pinos
Telephone: 3053160741
Email:
Address: 2230 Sunshine Blvd Miramar FL 33023

BUSINESS INFORMATION

Business Account Name: Yosdel Leal
Account Number:
Address: 2230 Sunshine Blvd Miramar Florida 33023

COMPLAINT INFORMATION

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

I do not believe smart meters are accurate, nor safe. FPL meter transmits high power signal. 3-6 watts. Just as we're learning that cell phones cause brain tumors, why are we installing the same technology on everyone's homes, often with no right to opt out? Thousands of people have complained of tinnitus, headaches, nausea, sleeplessness, heart arrhythmia, and other symptoms after a 'smart' meter was installed. Wireless technology is a public health hazard. Smart meters can violate already high FCC limits on human exposure to microwave radiation, and are being installed even as people are developing "electro-sensitivity". There are also reports of 'smart' meter interference with pacemakers and other implants. I do not want this hazardous product near my family. When a 'smart' meter is installed, your utility has access to a treasure trove of information about your electricity usage, compromising your privacy. Depending on the regulatory protections—and enforcement of those rules—in your state, they will be able to sell this information to a series of corporations and the government. I do not want my business out there for everybody to know. Companies shouldn't care if I waste more electricity at 2 in the morning than I do at 8pm. As long as I pay my bill on time, it's not their problem. Smart meters do not result in energy savings, according to a lot of researchers. They may even increase energy consumption. There is also emerging evidence that wireless, non-ionizing radiation (from cell phones, wifi, and 'smart' meters) harms wildlife and damages trees. There have been direct reports of smart meters affecting vital bee populations and disturbing bird habitat. So much for going green.

Crystal Card

From: Ruth McHargue
Sent: Wednesday, April 16, 2014 3:38 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 130223
Attachments: PSC is a failure to the consumer.; E-Form Improper Billing TRACKING NUMBER: 35814; E-Form Other Complaint TRACKING NUMBER: 35815

Customer correspondence

From: Diane Hood
Sent: Wednesday, April 16, 2014 1:18 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: Tim Nusbaum <mister2tim@yahoo.com>
Sent: Thursday, April 03, 2014 8:46 AM
To: Consumer Contact
Subject: PSC is a failure to the consumer.

This letter of complaint is in reference to the recent cave-in by the PSC to FPL in reference to virtually mandating the use of the "Smart Meter".

By forcing the consumer to pay 100's of dollars to keep their existing meter and allowing FPL to reap ever more profits from the "Smart Meter" program you at the PSC have failed to protect the consumer.

The PSC no longer represents the consumer, it is a tool of the wealthy business owners.

You at the PSC have failed in your mandate to service the public.

Tim Nusbaum
US Army, Veteran

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 9:53 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35814

CUSTOMER INFORMATION

Name: Hanan Swaress
Telephone: 954-840-4102
Email: hananhomes@yahoo.com
Address: 5028 NW 98th Lane Coral Springs FL 33076

BUSINESS INFORMATION

Business Account Name: Hanan Swaress
Account Number:
Address: 5028 NW 98th Lane Coral Springs Florida 33076

COMPLAINT INFORMATION

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

FPL decided to install the smart meter on my property without my knowledge. I started getting unusual headaches and insomnia for a while not knowing what was going on. The meter was installed literally inches from my bedroom. I did my search and found out that the cause of my sever headache and insomnia is related to the meter. I called FPL several times to inform them of the health problem I am having as a result of the meter and insisted on them removing it. They then informed me of the \$95.00 installation fee and \$13.00 monthly if I get my old meter back and it would take 10 days for them to do that. I could not sleep and I told them it is not fair that they get people sick so they can safe money and I told them that they will eventually get handful of law suites that may cost them billions of dollars. After several calls they finally came to give me lecture to convince me to keep the smart meter, finally they did remove it. I did not get my bill yet, but it is not fair that FPL has monopoly and charges us what they want otherwise we agree to their plans and get our health affected. PLEASE STOP FPL FROM CHARGING US FOR PROTECTING OUR HEALTH.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 10:41 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35815

CUSTOMER INFORMATION

Name: Rodrigo daza
Telephone: 3055378178
Email: ricodaza623@hotmail.com
Address: 19156 nw 67 pl hialeah FL 33015

BUSINESS INFORMATION

Business Account Name: mouricio daza
Account Number: 66285-19362
Address: 19156 nw 67 pl hialeah Florida 33015

COMPLAINT INFORMATION

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

About 3 months ago FPL installed a Smart Meter without my authorization. I immediately called to have it removed. After going back and forth for about 3 weeks, it was finally removed. Once I received my bill my monthly usage and bill went up drastically. This was during the Winter season, which I seldom used the central air conditioning unit. I knew immediately the cause for the spike in power and cost. It was the Smart Meter installed. The following month with the traditional meter, my usage and bill went down.

I DO NOT WANT A SMART METER. I ask that FPL not be allowed to charge me a \$90.00 enrollment fee and \$13.00 a month to monitor my meter. This is an OUTRAGE. They are saving saving money with the Smart meters, but they want to charge me for a traditional meter. This is Selective Enforcement. FPL is saving money with Smart Meter Customers, while increasing Service charges to traditional Meter Customers. Its apparent on does not offset the other which is much greater. FPL interest are only Revenues generated. FPL CONSPIRACY is against all NON SMART METER CUSTOMERS.

Thanks,
Mr Daza

Crystal Card

From: Ruth McHargue
Sent: Tuesday, April 15, 2014 4:22 PM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Customer Correspondence for Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35800; E-Form Other Complaint TRACKING NUMBER: 35801; E-Form Other Complaint TRACKING NUMBER: 35803; E-Form Other Complaint TRACKING NUMBER: 35804; E-Form Other Complaint TRACKING NUMBER: 35805; E-Form Other Complaint TRACKING NUMBER: 35808

Customer correspondence

From: Angie Calhoun
Sent: Tuesday, April 15, 2014 1:26 PM
To: Ruth McHargue
Subject: Customer Correspondence for Docket 130223

Protests for docket 130223.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 10:42 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35800

CUSTOMER INFORMATION

Name: Eddie Torres
Telephone: 3214324345
Email: eddieslawncare@gmail.com
Address: 3220 Lowry Blvd SE Palm Bay FL 32909-8399

BUSINESS INFORMATION

Business Account Name: Eddie Torres
Account Number:
Address: 3220 Lowry Blvd SE Palm Bay Florida 32909-8399

COMPLAINT INFORMATION

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

We opted out of the smart meter when they first installed it on our home without our approval or knowledge. After several phone calls, FPL finally agreed to replace the smart meter with what they are now calling a non-standard meter. We asked them to remove the smart meter for several reasons including the onset of migraines for me, and daily nose bleeds for my son (both our home office and his room are next to the smart meter). Both of these medical issues arose only with the smart meter, and subsided as soon as the smart meter was replaced with the non-standard meter. I have medical records to prove the timeline. I feel as many others do, that we as consumers should not have to pay additional money to have the original equipment on our homes...typically you have to pay for the upgrade, not the same product. Also, since they do not have meter readers going out to the 99.5% of homes now (FPLs number) then they are saving a great deal of money, not having the staff to complete these monthly tasks. So for FPL to say that the fee is to cover the cost of having someone come and read the non-standard meters each month seems very absurd to me, since they received a huge cost savings by no longer having the meter readers for the 99.5% of their customers with smart meters. As a consumer I feel as though I am being penalized for requesting safer equipment for my home that was standard issue for FPL for many years. I am not asking for the upgrade...why should I have to pay for one...it is not fair, it is totally against protecting the consumer, and quite frankly it is unconstitutional. I as well as many others will not stop lodging complaints, raising our voices, and reaching out to any and all of those who will listen to put an end to this unfair practice. I am respectfully requesting that you abolish the fees associated with maintaining a non-standard meter on my home...my families health and well being is at stake. Thank you.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 12:49 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35808

CUSTOMER INFORMATION

Name: Tracy Stephens
Telephone:
Email:
Address: 3220 Biscayne Dr. Merritt Island FL 32953

BUSINESS INFORMATION

Business Account Name: Tracy Stephens
Account Number:
Address: 3220 Biscayne Dr. Merritt Island Florida 32953

COMPLAINT INFORMATION

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

I wish to express my dislike for the manner in which FPL has decided to handle the "smart meter opt-out" program. Now, I must go along with the program or be charged for wanting to protect my health. I am aware that there is no "proof" that the transmission causes any health concerns, but I do not want my family to be a guinea pig for FPL and the other power company giants. I do believe that there is a risk associated with having the smart meter, but I dont want to pay \$95 to enroll and another \$13/month to get the old meter back. I already contacted them and told them I didnt want the smart meter, they installed it anyway. I am not happy with this!

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 11:35 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35804

CUSTOMER INFORMATION

Name: Corey Cameron
Telephone: 9545607210
Email: drcoreycameron@gmail.com
Address: 21127 NE 44 St Ft Lauderdale FL 33308

BUSINESS INFORMATION

Business Account Name: Corey Cameron
Account Number: 8994847047
Address: 21127 NE 44 St Ft Lauderdale Florida 33308

COMPLAINT INFORMATION

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

I am filing a complaint against FPL for the smart meter. I had my smart meter removed over a year ago due to health issues we were experiencing. Since the removal, migraines and insomnia have improved. FPL is now implementing an "option" to opt in our out of the smart meter program. I have opted out, but am being charged an "enrollment fee" of \$95 plus \$13/month extra to not be poisoned by a smart meter. There is no explanation as to what the "enrollment fee" is. I already am "enrolled" in not having a smart meter. I am also objecting to the extra \$13/month. I have heard that this is under investigation and I want to voice my objections to this smart meter issue. Thank you for your assistance.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 10:46 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35801

CUSTOMER INFORMATION

Name: Kristin Kleven
Telephone: 3219533216
Email: kristin@griffincg.com
Address: 3220 Lowry Blvd SE Palm Bay FL 32909-8399

BUSINESS INFORMATION

Business Account Name: Eddie Torres
Account Number:
Address: 3220 Lowry Blvd SE Palm Bay Florida 32909-8399

COMPLAINT INFORMATION

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

We opted out of the smart meter when they first installed it on our home without our approval or knowledge. After several phone calls, FPL finally agreed to replace the smart meter with what they are now calling a non-standard meter. We asked them to remove the smart meter for several reasons including the onset of migraines for me, and daily nose bleeds for my son (both our home office and his room are next to the smart meter). Both of these medical issues arose only with the smart meter, and subsided as soon as the smart meter was replaced with the non-standard meter. I have medical records to prove the timeline. I feel as many others do, that we as consumers should not have to pay additional money to have the original equipment on our homes...typically you have to pay for the upgrade, not the same product. Also, since they do not have meter readers going out to the 99.5% of homes now (FPLs number) then they are saving a great deal of money, not having the staff to complete these monthly tasks. So for FPL to say that the fee is to cover the cost of having someone come and read the non-standard meters each month seems very absurd to me, since they received a huge cost savings by no longer having the meter readers for the 99.5% of their customers with smart meters. As a consumer I feel as though I am being penalized for requesting safer equipment for my home that was standard issue for FPL for many years. I am not asking for the upgrade...why should I have to pay for one...it is not fair, it is totally against protecting the consumer, and quite frankly it is unconstitutional. I as well as many others will not stop lodging complaints, raising our voices, and reaching out to any and all of those who will listen to put an end to this unfair practice. I am respectfully requesting that you abolish the fees associated with maintaining a non-standard meter on my home...my families health and well being is at stake. Thank you.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 11:36 AM
Cc: fpl_fpsc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35805

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

CUSTOMER INFORMATION

Name: Corey Cameron
Telephone: 9545607210
Email: drcoreycameron@gmail.com
Address: 21127 NE 44 St Ft Lauderdale FL 33308

BUSINESS INFORMATION

Business Account Name: Corey Cameron
Account Number: 8994847047
Address: 21127 NE 44 St Ft Lauderdale Florida 33308

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I am filing a complaint against FPL for the smart meter. I had my smart meter removed over a year ago due to health issues we were experiencing. Since the removal, migraines and insomnia have improved. FPL is now implementing an "option" to opt in our out of the smart meter program. I have opted out, but am being charged an "enrollment fee" of \$95 plus \$13/month extra to not be poisoned by a smart meter. There is no explanation as to what the "enrollment fee" is. I already am "enrolled" in not having a smart meter. I am also objecting to the extra \$13/month. I have heard that this is under investigation and I want to voice my objections to this smart meter issue. Thank you for your assistance.

This is a copy of complaint sent to PSC

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 11:28 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35803

CUSTOMER INFORMATION

Name: Cindy Cruz
Telephone:
Email: petcin827@yahoo.com
Address: 8555 SW 125 Terrace Miami FL 33156

BUSINESS INFORMATION

Business Account Name: Pedro Cruz
Account Number:
Address: 8555 SW 125 Terrace Miami Florida 33156

COMPLAINT INFORMATION

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

I do not think FPL should be able to charge additional amount on electric bill if you do not want a smart meter. The meter is already on the house, why charge additional amount. I can see the additional monthly charge, but not the installation charge.

Crystal Card

From: Office of Commissioner Balbis
Sent: Tuesday, April 15, 2014 11:55 AM
To: Commissioner Correspondence
Subject: FW: Freedom Lost Because of YOO

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

Thank you,
Cristina

From: mark generales [<mailto:markgenerales@hotmail.com>]
Sent: Saturday, April 12, 2014 12:55 PM
To: Office of Commissioner Balbis
Subject: Freedom Lost Because of YOO

Dear Sir:

My name is Mark Generales and I write to lodge a serious complaint. How much has FPL given to officials and legislators in Florida so that you would be comfortable forcing me to capitulate to having a "smart meter" that chronicles for the local utility everything I do in my house? When does my PUC elect to bend over to the power industry instead of working for rate payers which is your charge and duty?

I can elect to pay usurious rates to keep the only meter that protects my privacy and let you allow FPL to gouge me and my family in the process. Unlike other states, it appears you and the other commissioners are bought and paid for by the FPL lobby.

Accept this letter as a formal complaint against you and your entire Board. I am disgusted that you have no guts and are incapable of protecting me vs. the giant power lobby. You have failed in your job and should be ashamed.

ALL FLORIDIANS should have the right to keep their personal information and lives private. You have destroyed that right within our very own homes. How dare you???

I want a response and demand a change. I do not trust FPL nor you with my private power use. It is none of anyone's business. That you moved forward on this without my having one single say in it only underscores the contempt you and your fellow commissioners hold the rate paying public in vs the power of FPL.

Leave me and my family alone - let FPL collect their data without intrusion. No smart meters and no extra charges if we do not want one. They could easily charge a flat monthly rate and read the meter once every six months and rebate or collect the difference. They do NOT need this expensive intrusive hardware. Any comments to the contrary are a lie.

As I said before - I want a change and I want a response. I await this.

Mark Generales
913 S Town and River Dr.
Ft Myers, FL 33919

Crystal Card

From: Ruth McHargue
Sent: Tuesday, April 15, 2014 10:45 AM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Customer Correspondence for Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35796; Untitled; E-Form Other Complaint TRACKING NUMBER: 35799

Customer correspondence

From: Angie Calhoun
Sent: Tuesday, April 15, 2014 10:25 AM
To: Ruth McHargue
Subject: Customer Correspondence for Docket 130223

Customer protests for docket.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 14, 2014 11:35 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35796

CUSTOMER INFORMATION

Name: Arlene Bercun
Telephone: 305 931-1134
Email: abrcun@comcast.net
Address: 1820 NE 199 ST. Miami FL 33179

BUSINESS INFORMATION

Business Account Name: Arlene Bercun
Account Number: 77848-86538
Address: 1820 NE 199 ST. Miami Florida 33179

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

I would like to have my smart meter removed and have the old meter reinstalled, and I dont feel I should have to pay a fee for removing it and an increase to my bill each month thereafter. FPL should not be charging extra for the old meters.

Crystal Card

From: FCACOLLECTIONS@gmail.com
Sent: Tuesday, April 15, 2014 9:50 AM
To: Consumer Contact

I want to go on record that the PSC should not allow FPL to charge anything to OPT OUT of the Smart Meter program.

I am also copying my email to the Media to my friend Patrick Fraser for your information. **Please not the part that relates to the PSC.**

Patrick,

At last you saw fit to run a program last night regarding some of the dangers of smart meters.

I tried to get you to do that show a few months ago but you declined at the time. The only comment I would like to make on your version of the problem with "smart meters", was the fact that you targeted health issues which is definitely important, but you left out the part that FPL is using the smart meter to surveill your house, enable hackers to know when you are home and much much more.

I put a new water heater in my home last month and there is a statement on the top that the water heater that is intended for smart meter smart grid power companies. What does that mean? Well. First of all I was unable to use my FPL **ON CALL** system. FPL removed the ON CALL box due to its incompatibility, resulting in the savings I was getting on the ON CALL program offered by FPL.

I now have the old analog meter. Why? Because from now on manufacturers will have a chip or something inside the product to identify the brand to FPL and to basically communicate with FPL. This communication will tell FPL or whatever power company the manufacturer, when their product goes on, goes off, what products you are purchasing and on and on.



Consumers are under surveillance 24/7 by FPL and other power companies without our permission and wide open to hackers. You think the Target loss of credit card numbers was bad, just wait a couple of years. FPL will be selling all this information about you and me. I tried to get a document that FPL gave to the Public Service Commission which FPL sent to me containing redacted paragraphs all over the document. In the document FPL said they wanted to keep the document in the redacted version for 6 months. I then requested after six months, from FPL the un-redacted version and was told no they would not show the public what they had told the PSC about the "smart meter". Why?? In my opinion it was because it would let the public become aware of what the dangers were.

Smart meters are the most invasive, intrusive, unhealthy and dangerous thing in your home and the uninformed public simply invites FPL to come on their property and replace your safe analog meter with a few simple words, "we are here to update your meter". Very clever indeed. The country, no the world has been scammed with all the government "big brother is watching us", the NSA, video cameras all over, and now the ultimate surveillance inside our homes. The land of the free and the home of the brave, it is more like the land of the watched and the home of the scared.

Just my comments.

I was contacted by Ted Scouten another TV journalist who had arranged to come to my home but at the last minute cancelled. I was supposed to be contacted by someone else at his station but that never happened. I wonder who put on the pressure on to kill the story. Again I am glad you ran it. Stay well Patrick and make sure you get that meter off your home.

I am sending a copy of this email to Ted Scouten.

Hope you don't mind.

Rick Hertzog

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 15, 2014 10:16 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35799

CUSTOMER INFORMATION

Name: Robert Sawyer
Telephone: 305/891-8672
Email:
Address: 845 N.E. 127th Street North Miami FL 33161-4909

BUSINESS INFORMATION

Business Account Name: Robert Sawyer
Account Number: 04022-83493
Address: 845 N.E. 127th Street North Miami, Fl Florida 33161-4909

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:
Refusing To Pay Extra For Not Having A Smart Electric Meter Installed Due To Health Factors And Prone To Be A Fire Hazzard

April 11, 2014

Mr. Eric Silagy, President

Florida Power & Light

700 Universe Blvd.

Juno Beach, FL 33408

RECEIVED FPSC
14 APR 15 AM 8:48
COMMISSION
CLERK

Re: 2746 SE Eagle Dr.; Port St. Lucie, FL 34984

Account # 0059432435

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

Sent By Certified Mail

Dear President Silagy, Executive Vice-President Sieving, Ms. Gomez, other agents,
officers, employees, contractors and interested parties:

Upon receipt of your letter notifying me that I was required to select a Smart Meter vs.
keeping my alternative (analog) meter for additional costs, I went to inspect my analog
meter only to discover that sometime during the past few months, your firm had already
replaced my analog meter with a digital meter. This replacement was performed without
either notification to, or permission from, my wife or me.

This replacement is against my request to opt out of the meter replacement program and
my expressed desires to keep my analog meter. I hereby demand that my analog meter
be returned and be installed in place of the digital meter currently installed. This
replacement must be completed within 30 days of this notice.

As to the Smart Meters or Digital Meters, 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 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.
3. "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.
4. 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.
5. 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. This has now become a worldwide health concern which can no longer be ignored.
6. 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.
7. The power company has misled the public and the Public Service 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 Service Commission. Information is slanted and doesn't address the negative issues fully.
8. Smart meter installation is not mandatory. The Public Service Commission only gave permission to install the meters. There is no forced mandate. The PSC 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.

9. 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 PSC 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 PSC allows the power company to charge an extra fee for “green projects”. Smart meters go against the PSC’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.

10. It is well known to electronic and computer engineers that a high voltage spike, such as a nearby lightning strike, or EMP can change memory bits in normal memory or EEPROM memory (Electronically Programmable Memory that is non-volatile) by adding extra electrons to the small memory cells. This can change internal smart meter settings like the KWH calibration data or other settings that may change the rate of power charged without the customer or power company ever knowing about it. This can’t happen with a mechanical meter.

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.

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.



Lynn Sammuli



Thelma Komo Sammuli

2746 SE Eagle Dr.; Port St. Lucie, FL 34984

Cc: Mr. Charles Sieving, Executive Vice President and General Counsel; FPL
Ms. Maria Gomez, Director Customer Service (Agent), FPL
Florida Public Service Commission, Tallahassee
Rep. Gayle Harrell, Sen. Joe Negron, via e-mail

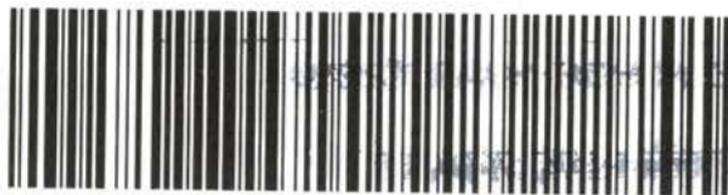
USPS CERTIFIED MAIL



L. A. Sammul
2746 SE Eagle Dr.
Port St. Lucie, FL 34984

DISTRIBUTION CENTER

14 APR 15 AM 7:10



420 32399 9514 8000 1615 4101 0002 04



U.S. POSTAGE

\$5.14

FCM LETTER

34952

Date of sale

04/11/14

06 2S00

08308301

APC

FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399

32399085099



Crystal Card

From: Office of Commissioner Brown
Sent: Monday, April 14, 2014 3:47 PM
To: Commissioner Correspondence
Subject: FW: You Have Zero Regard For Our Privacy

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: mark generales [<mailto:markgenerales@hotmail.com>]
Sent: Saturday, April 12, 2014 1:14 PM
To: Office of Commissioner Brown
Subject: You Have Zero Regard For Our Privacy

Dear Commissioner:

How did you possibly accept your role and then bend over to FPL so quickly? Are my rights and that of my family so meaningless?

Last week FPL threatened to gouge me every month if I didn't capitulate and let them gather minute by minute information on my family's electrical use. Shades of the NSA and all manner of privacy rights lost.

What is wrong with you and your fellow commissioners?

FPL has no right to my info or data. And do NOT waste your time telling me it is safeguarded. That's just another big government lie that I will not accept.

You want to tell me it is about costs and accuracy? Fine - FPL knows what my monthly costs are over a year. Average it out and charge me the same every month and then read the meter once or twice a year to reconcile. The costs are negligible.

I want a change - not an FPL gun at my head demanding more money when it isn't necessary.

And I want this to be filed as a complaint against FPL and all commissioners that agreed to this. You have shirked your duty to protect the public. This is gross negligence.

I want my freedom back and I do not expect to have to pay for it. I look forward to hearing a PERSONAL response - not a form letter. I want to know when you are going to change this and give my family its privacy back.

Mark Generales
913 S Town and River Dr
Ft Myers, FL 33919

624 SW St Lucie Crescent
Unit 401
Stuart, FL 34994
April 9, 2014



Ms. Maria Gomez
Director, Customer Services
NSMO Response
Florida Power and Light Company
PO Box 029100
Miami, FL 331029977

RECEIVED - FPSC
14 APR 14 PM 4: 57
COMMISSION
CLERK

Re: Your "undated" letter regarding "choice" of "smart meter"

Dear Ms. Gomez:

I totally oppose the presentation in your letter of the "choices" for us as customers of FP&L, the sole electric utility for our area of the state.

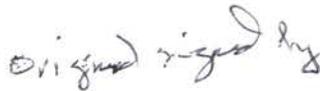
There are really no choices that we can make based upon your letter. The "smart meters" were selected and installed by FP&L with little, or no, input from the public. The little information recently presented to the public is misleading and deceptive. Apparently, no real impact statement was prepared which studied the health, security, safety, privacy and environmental impacts upon the public of the "smart meters". You have merely considered any serious effort to determine these impacts to be "myths". Perhaps, FP&L is unaware of the numerous studies that have been done to clarify the impacts upon the public of the "smart meters", and are available for easy reference.

FP&L is now asking us to pay "an enrollment fee of \$95 and monthly surcharges of \$13" because we chose to remain with our current meter and do not want to switch to the AMI (advanced metering infrastructure) meter. There is no justification for the extortionate fees you are asking us to pay to avoid the AMI meter. We have had trouble-free service from the older meters that have served us for years and did not have the many detrimental impacts on the public that the "smart meters" have. Your approach to the fee & charges is unrealistic since you imply that you will have no service required on the "smart meters". Again, I seriously doubt FP&L did a thorough financial and societal assessment of the justification for selecting and installing the "smart meters".

Page 2

Again, we are put in a position such that we have to reject the installation of the "smart meter" for our condo residence despite your unjustifiable and extortionate fee and charges. The meter serving our condo unit is in a bank of meters that are on a wall common to our bedroom and 3 other units in a stack of units. There are currently too many questions about the possible serious impacts of the "smart meter" on us personally, and the public in general, for us to choose otherwise.

Sincerely yours,



Billy W Harrell

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



Billy W Harrell
624 SW St Lucie Crescent
Unit 401
Stuart, FL 34994

WEST PALM BCH FL 334

DISTRIBUTION CENTER

14 APR 2014 PM 3 L

14 APR 11 AM 7:16



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

92999085099



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: *April 14, 2014*
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket *130 223*.

RECEIVED-FPSC
14 APR 14 PM 4:14
COMMISSION
CLERK

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: For slamming complaints you may contact the Federal Communications Commission 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

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

To learn about companies the PSC regulates, read When to Call the PSC (PDF Size 564 KB)

Help - Instructions for using this form

Company Information

Form with radio buttons for selecting complaint type: Electric, Natural Gas, Telecommunications, Water & Wastewater, Delay in Service, Improper Billing, Service Outage, Repairs, Other Complaint.

Form for selecting electric companies: Duke Energy Florida, Inc. d/b/a Duke Energy, Florida Power & Light Company, Florida Public Utilities Company, Gulf Power Company, Tampa Electric Company. Includes text: Electric Companies Regulated by the PSC: 5 (Must select one)

Consumer Information

Contact Information (* required)

Contact information fields: *First Name (Charline), *Last Name (Cristofori), Telephone (941-423-9675), Email (carocris@comcast.net), *Home Address (5006 Greenway Drive), *City (North Port), State (FL), *Zip (34287)

Service Account Information

Service account information fields: *Account Name (69533-83434), Account Number, *Service Address (5006 Greenway Drive), *City (North Port), *Zip (34287)

PSC was contacted previously regarding this complaint

Service and Contact Information are the same

Complaint Details

I will continue to refuse a smart meter. This is a violation of our privacy health and safety. Please do your jobs and support the consumer by ruling against the powerful electric companies that wish to thwart what is in the best interest of the public. Thank you, Charline Cristofori

Handwritten signature of Charline Cristofori

Submit Complaint





Mrs. Charline Cristofori
5006 Greenway Dr.
North Port, FL 34287

TAMPA FL 335
SAINT PETERSBURG FL
11 APR 2014 PM 2 1



DISTRIBUTION CENTER

14 APR 14 AM 7:09

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

32399085099



FLORIDA POWER AND
LIGHT COMPANY
P.O. Box 029100
Miami, Florida 33102

Certified Mail # 7010 2780 0003 0469 8599

Marc Beaumont
1122 Meditation Loop
Port Orange, Florida [32129]

April, 12 2014

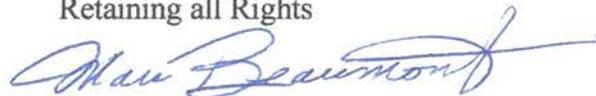
Greetings Maria, being in receipt of two letters you sent me concerning smart meter installation, my wish is to maintain status quo and keep the existing meter that is already installed on my house and require that the billing status not change.

It appears to me that you are misleading the public on the concerns of smart meters in the interest of FPL only breaching the public trust.

I, a man have plenty of documentation that contradicts what you are trying to convey to the public on the dangers of smart meters including but not limited to "health concerns", "privacy", "Cyber attack and surveillance by criminals" and malfunctions causing fires all over the Country of which I will not go to bed every night in fear of your smart meter malfunctioning. Please do your homework as I have done and if you need any help in finding the truth please feel free to contact me by email at "mbpromo6@hotmail.com".

You have hereby been noticed that I require to maintain status quo and require that there be no changes or extra charges to account at issue.

Govern Yourselves Properly
Retaining all Rights



Marc Beaumont

Cc: Florida Public Service Commission



Marc Beaumont
1122 Meditation Loop
Port Orange, FL 32129-5014

ORLANDO FL 328

12 APR 2014 PM 2 L
UNITED STATES POSTAL SERVICE



14 APR 14 AM 7:10

FPSC
2540 SHAMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

32399085098



Crystal Card

From: Office of Commissioner Brown
Sent: Monday, April 14, 2014 3:47 PM
To: Commissioner Correspondence
Subject: FW: You Have Zero Regard For Our Privacy

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: mark generales [<mailto:markgenerales@hotmail.com>]
Sent: Saturday, April 12, 2014 1:14 PM
To: Office of Commissioner Brown
Subject: You Have Zero Regard For Our Privacy

Dear Commissioner:

How did you possibly accept your role and then bend over to FPL so quickly? Are my rights and that of my family so meaningless?

Last week FPL threatened to gouge me every month if I didn't capitulate and let them gather minute by minute information on my family's electrical use. Shades of the NSA and all manner of privacy rights lost.

What is wrong with you and your fellow commissioners?

FPL has no right to my info or data. And do NOT waste your time telling me it is safeguarded. That's just another big government lie that I will not accept.

You want to tell me it is about costs and accuracy? Fine - FPL knows what my monthly costs are over a year. Average it out and charge me the same every month and then read the meter once or twice a year to reconcile. The costs are negligible.

I want a change - not an FPL gun at my head demanding more money when it isn't necessary.

And I want this to be filed as a complaint against FPL and all commissioners that agreed to this. You have shirked your duty to protect the public. This is gross negligence.

I want my freedom back and I do not expect to have to pay for it. I look forward to hearing a PERSONAL response - not a form letter. I want to know when you are going to change this and give my family its privacy back.

Mark Generales
913 S Town and River Dr
Ft Myers, FL 33919

Crystal Card

From: Ruth McHargue
Sent: Monday, April 14, 2014 2:51 PM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Protest to docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35788; E-Form Other Complaint TRACKING NUMBER: 35790; FPL New Tariff for Non-Standard Meters; FPL tariff rate increase for non sandard meters

[Customer correspondence](#)

From: Angie Calhoun
Sent: Monday, April 14, 2014 2:04 PM
To: Ruth McHargue
Subject: Protest to docket 130223

Customer correspondence protesting docket 130223.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, April 12, 2014 9:17 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35788

CUSTOMER INFORMATION

Name: Marc Beaumont
Telephone: 386-760-5905
Email: mbpromo6@hotmail.com
Address: 1122 Meditation Loop Port Orange FL 32129

BUSINESS INFORMATION

Business Account Name: Marc Beaumont
Account Number: 559005855
Address: 1122 Meditation Loop Port Orange Florida 32129

COMPLAINT INFORMATION

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

I wish to maintain status quo with my service. FPL is trying to push a smart meter on my house and came up with a scheme to make us pay extra if we refuse the smart meter. This is unfair and deceptive as FPL is misleading the public on the dangers of these meters in FPLs interest only. These concerns are including but not limited to, Health issues, cyber attack and surveillance by criminals and many fires across the nation caused by the malfunction of these meters. I require that FPL maintain status quo and leave the existing meter on my house and require no change in the billing or any extra charges.

Crystal Card

From: Larry <larrymcclurg@att.net>
Sent: Monday, April 14, 2014 1:12 PM
To: Consumer Contact
Subject: FPL tariff rate increase for non standard meters

notice

notice to agent is notice to principal, notice to principal is notice to agent.

Rory Ricketts,
Customer Advocacy Specialist
Florida Power & Light Company
P.O. Box 029311
Miami, Fl. 33102

April 12, 2014,

In your letter of April 8 you alter my "notice" and demand for payment and convert it to "request" in a correspondence, Rory. I believe this is going to be a cause of interference in my rights and confusion to all who will be reading my claim in the future. Refer correctly to my notices and demands for compensation for work performed as notices and demands for compensation for work performed.

I am billing FPL for the same reasons you gave me that FPL is billing me, Rory, because there are extra costs involved for me in carrying out FPL's required action. Surely you know the definition of require. It is an order and you clearly understand that when PSC requires FPL. I accepted the order and I demand compensation the same as FPL compensates others when it requires something. The law supports my position, regardless of FPL's reluctance to honor a debt owed to me.

In your letter of April 8 you erroneously accuse me of failure to respond. Do not try to confuse the issue. It is you, Rory, who have dishonored my notices. My process is well documented and acknowledged by you as beginning March 18, 2014, even thanking me for my time. I do not work for free. What I demand is payment, not a thank you.

Do not mislead and confuse anyone who will be reading my claim in the future by accusing me of not selecting an option. You will not be making any choices for me, Rory. This is the 5th time I have noticed you and I have repeatedly chosen the Non Standard Meter and my fee for doing that is \$100.00 USD and a monthly surcharge of \$20.

Bill of Statement to FPL

For accepting Non-Standard Meter option:

\$100.00 USD and a monthly surcharge of \$20.00

Remit \$100 by May 1, 2014, thereafter making the \$20 payment due on the 1st of each month.

Send payments to

Larry McClurg

5515 Palmetto Drive

Fort Pierce, Florida, 34982

Larry McClurg
5515 Palmetto Drive
Fort Pierce, Florida, 34982

CC:
Florida Attorney General Pam Bondi
Public Service Commission
Florida Office of Public Counsel

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 14, 2014 1:00 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35790

CUSTOMER INFORMATION

Name: William Hawryluk
Telephone: 386-795-0765
Email: ctct2118@aol.com
Address: 1441 old kings rd Holly hill FL 32117

BUSINESS INFORMATION

Business Account Name: William Hawryluk
Account Number:
Address: 1441 old kings rd Holly hill Florida 32117

COMPLAINT INFORMATION

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

Fpl is trying to put a communications device / smart meter on my home. I dont want this. If I opt out they want me to pay a \$95 enrollment and \$13 more per month. This is not right and they are forcing me. I need action taken in this matter thanks

Crystal Card

From: palzetta <palzetta@aol.com>
Sent: Monday, April 14, 2014 10:01 AM
To: Consumer Contact
Cc: palzetta@aol.com
Subject: FPL New Tariff for Non-Standard Meters

To the Florida Public Service Commission:

Below is an E-Mail that I received from Florida Power and Light Company addressing option for a Smart Meter, or Non-Standard Meter. I currently have a Non-Standard Meter. However, my concerns, being a Senior Citizen and on a fix income, FPL information is as follows: Enrollment Fee of \$95.00, and a monthly surcharge of \$13.00, which equals to \$156.00 per year. Their explanation is to cover cost for meter maintance. Per their brochure information: Meter Maintenance: "Because so few customers have non-standard meters, the non-standard meters may not be readily available on service trucks, etc...." However, this tariff is not applied to the Smart Meter. I am being penalized, an Enrollment Fee of \$95.00 and a \$13.00 per month services charge, because I am in the minority who has chosen the Non-Standard Meter. Florida Power and Light began changing out Analog Meters and replacing them with Smart Meters without the approval of the Charlotte County Board of County Commissioners and I requested that my old meter be reinstalled, Hence the Non-Standard Meter. What happens if I never have any issues with the non-standard meter?? What is the statistical information on issues with Non-Standard Meters, for change outs due to problems, etc. I do not embrace the Smart Meter, due to the radio wave frequency and the loss of privacy for electronic data. I very much opposes to the New Tariff and registration fee as this will cause an undue financial hardship for my fixed budget.

Sincerely,

Luceal Curry
Punta Gorda Florida

++++
++++

April 8, 2014
Re: Account #: 7920488074
13360 VENANGO TER
PUNTA GORDA, FL 33955

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 April 29th, 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 April 29th, 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: Betty Leland on behalf of Office Of Commissioner Graham
Sent: Monday, April 14, 2014 7:56 AM
To: Commissioner Correspondence
Subject: FW: Where is Our FREEDOM???

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

Thanks.

From: mark generales [<mailto:markgenerales@hotmail.com>]
Sent: Saturday, April 12, 2014 1:23 PM
To: Office Of Commissioner Graham
Subject: Where is Our FREEDOM???

Dear Commissioner:

When you and your fellow commissioners bent over to FPL power and allowed "smart meters" or a gouge fee if we didn't want one - you totally went against your duty to protect me and my family.

FPL has no right to learn what I and my family do in my home. And you have a duty to protect my privacy.

Don't spend one second telling me there are safeguards with my family's information. That is a lie as big as the NSA and cell companies and anything else government wants to try to peddle to the citizens it is supposed to serve.

But instead - you at the PUC have been bought lock stock and barrel by the big utility lobby once again. It is time to reverse this - now.

FPL could easily take last full years charge and charge me an average of that every month. And once per year they could read the meter and reconcile what was owed. One vist once per year. But no - you let them now learn everything we do.

This can not stand and I along with many other Floridians are sick and tired of being gouged and disregarded by government demand change.

I want a response and not some automated letter or staffer that you can pawn this off on. It is time sir for you to stand up for the people of the state instead of some monolithic utility.

Mark Generales
913 S Town and River Dr
Ft Myers, Fl 33919

Crystal Card

From: Ruth McHargue
Sent: Friday, April 11, 2014 3:29 PM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Protest Correspondence for Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35775; E-Form Other Complaint TRACKING NUMBER: 35779; E-Form Other Complaint TRACKING NUMBER: 35780; E-Form Improper Billing TRACKING NUMBER: 35781; E-Form Improper Billing TRACKING NUMBER: 35782; E-Form Improper Billing TRACKING NUMBER: 35783; E-Form Other Complaint TRACKING NUMBER: 35771; E-Form Service Outage TRACKING NUMBER: 35772

Customer correspondence

From: Angie Calhoun
Sent: Friday, April 11, 2014 1:33 PM
To: Ruth McHargue
Subject: Protest Correspondence for Docket 130223

Customer correspondence protesting docket 130223.

Angie

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 10, 2014 12:23 PM
Cc: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 35772

CUSTOMER INFORMATION

Name: Maria Gnam
Telephone: 321-574-1141
Email: ocean06@cfl.rr.com
Address: 6730 Angeles Rd. Melbourne Beach FL 32951

BUSINESS INFORMATION

Business Account Name: Maria Gnam
Account Number: 8843655047
Address: 6730 Angeles Rd. Melbourne Beach Florida 32951

COMPLAINT INFORMATION

Complaint: Service Outage against Florida Power & Light Company
Details:

I am outraged about the fees of 95 dollars and 13 dollars monthly for the option to abstain from the dangerous smart meters. That strategy is extortion pure and simple! The consumer should not be intimidated to comply with an option that has not been extensively and long termed tested as being safe for human and pets health and to safely interact with already established electro magnetic items it will be mixing with along the paths. There is extensive reports on the internet on health and home properties negative impacts experienced by consumers, professionals and technicians faced with investigating, repairing, cleaning and sorting through the aftermath of the events. Interestingly enough the corporation handpicks the facts used to sell them this equipment by others and publishes it on brochures for the public. These have turned out to be myths, these meters are not safe for health or for property safety. It is frustrating to see how integrity and respect for laws have taken a back seat to the mafia strategies of bribing, intimidation, and blackmailing used by many of these corporations. Do your job with integrity, this is a good year to work together and start making a better world, day by day. Thank you.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 10, 2014 12:18 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35771

CUSTOMER INFORMATION

Name: Maria Gnam
Telephone: 321-574-1141
Email: ocean06@cfl.rr.com
Address: 6730 Angeles Rd. Melbourne Beach FL 32951

BUSINESS INFORMATION

Business Account Name: Maria Gnam
Account Number: 8843655047
Address: 6730 Angeles Rd. Melbourne Beach Florida 32951

COMPLAINT INFORMATION

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

I am outraged about the fees of 95 dollars and 13 dollars monthly for the option to abstain from the dangerous smart meters. That strategy is extortion pure and simple! The consumer should not be intimidated to comply with an option that has not been extensively and long termed tested as being safe for human and pets health and to safely interact with already established electro magnetic items it will be mixing with along the paths. There is extensive reports on the internet on health and home properties negative impacts experienced by consumers, professionals and technicians faced with investigating, repairing, cleaning and sorting through the aftermath of the events. Interestingly enough the corporation handpicks the facts used to sell them this equipment by others and publishes it on brochures for the public. These have turned out to be myths, these meters are not safe for health or for property safety. It is frustrating to see how integrity and respect for laws have taken a back seat to the mafia strategies of bribing, intimidation, and blackmailing used by many of these corporations. Do your job with integrity, this is a good year to work together and start making a better world, day by day. Thank you.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 11, 2014 12:32 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35783

CUSTOMER INFORMATION

Name: Lisa Hansen
Telephone:
Email:
Address: 17254 Capri Drive Fort Myers FL 33967

BUSINESS INFORMATION

Business Account Name: L. Hansen
Account Number: 1884839356
Address: same Ft Myers Florida 33967

COMPLAINT INFORMATION

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

Let this serve as a formal complaint against The only provider for where I live.
The letter from FPL letter and its extremely bullying by the only provider in town.

I want to choose no SmartMeter, and because of my choice - charges are being levied.
Its extremely bullying by the utility Company. That is simply extortion!!!

How brazen a move by FPL - with the only choice pushing us into a corner This boards on taking away our rights covered
under the amendment Customers - myself and our neighbors - will fight for it, however.
We will not pay for the luxury of having a personal choice

We (the People) shouldnt have to pay to not participate or be led like a herd of sheep

There are many others rallying to fight this brazen conduct by FPL Determination - petitions, law suits , etc.

We (the People) shouldnt have to pay to not participate or be led like a herd of sheep

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 11, 2014 11:51 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35781

CUSTOMER INFORMATION

Name: Lisa Hansen
Telephone:
Email:
Address: 17254 Capri Drive Fort Myers FL 33967

BUSINESS INFORMATION

Business Account Name: L. Hansen
Account Number: 1884839356
Address: same Ft Myers Florida 33967

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company
Details:
Let this serve as a formal complaint against The only provider for where I live.
I get a letter and its extremely bullying by the only provider in town.

I chose no SmartMeter, and because I am - charges are being levied.
That is simply extortion!!!

There are many others rallying to fight this brazen conduct by FPL Determination - petitions, law suits , etc.
This boards on taking away our rights covered under the amendment

We (the People) shouldnt have to pay to not participate or be led like a herd of sheep

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 11, 2014 1:02 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35779

CUSTOMER INFORMATION

Name: Stephen Renfrow
Telephone:
Email:
Address: 2425 Avondale Str. Port St. Lucie FL 34984

BUSINESS INFORMATION

Business Account Name: Regina Campbell
Account Number:
Address: 2425 Avondale Str. Port St. Lucie Florida 34984

COMPLAINT INFORMATION

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

FPL is noticing its customers who have to date refused its hazardous meters, with a misleading letter designed to intimidate these customers into either: a) agreeing to pay FPLs extortionate fees in order to avoid the "smart" meter, or b) "accepting" the installation of the hazardous "smart" meter.

In early 2012, FPL installed a Smart Meter on our home. Due to medical, privacy concerns, developing tinitus, malfunctioning electrical equipment, all costing us money, in July 2012 we requested that FPL remove the Wireless Smart Meter. Approximately Aug. 2012 they replaced it with a digital meter, instead of the original Mechanical Meter that was working fine and had been on the house since it was built in 1986. We do not feel obligated to pay, nor will we pay their EXTORTION FEE of \$95 plus \$13/mo. almost 2 years later, for a digital meter we didnt ask for. Furthermore, we vehemently refuse the Wireless Smart Meter.

Scientific, Educational, and Military studies since the 1960s prove and document the dangers of this type of Radiation, which is cumulative. If the PSC does nothing to STOP this Smart (DUMB) Grid roll out, we the people of Florida will include the PSC and other state officials in a lawsuit, as YOU KNEW, and are therefore complicit and conspiring with FPL to shove these hazardous devices upon the populace.

After this delivery, the liabilities may not be denied or avoided by said parties. Civil servant immunities and protections do not apply to the installment of Smart Meters due to the criminal violations they represent.

We have given you 1st, 2nd and this is the 3rd NOTICE to have FPL CEASE & DECIST.

PSC was contacted previously

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 11, 2014 12:31 PM
Cc: fpl_fpsc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35782

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

CUSTOMER INFORMATION

Name: Lisa Hansen
Telephone:
Email:
Address: 17254 Capri Drive Fort Myers FL 33967

BUSINESS INFORMATION

Business Account Name: L. Hansen
Account Number: 1884839356
Address: same Ft Myers Florida 33967

COMPLAINT INFORMATION

Complaint: Improper Billing against Florida Power & Light Company

Details:

Let this serve as a formal complaint against The only provider for where I live.
The letter from FPL letter and its extremely bullying by the only provider in town.

I want to choose no SmartMeter, and because of my choice - charges are being levied.
Its extremely bullying by the utility Company. That is simply extortion!!!

How brazen a move by FPL - with the only choice pushing us into a corner This boards on taking away our rights covered under the amendment Customers - myself and our neighbors - will fight for it, however.
We will not pay for the luxury of having a personal choice

We (the People) shouldnt have to pay to not participate or be led like a herd of sheep

There are many others rallying to fight this brazen conduct by FPL Determination - petitions, law suits , etc.

We (the People) shouldnt have to pay to not participate or be led like a herd of sheep

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 11, 2014 8:29 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35780

CUSTOMER INFORMATION

Name: susan sambataro/coakley
Telephone: 772-257-5649
Email: scoak@comcast.net
Address: 4990 63 place Vero Beach FL 32967

BUSINESS INFORMATION

Business Account Name: susan sambataro/coakley Account Number: 9368090305
Address: 4990 63 place Vero Beach Florida 32967

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
Mailing address is PO Box 701105 Wabasso, FL 32970, being I live on a private road the Unites States Postal Service does not deliver mail on this road that is why I gave you my maiing address on this form, Please ote tht on 4/10/14 I faxed in a letter to FI Public Service Commission to 1-850-487-1716 a total of 10 pages and what Ive sent to the ADA on my health issues and I requested to opt out of the smart meter with FPL in Aril of 2012 and also March and April of 2014 along with phone calls. I also faxed to th Americans Disability Act (ADA) because of my medical issues I already have , I do not need anymore medical issues to add to what I already have, I also live on a fixed income, which means that the penalty FPL wants to charge customers I cannot afford and If I have to pay that would mean I cant afford some of my medicaios that I need to take for all of disabilities and I have many. My email is scoak@comcast.net

PSC was contacted previously

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 10, 2014 4:44 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35775

CUSTOMER INFORMATION

Name: Eric heredia
Telephone: 7728739479
Email: my2porsche@yahoo.com
Address: 558 nw placid ave Port Saint Lucie FL 34983

BUSINESS INFORMATION

Business Account Name: Eric heredia
Account Number: 5911660503
Address: 558 nw placid ave Port Saint Lucie Florida 34983

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company
Details:

FPL, with the support of the state, is Forcing compliance on the installation of "smart meters" which are untested for long term health concerns, and violate privacy rights. These instruments can identify power usage patterns and develop trending reports on how, when and where power is used through out the households they monitor. there are no protections on this information and it has and can be used without a warrant to surveillance and monitor subjects within those household without their permission.

FPL states the consumer has a choice, the alternative is not only an additional charge for NOT installing a new smart meter, but a monthly charge for NOT reading the smart meter remotely. They want to charge customers more for something we already have, and that in itself appears criminal to me!

I wholeheartedly object to this intrusion of my privacy and potential health hazard and should not have to pay a more to ensure my health and well being, and legally entitled privacy. I ask that this matter be fully and publicly investigated and that all actions to enforce this "policy" by FPL be halted immediately.

Thank you for your time,
Eric J Heredia

State of Florida



Public Service Commission

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

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

DATE: *Apr. 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 *130 223*.

RECEIVED-FPSC
14 APR 11 PM 3:38
COMMISSION
CLERK



Fraud Hotline Message

MSV

Date/Time of Call Retrieved from Citizen Services voice mail

03/18/2014 03:19 PM

Caller's Name

Not Provided Spelling Uncertain

First Name

Middle Initial

Last Name

Suffix

Judy

Zultak

Caller's Contact Information

Daytime Phone Number

Other Phone Number

Email Address

954-435-3523

Caller's Address

3904 Northwest 77th Avenue
Hollywood

Florida

33024

Broward

Business or Person Referenced: Florida Power & Light

4000 Davie Road Extension
Hollywood

Florida

33024

Broward

Website

954-797-5000

Message

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

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

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

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

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

Subject

Utilities

Comments by AG Staff

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

Forwarding to Citizen Help.

Related Documents

Multiple previous calls under Judith Zultak and Maria Zultak.

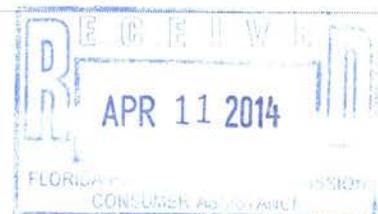
Is caller 60 or older? Yes
 No
 ?

Military Status? Active Military
 Veteran
 Clear Selection

Assigned to

Christina Faris

Status





STATE OF FLORIDA

PAM BONDI
ATTORNEY GENERAL

OFFICE OF THE ATTORNEY GENERAL

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

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

April 3, 2014

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

Dear Ms. Zultak:

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

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

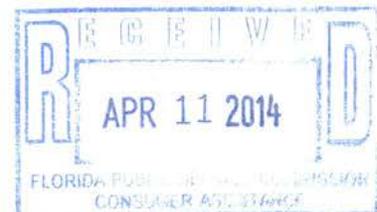
I am also forwarding your letter to the Florida Office of Public Counsel, which provides legal representation for the people of the state in utility related matters. You may contact that office by telephone at (850) 488-9330 or toll-free in Florida (800) 342-0222. The website is <http://www.floridaopc.gov/>.

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. If you cannot afford an attorney, The Florida Bar can provide information about low cost or pro bono assistance through a local legal aid office. Or you may contact the Florida Senior Legal Helpline toll-free at (888) 895-7873. The Senior Legal Helpline is a toll-free telephone referral service to help address legal questions for senior citizens.

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

Sincerely,

Kimberly D'Amico
Office of Citizen Services



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

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

Crystal Card

From: Ruth McHargue
Sent: Thursday, April 10, 2014 2:05 PM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Protest Correspondence to Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35746; E-Form Other Complaint TRACKING NUMBER: 35764; E-Form Other Complaint TRACKING NUMBER: 35765

Customer correspondence

From: Angie Calhoun
Sent: Thursday, April 10, 2014 7:53 AM
To: Ruth McHargue
Subject: Protest Correspondence to Docket 130223

Customer correspondence protesting docket 130223.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 08, 2014 10:05 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35746

CUSTOMER INFORMATION

Name: David Story
Telephone: 386-299-5110
Email: dstoryrob@hotmail.com
Address: 186 Cloverdale ct Ormond Beach FL 32174

BUSINESS INFORMATION

Business Account Name: Deborah Story
Account Number: 1102997481
Address: 186 Cloverdale ct Ormond Beach Florida 32174

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
We do not want a smart meter installed on our house. We do not mind paying \$13 dollars per month for a meter reader (because FPL doesnt want to pay their own employees anymore), but we wish to protest in the strongest terms possible the \$95 account fee to continue the status quo. We feel this fee is punitive and coercive and will force lower income families to disregard the glaring privacy issues involved in the installation of a smart meter, not to mention that no provision was provided for health related waiver of these fees for families with children who have been diagnosed with EMF sensitivity syndrome (an issue the public service commission has not addressed)

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, April 09, 2014 1:03 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35764

CUSTOMER INFORMATION

Name: Tim Shoemaker
Telephone: 321-728-0461
Email:
Address: 3451 Jay Tee Drive Melbourne FL 32901

BUSINESS INFORMATION

Business Account Name: Tim Shoemaker
Account Number:
Address: 3451 Jay Tee Drive Melbourne Florida 32901

COMPLAINT INFORMATION

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

I am filing a complaint on the installation of the FPL Smart Meter system for the following reasons.

1. The installation of the FPL Smart Meter is a violation of my right to privacy, as much information can be collected on me from the profiles of my electric usage. FPL can utilize this information for any purpose that they desire and even sell the information without my knowledge or approval.
2. The health effects of the Smart Meter have not been thoroughly studied. These devices radiate energy much the same as cell phones and microwave ovens, both of which have been linked to several serious diseases. While I can opt to not use or restrict my usage of cell phones and microwaves, I would not have the option to do so with the smart meters. Not only am I at risk from one on my home, but also on all the homes around me. Although the individual radiation per unit may be small, the cumulative effect would be very large and constant.
3. The wholesale adoption of this technology sets a dangerous precedence, opening the door for other utilities and manufacturers to adopt a similar technology without the consumers consent. The concerns about privacy and health would apply to these devices also.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, April 09, 2014 2:48 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35765

CUSTOMER INFORMATION

Name: Arcadia Morales
Telephone: 3056256669
Email: arcdiamorales@comcast.com
Address: 19610 nw 51 ave Miami Gardens FL 33055

BUSINESS INFORMATION

Business Account Name: Arcadia Morales
Account Number: 42123-86454
Address: 19610 nw 51 ave Miami Gardens Florida 33055

COMPLAINT INFORMATION

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

I have been an FPL customer for over 30 years; I have never had any complaints, till now. FPL has effectively become a mafia, extorting citizens by trying to collect additional monthly fees for essentially the same services. According to my research (BioInitiative Report 2012), I see the smart meter as a potentially lethal weapon transmitting rf radiation higher than is consistent with accepted safety guidelines. It has been documented (BioInitiative Report 2012), that exposure to electromagnetic field emissions or radio frequency causes cancer, chromosome aberrations, DNA damaging agents, renal failure, memory loss, sterility, immunodeficiency etc... We have over 120 cell phone towers in my area alone (unusually high density of electromagnetic field and radiation) transmitting and receiving data from the smart meter chip: an invasion of privacy. FPL has not been forthcoming with potential health effects mentioned in the report (BioInitiative Report 2012), nor has it provided customers with any privacy assurances--protection against third parties such as hackers, government and corporate entities sharing, buying and selling customer personal information. FPL has not conducted an environmental study to determine the effects of smart meters and cell phone towers/antennas on animals or vegetation. FPL--a monopoly, has no legal justification for imposing a new tax on customers just because they can. Lawmakers in MD are introducing a bipartisan bill to eliminate a monthly opt-out fee, I will be contacting my representatives to enact a similar bill in Florida.

Crystal Card

From: Ruth McHargue
Sent: Thursday, April 10, 2014 2:03 PM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: Docket 130223,
Attachments: E-Form Improper Billing TRACKING NUMBER: 35761; E-Form Other Complaint TRACKING NUMBER: 35762

[Customer correspondence](#)

From: Angie Calhoun
Sent: Thursday, April 10, 2014 7:53 AM
To: Ruth McHargue
Subject: Protest Correspondence and Requesting Response for Docket 130223,

Responses are requested.

Angie

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, April 09, 2014 12:09 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35762

CUSTOMER INFORMATION

Name: Frederick Hoppe
Telephone: 870-577-7707
Email:
Address: 256 Addison Way Titusville FL 32780

BUSINESS INFORMATION

Business Account Name: Lori A Hoppe
Account Number:
Address: 256 Addison way Titusville, FL Florida 32780

COMPLAINT INFORMATION

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

RE: Smart Meter non installation.

We have been informed that we will be charged a fee of \$95 plus a charge of \$13 per month for declining permission to allow a two way Smart Meter on our home in Titusville, FL.

Per FPSC information sheet on Smartb Meter installation, the FPSC has a directive stating "An IOU may submit an opt-out tariff for consideration by the FPSC." When was that held and where? We received no notification of any such hearing. If there was no hearing, please notify FPL that FPL cannot charge those special fees until there is such a hearing.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, April 09, 2014 11:26 AM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 35761

CUSTOMER INFORMATION

Name: Stephen Ellis
Telephone: 13864469939
Email: leakmaster53@gmail.com
Address: 22 Boston Lane Palm Coast FL 32137

BUSINESS INFORMATION

Business Account Name: Stephen Ellis
Account Number: 74324-41355
Address: 22 Boston Lane Palm Coast Florida 32137

COMPLAINT INFORMATION

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

Due to the health issues and the privacy issues, I am refusing to allow FPL to install a Smart Meter on my house. The spokesperson at FPL said there are charges "By Law" required (a \$95.00 fee) to "allow" me to keep my analog meter. I also disagree with the monthly \$8.00 charge assessed on each monthly bill for keeping my analog meter. Are FPL correct in stating that "The Law" requires me to pay this fee? In other words, is this fee IN the Florida Statutes? Unless this is a Florida Statute, On what authority does FPL stand when they collect this fee?! need specific law quotes as to the authority the FPL works under to collect this fee, or is this fee allowed by the FL. Public Service Commission strictly an agreed to standard that allows FPL to recover some of their costs associated with this changeover?

Crystal Card

From: Ellen Plendl
Sent: Thursday, April 10, 2014 12:52 PM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: Sarasota Electrician Confirms Problems with FPL's so-called "Smart" Meters | Stop "Smart" Meters, Florida!; RE: Sarasota Electrician Confirms Problems with FPL's so-called "Smart" Meters | Stop "Smart" Meters, Florida!

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

Crystal Card

From: Ellen Plendl
Sent: Thursday, April 10, 2014 12:51 PM
To: 'Bill Chamberlain'
Subject: RE: Sarasota Electrician Confirms Problems with FPL's so-called "Smart" Meters | Stop "Smart" Meters, Florida!

Mr. Bill Chamberlain
vangopainting@gmail.com

Dear Mr. Chamberlain:

Thank you for your E-mail. It is my understanding that Mr. Walter Clemence previously contacted you regarding your concerns about smart meters. I will add your comments to the correspondence side of Docket 130223-EI.

If you have any questions, please contact me at 1-800-342-3552.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

From: Bill Chamberlain [<mailto:bill.vangopainting@gmail.com>]
Sent: Wednesday, April 09, 2014 9:24 PM
To: Ellen Plendl
Subject: Sarasota Electrician Confirms Problems with FPL's so-called "Smart" Meters | Stop "Smart" Meters, Florida!

<http://microwavechasm.org/2012/10/18/sarasota-electrician-confirms-problems-with-fpl%E2%80%99s-so-called-%E2%80%9Csmart%E2%80%9D-meters/>

There are obvious concerns about these devices and whether or not they're actually safe and don't pose any fire risk? As usual, FPL denied any sort of responsibility for what happened.

Bill Chamberlain

Crystal Card

From: Bill Chamberlain <bill.vangopainting@gmail.com>
Sent: Wednesday, April 09, 2014 9:24 PM
To: Ellen Plendl
Subject: Sarasota Electrician Confirms Problems with FPL's so-called "Smart" Meters | Stop "Smart" Meters, Florida!

<http://microwavechasm.org/2012/10/18/sarasota-electrician-confirms-problems-with-fpl%E2%80%99s-so-called-%E2%80%9Csmart%E2%80%9D-meters/>

There are obvious concerns about these devices and whether or not they're actually safe and don't pose any fire risk? As usual, FPL denied any sort of responsibility for what happened.

Bill Chamberlain

State of Florida



Public Service Commission

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

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

DATE: Apr 10, 2013
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 13022?

RECEIVED-FPSC
14 APR 10 PM 4:20
COMMISSION
CLERK

notice

Rory Ricketts, April 5, 2014,
Customer Advocacy Specialist
Florida Power & Light Company
P.O. Box 029311
Miami, FL 33102



Please be advised I will record any phone calls and that a phone call is not sufficient. I cannot verify who you are and I do not conduct business on the phone. If you have something to say, regarding the order FPL's placed, please put it in writing and sign it and send by US Mail

I am a simple man, so please allow me to explain the situation any rational man would agree with and even a child could understand. FPL wanted me to choose a Non Standard Meter or a Standard Meter and wanted to charge me money for choosing the Non Standard Meter. I accepted that offer on the condition that I am paid for the work FPL wanted me to do and I gave FPL a notice on March 18, 2014 of what I charge for doing it.

FPL could have responded and said, no, you will get less than your fee. At that point I could have accepted FPL's new offer or rejected it and we would continue to discuss it.

However, all that changed when FPL required me to do something. I could have said no, I won't carry out the order, but I accepted the order and performed the task. I chose the Non Standard Meter along with all the fees FPL was charging me. There is no conflict or controversy here.

FPL didn't discuss my fee for carrying out the order and went ahead and gave me an order anyway, the same as if someone sees an item on a menu and orders. When the order is filled, they pay. FPL required action and now FPL must now pay.

It's very simple really. We are no longer discussing the amount I charge. Now we are dealing with the fact I received an order from FPL and I carried out that order and I demand payment.

Your own job as FPL Consumer Advocacy Specialist has certain requirements. You perform and you get paid. You do not work for FPL for free. The situation is the same with me. I don't work for FPL for free either. Please remit \$100 by May 1, 2014, thereafter making the \$20 payment due on the 1st of each month.

My Fee Schedule:

For accepting Non-Standard Meter option:

\$100.⁰⁰ USD and a monthly surcharge of \$20.⁰⁰

For accepting Standard Meter option:

\$10,000.⁰⁰ USD and a monthly surcharge of \$1000.⁰⁰

For accepting orders after 4/06/14 made by anyone on behalf of FPL the fee is \$1,000,000.⁰⁰

Would you like to place another order at this time?

Larry McClurg
5515 Palmetto Drive
Fort Pierce, Florida, 34982

Larry McClurg
4/5/14

CC: Florida Attorney General Pam Bondi
Public Service Commission
Florida Office of Public Counsel

COPY



Mr. L. McClurg
 5515 Palmetto Dr.
 Fort Pierce, FL 34982-7447

WEST PALM BEACH FL 334

DISTRIBUTION CENTER OF APPROXIMATELY



14 APR -9 AM 7:07

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

020000000000



FLORIDA PUBLIC SERVICE COMMISSION**Fax: 1-800-511-0809****PROTEST DOCUMENT 130223**

This is to inform you that I am outraged that you approved FPL to charge us for keeping our Non-Standard meter over the smart meter, which costs us \$95 as an enrollment fee & another \$13 each month for not having a "smart meter"!

Is this FPL's way to force us to allow the "smart meter"? This is completely unfair and I cannot believe you would have agreed to this. A big question is WHY are they doing this? I demand that you look into this. If FPL wants to install the smart meter, it should be up to us which one we would prefer, but NOT to force us by imposing these high fees.

**Esther Rachwal
4975 Southern Wood Dr.
Sarasota, FL 34241**



Angie Calhoun

From: PSC Fax Server <Fax@psc.state.fl.us>
Sent: Wednesday, April 09, 2014 3:32 PM
To: Consumer Contact
Subject: FPSC , 1 page(s)
Attachments: FAX-2014-04-09 15_32_24.tif

New Fax Received!

You have received a 1 page fax from FPSC ().

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



1995 Cypress Lake Drive
Grant, FL 32949
April 7, 2014

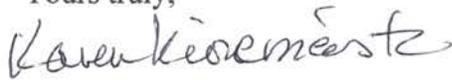
Mr Randy Roland
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee , FL 32399

Dear Mr Roland,

I am writing per our conversation re: opting out of the smart meters being installed by FPL. I object strenuously on many safety and health concern grounds, not the least of which is my personal experience with a SM in Maine. I understand you have added me to your list of people in opposition to these once 'standard' meters.

If you have any group communications going out to similar people, I would like to be included.

Yours truly,



Karen Kiokemeister
321-345-4243
kkyork88@gmail.com



Karen Kiekemeister and CJ Stegges

1995 Cypress Lake Drive
Grant, Florida 32949

ORLANDO FL 328

14 APR 2014 PM 3:1
DISTRIBUTION CENTER

14 APR 10 AM 6:58



Randy Roland
Florida Public Service Commission
2540 Saunders Oak Blvd
Tallahassee
Fl
32399

9299005000





4/10/2014

Americans with Disabilities Act (ADA)
Fax # 1-202-307-1198 Attention: Veronica

u. long fax #
FPL: Attention Julio Balcarcel , fax # 1-561-640-2400= phone 561-640-2100 ext # 3483

Florida Public Service Commission fax # 1-850-487-1716

10 pages

Attention Veronica,

I've requested a special consideration with FPL because of my health issues, because I opt out of FPL smart meter FPL back on 4/11/2012 and nothing was ever mentioned about any charges for opting out. Now FPL is planning on charging a \$ 95.00 penalty for opting out and another penalty of \$ 13.00 a month added to my electric bill, but they call it a fee and knew we live on a fixed income while both my husband and I are disabled. If FPL does give any special consideration to many already with health issues who lives on a fixed incomes many will have no choice but to go without filling medications each month.

I have spoken to Miss Alvarez employee ID # is GXA00U. On 4/10/14 I called Jennifer at 1-866-252-6047 who transferred me to a Mr. Marnada who transferred me to an advocacy Group with FPL who should be calling me back today so I could ask for special considerations which I have already asked for being both my husband and I have many medical issues along with living on a fixed income. Julio Balcarcel called me today 4/10/14 and told me the penalty's stay and there isn't anything FPL can do with or without being disabled..

If I do not pay these penalties my power will be shut down which is not good for my health or my husbands. We do not have city water we have a well / water system coming into our home to shower, drink and for cleaning which is why we can't live without electric.

****My health issues are heart issues, Epstein Bar Virus (EBV), Cytomegalovirus (CMV), Primary Sjogrens, Acute Pancreatitis, Fibromyalgia, Chronic Fatigue Syndrome, High Blood Pressure, Chronic inflammatory demyelization poly neuropathy which is a neurological disorder, I've also been diagnosed with Lymphedema and that causes lymph nodes or vessels that are missing or not working the way they should..**

In other words my Immune system is working in reverse by attacking my own body cells and much more, once this happens 100% nothing can be reversed it can only get worse and that is why I'm very concerned.

As for FPL I have asked about any studies on the smart meters for people with disabilities and all I'm told from anyone I've spoken to at FPL there is nothing wrong with the meters but yet a lot of what you read about the smart meters say there are health concerns to be worried about.

See below by a few Doctors who state FPL's answers on Medical issues is not true and there are many medical issues all of us should be worried about.

<http://emfsafetynetwork.org/smart-meters/smart-meter-health-complaints/>

also look at

<http://emfsafetynetwork.org/physicians-groups-says-smart-meters-effect-health-the-evidence-is-irrefutable/>

also check out

<http://www.theoaklandpress.com/opinion/20131017/gilbert-public-needs-to-know-smart-meter-health-risks>

Another site is,

<http://www.globalresearch.ca/smart-meter-dangers-the-health-hazards-of-wireless-electromagnetic-radiation-exposure/31891>

List of symptoms:

- Sleep problems (insomnia, difficulty falling asleep, night waking, nightmares)
- Stress, agitation, anxiety, irritability
- Headaches, sharp pain or pressure in the head
- Ringing in the ears, ear pain, high pitched ringing
- Concentration, memory or learning problems
- Fatigue, muscle or physical weakness
- Disorientation, dizziness, or balance problems
- Eye problems, including eye pain, pressure in the eyes,
- Cardiac symptoms, heart palpitations, heart arrhythmias, chest pain
- Leg cramps, or neuropathy
- Arthritis, body pain, sharp, stabbing pains
- Nausea, flu-like symptoms



- Sinus problems, nose bleeds
- Respiratory problems, cough, asthma
- Skin rashes, facial flushing
- Urinary problems
- Endocrine disorders, thyroid problems, diabetes
- High blood pressure
- Changes in menstrual cycle
- Hyperactivity or changes in children's behavior
- Seizures
- Recurrence of cancer
- Taken from EMF Safety Network Survey 2011

Thanks for your time it is appreciated; hopefully I will hear back from someone in a short time about our issues along with many others who have medical issues or many who have developed medical issues with the smart meter. Our mailing address is PO Box 701105 Wabasso, the United States postal service does not deliver mail to homes on private roads.

Regards

Susan & Timothy Coakley

772-257-5649

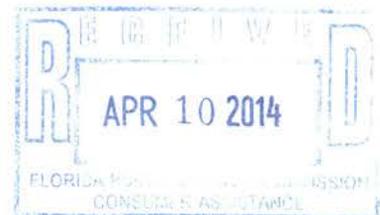


FP & L 4/7/2014 *

Please note FPL associates have called me several times in reference to the smart meter. I am opting out I do not want a smart meter put on my property being I have so many medical issues. I've been told by the FPL employees that have called me there has not been any testing for any of my medical issues, till that is done do not install a smart meter on my home.... I live on a fixed income and can't afford the 95.00 penalty fee or I call it discrimination fee in my world along with a \$ 13.00 charge each month, no one should be forced to do something like this..

Regards,

Susan Sambataro Coakley
772-257-5649



Date: 4-11-2012 *

To Utility Provider:

FPL

Attention: DPC Room 242c
9250 West Flagler Street
Miami, FL 33174

Regarding Address: - Susan Coakley
Administrators

4990 63 Place
Vero Beach, FL 32967

ACCOUNT # 9368090305

Sent By Certified Mail

"I'm opting out permanently"

If this is not the correct address for the smart meter, the FPL office who receives these papers please forward to the correct FPL address. Thank you

(my mailing address)
PO Box 7005
Vero Beach, FL 32976

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 1. 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.



①

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'm a very sick person. Many medical issues)*)

* 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.

Jerson Coakley
 Signature of Homeowner
5/20/12

272 257-5649
 4-10-2012

Signature of Homeowner (2)

NOTE
 Physical + Mailing Address on 1st page.



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

Fax # 1 202-307-1198
for Veronica -

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.

Smart Meter - I OPT OUT

Complainant: Discrimination against my Disabilities By charging
me a Penalty fee of \$95.00 + a 13.00 a month charge
each month

mailing
Address: PO Box 701105

City, State and Zip Code: Wabasso, FL 32970

Telephone: Home: 972 257 5649 - prefer us mail -

Business:

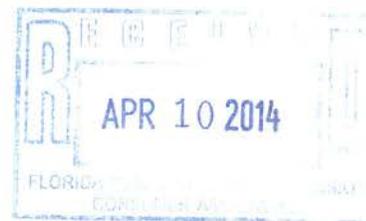
Person Discriminated Against:
(if other than the complainant) Timothy Coallier

Address: Same Address as above

City, State, and Zip Code:

Telephone: Home: Same AS Above.

Business:



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

Name: FPL

9250 W. Flagler St Miami, FL 33174

Address: 41 - FPL P/O Box #29100 Miami, FL 33102

County: _____

City: _____

State and Zip Code: _____

Telephone Number: _____

When did the discrimination occur? Date: last year 2013 4/10 OPT out Letter
FPL-
See Attached

Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated (use space on page 3 if necessary):

Many health issues on both myself (Susan) + (Timothy)

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

Yes No

If yes: what is the status of the grievance? I should not be charged being I cannot

Allow this Smart Meter because of my disabilities + living on a
Fixed income, I have Immune issues - many - no testing for
Any health hazards with a smart meter.

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?

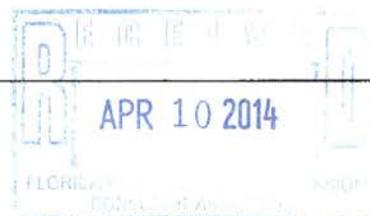
Yes No only this complaint as of 4-10-14

If yes:

Agency or Court: _____

Contact Person: _____

Address: _____



City, State, and Zip Code:

Telephone Number:

Date Filed:

Do you intend to file with another agency or court?

Yes _____ No _____

Agency or Court:

Address:

City, State and Zip Code:

Telephone Number:

Additional space for answers:

ADA

Please see attached letter - also sent to FPL - PSC:

Signature:

Susan Coakley (FPL last name Sam Natano)

Date:

4-10-14

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



HP Officejet Pro 8600 N911g Series

Fax Log for
Tim/Susan Coakley
772-257-5649
Apr 10 2014 2:53PM

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
Digital Fax						
Apr 10	2:48PM	Fax Sent	12023071198	3:51 N/A	10 ✓	OK



Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
Apr 10	2:56PM	Fax Sent	15616402400	1:06 N/A	0	Cancel

*Fax
Does Not work*



Angie Calhoun

From: Karen Dockham
Sent: Thursday, April 10, 2014 3:14 PM
To: Consumer Contact
Subject: FW: FPSC 1007, 12 page(s)
Attachments: FAX-2014-04-10 15_10_48.tif

?

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Thursday, April 10, 2014 3:11 PM
To: FaxAdmins
Subject: FPSC 1007, 12 page(s)

New Fax Received!

You have received a 12 page fax from FPSC (1007).

It was sent to 1007. The fax is attached to this email, open the attachment to view your fax.

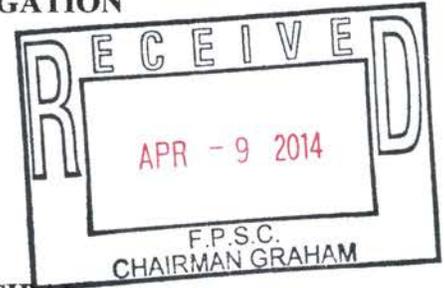


SECOND NOTICE

LAWFUL NOTICE AND DEMAND AND OBLIGATION

February 3, 2014

From: 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**
Chairman and [CEO]
[NEXTERA ENERGY, INC. and FLORIDA POWER & LIGHT COMPANY (FPL)]
and
Eric E. Silagy
President
[FPL]
700 Universe Blvd.
Juno Beach, FL 33408
Via United States Postal Service Express Overnight Mail#: EG 735790285 US
And via Fax: (561) 694-4999

RECEIVED FPSC
14 APR - 9 AM 11:05
COMMISSION
CLERK

Art Graham
Chairman
PUBLIC SERVICE COMMISSION [PSC]
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Via United States Postal Service Express Overnight Mail#: EG 735790303 US
And also via Fax: (800) 511-0809

Re: 6th NOTICE OF NO CONSENT TO TRESPASS OR SURVEILLANCE, NO CONSENT TO INSTALL/OPERATE SMART METER, NO CONSENT TO ENROLLMENT FEE/SURCHARGES FOR DENYING SMART METER, NOTICE OF CRIMINAL AND [CIVIL] LIABILITY, NOTICE OF NO CONSENT TO MURDER/SLOW KILL ME AND MY FAMILY, NOTICE AND DEMAND AND OBLIGATION OF MORATORIUM ON ALL SMART METERS IN Florida state

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

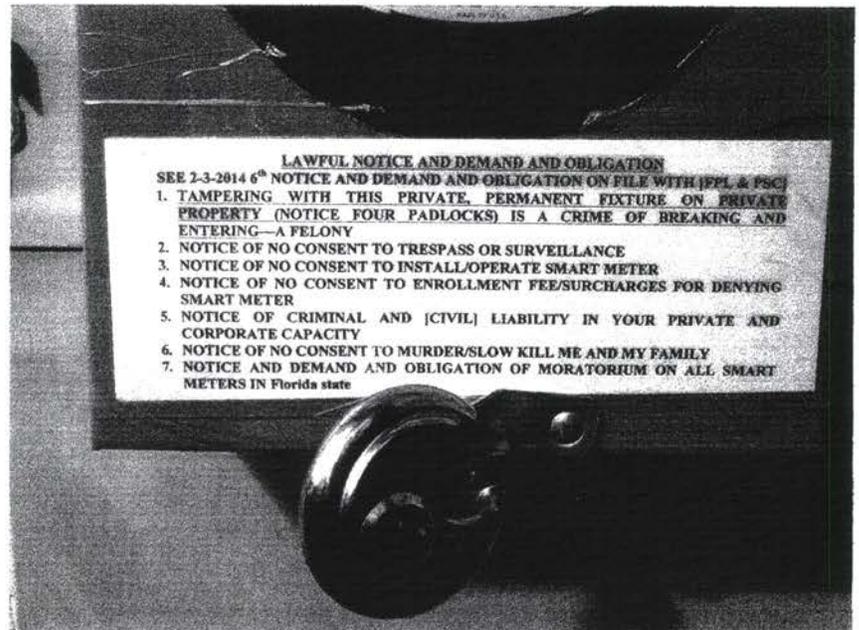
Please read carefully the facts and law herein:

1. In 2011, you received three verbal Notices under the Law of Principal and Agent from Me, I, Myself and My family of No Consent to install, operate, etc. a Smart Meter or any related activity monitoring device whatsoever at the [mail notification location] of said Private Property, supra, and that No Meter Reader is to ever enter said Private Property without calling first and then knocking on the front door upon arrival for My or My family's consent to read the meter for that day.
2. On December 30, 2011 a written Notice was sent to you under the **Law of Principal and Agent, [Florida Statutes § 671.201] and [U.C.C. 1-308]** from Me, I, Myself via United States Postal Service

certified [mail] numbers 7010 1670 0000 7183 9543 and 7010 1670 0000 7183 9505, which includes, but is not limited to:

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

4. On January 28, 2014, at 1:07 [pm] under the Law of Principal and Agent, My family and I placed Kevin, [FPL] Meter Reader on Notice while on said Private Property that we do Not Consent ever in any way whatsoever to any installation, operation, etc. of, or, to any penalties associated with denying, any Smart Meter, related activity monitoring device, etc. on, involving, etc. said Private Property.
5. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any installation, operation, etc. of any Smart Meter (or [AMI] two-way transmission smart-grid meter, whether with two, three, or otherwise, etc. antennae), digital meter (or [AMR] one-way transmission digital “ping” meter), related activity monitoring device, etc. on, involving, etc. said Private Property.
6. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any neighborhood, subdivision, etc. installations, operations, etc. of any Smart Meter, digital meter, related activity monitoring device, etc. affecting said Private Property due to said ~1-mile radius of influence.
7. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent to any fees, charges, penalties, fines, etc. for denying any installation, operation, etc. of any Smart Meter, related activity monitoring device, etc., on said Private Property, including, but not limited to, the alleged [\$]95 Enrollment Fee and the alleged additional [\$]13/month Surcharge approved by a recent [PSC] Hearing under [PSC Docket #130223] for Not having a Smart Meter, digital meter, related activity monitoring device, etc. on said Private Property.
8. This is a lawful **Notice and Demand and Obligation** that I am Not required to pay [FPL] in order Not to be “slowly killed” or violated as outlined in the many criminal violations cited, supra, and, as such, **all Smart Meters, related activity monitoring devices, digital meters, etc. are hereby to be removed and permanently shut down from any infrastructure, operations, etc. immediately in the entire Florida state.**
9. Pictures of current **Analog Meter** and of all four cornerposts with Private Property-No Trespassing signs on said Private Property are included below for your review. Said meter is **clearly encased inside a private, padlocked (Notice the four separate padlocks), permanent fixture attached to, and, part of, the building on said Private Property.** Said encasement clearly allows for any [FPL] Meter Reader to obtain a proper reading. **Any tampering with said private, padlocked, permanent fixture in an attempt to change said Analog Meter to any other meter falls under the criminal violation and felony of “Breaking and Entering”, so please govern yourselves accordingly.**





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

I, Me, Myself, Mark: Baker©, Agent, Declare that the foregoing is true, correct and not misleading to the best of My knowledge, information and belief executed this 3rd day of February, 2014 under Authority: [28 USC 1746(1)] and My Sovereign Immunity. My autograph below is with explicit reservation of All of My Rights, Remedies and Defenses, Without prejudice and Without recourse to any of My Unalienable Rights or any of My specific Common Law Rights and by My autograph below.

With All Respect, Thank You,

by: 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 3rd day of February, 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. FLDL

Witness my hand and seal:

A. Renee McCrary
 Notary Public

2-3-14 (Seal)
 Date



A. RENEE MCCRARY
 MY COMMISSION # FF 008819
 EXPIRES: June 25, 2017
 Bonded Thru Budget Notary Services

(Stamp)

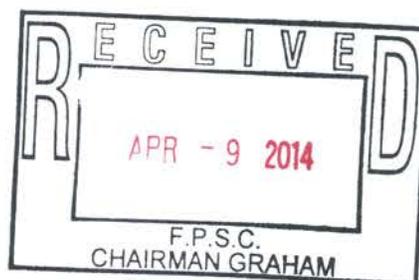


CHANGING THE CURRENT. FPL



*****AUTO**3-DIGIT 329 T16 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

You have a choice of meter.

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

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

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

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

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

For more information, please review the enclosed brochure or go to FPL.com/meteroption.

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

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

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

Thank you in advance for making your choice.

Sincerely,
Maria Gomez
Director, Customer Service

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

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

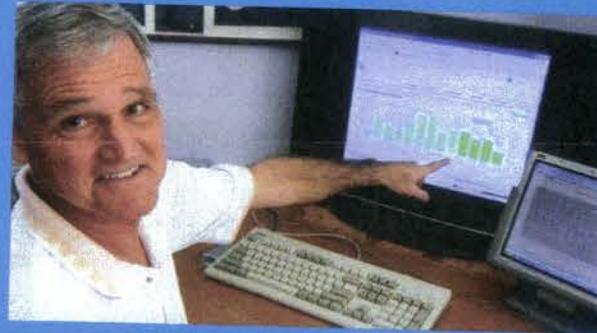
We won't have to come to your home every month to read the meter (we just need occasional access for routine maintenance).



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."

– Yanía 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

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

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.

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.

3



Choose Your Meter Option

Go to FPL.com/meteroption or Call 1-866-252-6047



CHANGING THE CURRENT. FPL

State of Florida



Public Service Commission

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

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

DATE: *Apr. 8, 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 130233

RECEIVED-FPSC
14 APR - 8 PM 1:26
COMMISSION
CLERK

notice of dishonor

Notice to agent is notice to principal, notice to principal is notice to agent.

FPL ordered me, required me to perform.

Smart Meter or Alternative Meter
Action Required

I carried out the order and demand compensation.

I sent notices of conditional acceptance of the Non Standard Meter on March 19th, 2014 and again on March 28th, 2014, plus an affidavit March 20th, 2014, including a fee schedule, in an attempt to discuss the matter and avoid conflict.

FPL has dishonored my notices of conditional acceptance, by failing to respond and therefore has confirmed that we share an understanding.

My property means not only the land but my body and possessions. I believe the smart meter may cause serious health issues and possibly be fatal.

Any further action against my property at this time may result in both criminal penalties as well as lawsuits for trespass against you, James L Robo, in an open court of record and trial by jury and bring you forth to verify under oath or affirmation and under penalty of perjury that you have superior claim to administer my property without rights or consent.

I demand compensation for performing the order which FPL gave me.

Compensation for carrying out the FPL order is detailed in my fee schedule and I require further compensation when any FPL employees, agents or contractors administer my property without rights or consent.

My Fee Schedule:

For accepting Non-Standard Meter option:

\$100.00 USD and a monthly surcharge of \$20.00

For accepting Standard Meter option:

\$10,000.00 USD and a monthly surcharge of \$1000.00

Larry McClurg 4/14/14

Larry McClurg
5515 Palmetto Drive
Fort Pierce, Florida, 34982

Larrymclurg@att.net

To: Jack Leon Registered Agent FPL.
CC: Florida Attorney General Pam Bondi
Public Service Commission
Florida Office of Public Counsel

COPY



5515 Palmetto Drive
Fort Pierce, Florida, 34982

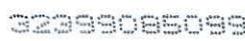
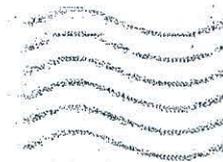
DISTRIBUTION CENTER

14 APR -7 AM 7:16

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-3592

WEST PALM BEACH FLORIDA

14 APR 2004 PM 5:1



Shawna Senko

From: Carlotta Stauffer
Sent: Tuesday, April 08, 2014 10:59 AM
To: Shawna Senko
Subject: FW: From Attorney General Pam Bondi
Attachments: McClurgLarry.pdf

Consumer correspondence. Thanks.

From: attorney.general@myfloridalegal.com [mailto:attorney.general@myfloridalegal.com]
Sent: Friday, April 04, 2014 11:11 AM
To: LARRYMCCLURG@ATT.NET
Subject: From Attorney General Pam Bondi

Florida Attorney General Pam Bondi received your follow-up correspondence regarding Florida Power and Light and the installation of smart meters. Attorney General Bondi asked that I respond.

We appreciate hearing from you again. The Attorney General's Office is concerned with all potentially unfair and deceptive trade practices. We use complaints to identify patterns of questionable business activities that may indicate the need for formal investigation or action by our office. We are forwarding your information to the Attorney General's Consumer Protection Division for review.

Since we last contacted you, we have learned that the Florida Public Service Commission (PSC) has opened **Docket No. 130223-EI** to review the FPL tariff filing that proposes to implement the smart meter opt out charge. I am forwarding your correspondence to the PSC for review. I am also forwarding a copy of your correspondence to the Florida Office of Public Counsel, which provides legal representation for the people of the state in utility related matters.

Thank you for taking the time to make our office aware of your concerns. If you would like to keep current with news on Attorney General Bondi's efforts to fight fraud please follow this link and subscribe to the Attorney General's electronic newsletters:

<http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,
Rose Huskey
Office of Citizen Services
Florida Attorney General's Office
The Capitol, PL-01
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990
Toll-free in Florida: (866) 966-7226
Website: <http://www.myfloridalegal.com>

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at www.myfloridalegal.com and complete the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

(See attached file: McClurgLarry.pdf)

PREVIOUS

From: attorney.general@myfloridalegal.com
To: LARRYMCCLURG@ATT.NET

Subject: From Attorney General Pam Bondi

Date: 03/25/2014 11:24:57 AM

Florida Attorney General Pam Bondi received your email regarding the installation of smart meters by Florida Power & Light Company. Attorney General Bondi asked that I respond.

We appreciate hearing from you. If you have not already done so, we encourage you to express your concerns directly to the Florida Public Service Commission (PSC), the agency which regulates investor-owned utilities in this state. Contact information is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100
Toll-free in FL: 1-800-342-3552
Internet: <http://www.psc.state.fl.us>

You may also wish to voice your concerns to the Florida Office of Public Counsel, which provides legal representation for the people of the state in utility related matters. Contact information is listed below:

Florida Office of Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400
Phone: (850) 488-9330
Toll-free in FL: (800) 342-0222
Website: <http://www.floridaopc.gov/>

For additional information and facts about smart meters, visit the links below:

<http://www.psc.state.fl.us/utilities/electricgas/smartmeter/>
http://www.fpl.com/energysmart/pdf/facts_about_smart_meters.pdf

Thank you for contacting Attorney General Bondi's Office. I hope this proves helpful.

Sincerely,

Tara Berman
Office of Citizen Services
Florida Attorney General's Office
PL-01, The Capitol
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990
Toll-free within Florida: (866) 966-7226
Website: www.myfloridalegal.com

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INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 03/18/2014

Larry McClurg
5515 Palmetto Drive
Fort Pierce, FL 34982
Phone: (772) 489-2070
Email: larrymcclurg@att.net

RE: Florida Power & Light Company

5515 Palmetto Drive
Fort Pierce, FL 34982
Phone: (772) 489-2070

Subject: notice. Smart meter or alternative meter

notice
Florida Power & Light Company.

I conditionally accept your offer of the Non-Standard Meter Option upon your acceptance of my fee schedule.

You will pay an acceptance fee of \$100 and a monthly surcharge of \$20 to help cover the cost of the rental space of said meter attached to my property.

If you wish to switch out the current Non-Standard Meter attached to my property you will pay an acceptance fee of \$10,000 and a monthly surcharge of \$1000 to help cover the cost of medical expenses that may arise from exposure to radiation from the smart meter, aka, standard meter.

(1) Know the facts. Failure to respond to this notice in 3 days constitutes acceptance.

(2) Compare the costs and benefits. an acceptance fee of \$100 and a monthly surcharge of \$20 to help cover the cost of the space for Non-Standard Meter currently attached to my property.

If you wish to switch out the current Non-Standard Meter on my property you will pay an acceptance fee of \$10,000 and a monthly surcharge of \$1000 to help cover the cost of medical expenses that arise from exposure to radiation from the smart meter

(3) Make your choice. Please respond by March 28nd, 2014.

Any action taken by any employees of Florida Power & Light Company without payment of the fee you are being charged will result in a lawsuit against them individually for administrating my property without rights or consent and against Florida Power & Light Company for nonpayment of the fees herein stated.

For your convenience, I will reply to any information you send me in the mail, by return mail.

Thank you in advance for making your choice.

Larry McClurg
Property Owner
5515 Palmetto Drive
Fort Pierce, Florida, 34982

CC: FPL_Correspondence@fpl.com

Affidavit

*CS/Utilities
9/13*

Florida Power and Light (FPL) has required of me to choose an option of the Non Standard Meter or the Standard Meter, aka, Smart Meter.

I conditionally accept the Non Standard Meter upon payment of the fee detailed in my fee schedule.

I grant FPL has the option of choosing the Standard Meter for me upon payment of the fee detailed in my fee schedule.

My Fee Schedule:

COPY

Leaving Non-Standard Meter active in place:
\$100.00 USD and a monthly surcharge of \$20

Replacement of Non-Standard Meter with Standard Meter:
\$10,000.⁰⁰ USD and a monthly surcharge of \$1000.

Payable to:

Larry McClurg
Property Owner
5515 Palmetto Drive
Fort Pierce, Florida, 34982

Larrymcclurg@att.net

Before me, the undersigned authority, personally appeared

(Affiant) *Larry McClurg* who is

Personally known or Produced identification *id # 11246-539-45-146-0*

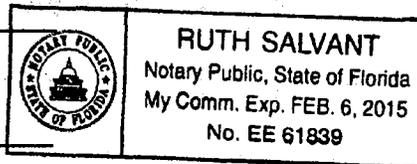
and who swore to (or affirmed) and subscribed before me

this *20th* day of *March* 2014

Ruth Salvant

Notary Public

My Commission Expires: _____



To: Jack Leon Registered Agent FPL

Copy: Florida Attorney General Pam Bondi

RECEIVED

2014 MAR 25 AM 9:07

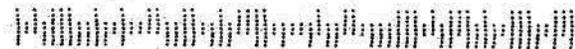
ATTORNEY GENERAL'S OFFICE

Larry McClurg
5515 Palmetto Drive
Fort Pierce, FL 34982



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

3239986591



Shawna Senko

From: Carlotta Stauffer
Sent: Tuesday, April 08, 2014 10:40 AM
To: Shawna Senko
Subject: FW: From Attorney General Pam Bondi

For consumer correspondence, thanks

From: attorney.general@myfloridalegal.com [<mailto:attorney.general@myfloridalegal.com>]
Sent: Monday, April 07, 2014 4:17 PM
To: JACKMARYP@GMAIL.COM
Subject: From Attorney General Pam Bondi

Florida Attorney General Pam Bondi received your email regarding your concerns with the installation of smart meters by Florida Power & Light Company (FPL). Attorney General Bondi asked that I respond.

We appreciate hearing from you. The Attorney General's Office is concerned with all potentially unfair and deceptive trade practices. We use complaints to identify patterns of questionable business activities that may indicate the need for formal investigation or action by our office. We are forwarding your information to the Attorney General's Consumer Protection Division for review.

The Florida Public Service Commission (PSC) has opened **Docket No. 130223-EI** to review the FPL tariff filing that proposes to implement the smart meter opt out charge. I am forwarding your correspondence to the PSC for review. I encourage you to contact the PSC directly to follow up on your complaint. The contact information is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100
Toll-free in FL: 1-800-342-3552
Internet: <http://www.psc.state.fl.us>
Smart Meters: <http://www.psc.state.fl.us/utilities/electricgas/smartmeter/>

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. Contact information is listed below:

Florida Office of Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400
Phone: (850) 488-9330
Toll-free in FL: (800) 342-0222
Website: <http://www.floridaopc.gov/>

Thank you for contacting Attorney General Bondi's Office. I hope this proves helpful.

Sincerely,

Tara Berman
Office of Citizen Services
Florida Attorney General's Office
PL-01, The Capitol
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990

Toll-free within Florida: (866) 966-7226
Website: www.myfloridalegal.com

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To contact this office please visit the Attorney General's website at www.myfloridalegal.com and complete the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/01/2014

john pulick
139 w waterside pkwy
Palm Coast, FL 32137
Phone: (386) 864-7045
Email: jackmaryp@gmail.com

RE: florida power and light
700 universe blvd
Juno Beach, FL 33408
Phone: (800) 226-3545

Subject: eric silagy

I have been put in a position of paying \$95 to fpl in order to keep my standard meter and not have them replace it with an intrusive "smart" meter. The \$95 and permission to "choose" remaining with what has served well is for an enrollment fee with no explanation of what that means and why the cost, since I have been enrolled with this meter since 2006. The letter informs me that I have a "choice" but is extremely coercive in nature, and without the details and seems illegal to this financially vulnerable senior. Please keep them from bullying me.

Shawna Senko

From: Ruth McHargue
Sent: Tuesday, April 08, 2014 10:31 AM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Protest Correspondence for Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35741; E-Form Other Complaint TRACKING NUMBER: 35742; fpl smart meters; E-Form Other Complaint TRACKING NUMBER: 35743; E-Form Other Complaint TRACKING NUMBER: 35744

Customer correspondence

From: Angie Calhoun
Sent: Tuesday, April 08, 2014 8:41 AM
To: Ruth McHargue
Subject: Protest Correspondence for Docket 130223

Protests for FPL docket 130223.

Angie

Shawna Senko

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 07, 2014 4:33 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35741

CUSTOMER INFORMATION

Name: Maria Perkins
Telephone: 7725013833
Email: brownidlion@1791.com
Address: 6735 Dulce Real Fort Pierce FL 34951

BUSINESS INFORMATION

Business Account Name: Maria Perkins
Account Number: 5865494123
Address: 6735 Dulce Real Fort Pierce Florida 34951

COMPLAINT INFORMATION

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

To Whom it may concern;

I am appalled at the fee of \$95.00 plus an additional \$13.00 per month to be able to keep my "Not Smart Meter" Not only is this a hardship financially, it is a major health and privacy issue! So for those who are on a fixed income have to suffer for wanting to have a "Choice" and to be safe in our own home!

The "Smart Meter" was installed (without my knowledge or consent). After the incident/concern of too much electricity coming in and an almost arc welding of my air conditioning relay switch (I have documentation from our service company) I requested and got a digital CL200 Type C1S not my analog back and was told that is was NOT a Smart meter.

The health and privacy issues alone should make this technology a MAJOR problem. Fires, appliance failures, radiation above the considered "safe" level, hacking and the extortion of additional fees is sickening.

So, without a choice and no other electric companies to do business with has made this a nightmare and that I had to comply by March deadline accepting the additional charges or get a Smart Meter!

I can read the meter and send it in, did this with analogs, so the need to send a reader out is foolish at an additional cost that could and should be eliminated (\$13 per month).

I appreciate your time in this matter.

Shawna Senko

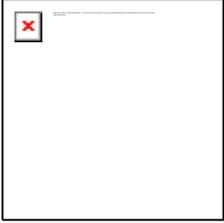
From: walknrex@aol.com
Sent: Monday, April 07, 2014 4:33 PM
To: Consumer Contact
Subject: fpl smart meters

T O WHOM IT MAY CONCERN; I SAT BEFORE MY T V AND LISTENED TO AN FPL PERSON TELL YOU THEY WOULD NOT FORCE ANYONE TO ACCEPT THE SMART METERS. IT WAS A SHOCK TO GET A LETTER TELLING US IF WE DID NOT ACCEPT THE SMART METER WE WOULD HAVE TO PAY \$95.00 FEE TO KEEP OUR OLD METERS AND AN INCREASE OF \$13.00 MONTHLY ON OUR BILLS FOR KEEPING OUR OLD METERS.. THIS IS NOT MY CHOICE BUT WE ARE FORCED TO TAKE IT BECAUSE WE CAN'T AFFORD NOT TO ACCEPT IT.. WE HAVE BEEN LIED TO AGAIN....

FPL, THE LAST STRAW

HARD WORKING CONSUMERS ARE HAVING THEIR LIFE BLOOD SUCKED OUT OF THEM BY FEDERAL, STATE, LOCAL GOVTS. BUSINESSES, UTILITIES, BANKS, EVERY ASPECT OF OUR DAILY LIVES EVERY DAY. THE HOST IS ANEMIC AND WHEN THE HOST DIES THE PARASITES CEASE TO EXIST TOO. AS SENIOR CITIZENS LIVING ON LESS INCOME THAN WE DID 30 YEARS AGO AND WATCHING MY CHILDREN STRUGGLE TO WORK AND PAY BILLS TODAY IT IS HEARTBREAKING TO SEE OUR LEADERS LET THIS CORRUPTION GO ON DESTROYING OUR COUNTRY AND THOSE THAT LOVE IT. EVERY BILL WE OPEN HAS NEW FEES AND CHARGES EVERY MONTH, NO EXPLANATION OF WHAT IT IS OR WHAT IT DOES,, JUST ANOTHER WAY TO BLEED THE HOSTS. GREED IS THE ENEMY THAT HAS TAKEN OVER OUR GOVTS. AND BUSINESSES TODAY. WELL THE PROMISES FPL MADE TO THE LEGISLATURES ON PUBLIC TV PROMISING TO LET US KEEP OUR OLD METERS IF WE LIKED THEM AND HAVE A CHOICE OF REFUSING THE SMART METERS, BUT IT WAS JUST LIKE THE OBAMA CARE ,,IF YOU LIKE YOUR OLD INSURANCE YOU CAN KEEP IT,,, BUT WATCH OUT THERE WILL BE A PENALTY IF YOU DO.. WHAT CHOICE DO PEOPLE HAVE WHEN WE HAVE TO PAY A \$95.00 FEE FOR KEEPING THE OLD METER WE ALREADY PAID FOR WHEN WE GOT THE HOUSE HOOKUPS AND A \$13.00 MO. EXTRA CHARGE FOR HAVING THE OLD METER WHICH WILL GO UP LIKE THE OBAMA CARE PENALTY WILL. WE CAN BARELY PAY THE ELECTRIC BILLS NOW LET ALONE BE FORCED INTO MORE FEES. WE HAVE BEEN PAYING UNKNOWINGLY ON OUR BILLS FEES SINCE 2007 FOR SMART METERS WE NEVER EVEN HAD. WHERE IS THE JUSTICE IN THIS COUNTRY WHEN PEOPLE CAN LIE AND GET AWAY WITH IT, THIS IS NOT THE COUNTRY I HAVE LOVED AND RESPECTED ALL THESE YEARS. CRIMINALS HAVE MORE RIGHTS AND FREEDOMS THAN THE AMERICAN CITIZEN KEEPING ALL OF YOU IN BUSINESS. THE ONES GETTING THE HAND OUTS AND FREE STUFF DON'T PAY INTO THE SYSTEM AND IT IS NOT FREE FOR THOSE OF US PAYING FOR IT ALL. FPL HAS LEARNED FROM THE FED. GOVT, AND ALL THE OTHER GOVT. OFFICES ARE NOW FOLLOWING THE DRUMMER TO THE BEAT OF BLEED THE CONSUMER TO DEATH. A SLOW AGONIZING DEATH IT IS INDEED, TO SEE ALL YOU HAVE WORKED AND SAVED FOR GO DOWN THE DRAIN SO SOMEONE ELSE CAN TAKE IT AWAY WITH NO CONSCIENCE OF WRONG DOINGS. WHAT GOES AROUND COMES AROUND AND AS THE COUNTRY GOES DOWN SO WILL ALL OF US INCLUDING THE ONES WHO CAUSED IT. WE THE TAX PAYERS ARE WEARY AND BROKE AND TIRED TRYING TO SURVIVE WHEN NO ONE SEEMS TO CARE AT THE TOP WHO WERE ELECTED TO PROTECT OUR RIGHTS, THEY ARE TOO BUSY GETTING ALL THEY CAN FOR THEMSELVES. I WOULD GLADLY SWITCH TO ANOTHER ELECTRIC COMPANY AT THIS TIME FOR WHAT HAS BEEN AN EXTORTION TO CUSTOMERS TRYING TO CONSERVE ENERGY AND HOLDING US HOSTAGES FOR MORE FEES AND PENALTIES,, FOR GOOD REASONS WE HAVE FOUGHT SMART METERS IN OUR HOMES,, SAFETY AND PRIVACY AND ECONOMIC PURPOSES, NOW WE ARE FORCED TO ACCEPT IT AS WELL AS SMART WATER METERS, SMART APPLIANCES, SMART PHONES ECT. AT GREAT RISK TO OUR RIGHTS AND PRIVACY. I BELIEVE MANY LAW SUITS AND CIVIL SUITS WILL BE COMING IN THE FUTURE FOR THIS AND MANY OTHER INFRINGES ON OUR CIVIL RIGHTS. I WOULD PRAY THIS PLEA LANDS ON HONEST EARS THAT WOULD COME TO THE AID OF THE PEOPLE WHO PAY YOUR BILLS AND SALARIES THAT YOU WOULD DO YOUR JOBS AND COME TO DEFEND YOUR COUNTRYMEN AND WOMEN. I KNOW WE

ARE BEING MONITORED EVERYWHERE WE GO AND ALL WE SAY BUT NOW WE ARE NOT EVEN
SECURE IN OUR HOMES FROM CONTROL OVER OUR UTILITIES BEING MONITORED AND TURNED OFF
AT WILL FOR ANY REASON NOT OF OUR CHOOSING. GOD HELP OUR COUNTRY FOR WHAT IT IS
BECOMING. WAKE UP PEOPLE BEFORE IT IS TOO LATE, WE ARE LOSING OUR FREEDOMS ONE BY ONE...
JOYCE LABOR WALKNREX@AOL.COM FLAGLER BEACH, FLORIDA



Shawna Senko

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, April 08, 2014 5:34 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35744

CUSTOMER INFORMATION

Name: John Russo
Telephone: 386-236-7650
Email: johnnyr1528@cfl.rr.com
Address: 4234 Mayfair Lane Port Orange FL 32129

BUSINESS INFORMATION

Business Account Name: John Russo
Account Number:
Address: 4234 Mayfair Lane Port Orange Florida 32129

COMPLAINT INFORMATION

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

I was just notified by the Florida Power and Light Company that I must pay a tariff that was supposedly approved by you for my choice not to have the new Smart meter installed in my home. This so called tariff of a one time charge of \$95.00 and a monthly charge of \$12.00 in nothing less than a punishment for my Freedom of Choice. The research of these new Smart Meters as have not been fully researched on the health affects they have. You must not allow this tariff to be approved for citizens must keep their right to Freedom of choice without being intimidated. I have also contacted my Congressman and Volusia County representatives to stop this insanity.

Shawna Senko

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 07, 2014 9:27 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35742

CUSTOMER INFORMATION

Name: Robert Johnson
Telephone: 561-792-1751
Email: pcbn2u@bellsouth.net
Address: 17893 89th Pl.N. Loxahatchee FL 33470

BUSINESS INFORMATION

Business Account Name: Robert Johnson
Account Number:
Address: 17893 89th Pl.N. Loxahatchee Florida 33470

COMPLAINT INFORMATION

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

I had a smart meter on my home and I became ill. I had the smart meter removed and my symptoms went away. I object to be given a Choice to either pay extortion money or accept a device on my home that makes me sick. I work from home and am here around the clock. I cannot be subjection to this RF radiation. I object to pay more for a meter reader which has already worked into my monthly bill anyway. I object to my meter housing on my home housing any device that can transmit anything to anyone. It is my 4 amendment right to feel safe in my home. That amendment is free of charge, you do not have to purchase it from a major corporation.

Shawna Senko

From: consumerComplaint@psc.state.fl.us
Sent: Monday, April 07, 2014 9:52 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35743

CUSTOMER INFORMATION

Name: Timothy Hall
Telephone:
Email: tfhall19@yahoo.com
Address: 21 Eastlake Dr. Palm Coast FL 32137

BUSINESS INFORMATION

Business Account Name: Timothy Hall
Account Number: 64127-86367
Address: 21 Eastlake Dr. Palm Coast Florida 32137

COMPLAINT INFORMATION

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

As a law abiding citizen, I will not submit to FP & Ls coercive, extortionate actions as outlined in an undated letter sent by FP & L to its customers on or about March 25th, 2014. This letter demanded a \$95.00 fee and \$13.00 monthly payments thereafter.

As defined in Websters Collegiate Dictionary:

- 1) Coerce - to restrain or dominate by nullifying individual will.
to compel to an act or choice.
to enforce by force or threat.
- 2) Extort - to obtain from a person by force or undue or illegal power or ingenuity.
- 3) Extortion - the act or practice of extorting money or other property: the offense committed by an official engaging in such practice.

something extorted; a gross overcharge.

FP & L is a monopoly. Based on that fact, the Florida Public Service Commission was created to safe-guard my rights. It appears you have failed your mission in this instance by rubber-stamping this illegal act. The FPSC must establish a penalty-free option for the citizens of Florida or a new power service provider to choose from.

No consent. All rights reserved.

Timothy Hall
Palm Coast, FL

Crystal Card

From: Ruth McHargue
Sent: Monday, April 07, 2014 1:45 PM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Protest Correspondence for Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35712; E-Form Other Complaint TRACKING NUMBER: 35715; E-Form Other Complaint TRACKING NUMBER: 35719; From Attorney General Pam Bondi; FPL Smart Meter; E-Form Other Complaint TRACKING NUMBER: 35727; E-Form Other Complaint TRACKING NUMBER: 35725; E-Form Other Complaint TRACKING NUMBER: 35728; smart meters and open docket #130223

Customer correspondence

From: Angie Calhoun
Sent: Friday, April 04, 2014 3:19 PM
To: Ruth McHargue
Subject: Protest Correspondence for Docket 130223

Crystal Card

From: Marie Tatman <tatmanranch@bellsouth.net>
Sent: Friday, April 04, 2014 9:11 AM
To: Consumer Contact
Subject: FPL Smart Meter
Attachments: LETTER TO FPL.jpeg

Attached is copy of letter we sent to FPL opting out of having their smart meter installed. It is self-explanatory.

Marie Tatman

Crystal Card

From: attorney.general@myfloridalegal.com
Sent: Friday, April 04, 2014 9:09 AM
To: ROMANS@DIGITALEXP.COM
Subject: From Attorney General Pam Bondi

Florida Attorney General Pam Bondi received your email regarding your concerns with the installation of smart meters by Florida Power & Light Company. Attorney General Bondi asked that I respond.

We appreciate hearing from you. I am forwarding your correspondence to the Florida Public Service Commission (PSC), the agency which regulates investor-owned utilities in this state. I encourage you to contact the PSC directly to follow up on your complaint. The contact information is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Telephone: (850) 413-6100
Toll-free in FL: 1-800-342-3552
Internet: <http://www.psc.state.fl.us>

You may also wish to voice your concerns to the Florida Office of Public Counsel, which provides legal representation for the people of the state in utility related matters. Contact information is listed below:

Florida Office of Public Counsel
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400
Phone: (850) 488-9330
Toll-free in FL: (800) 342-0222
Website: <http://www.floridaopc.gov/>

For additional information and facts about smart meters, visit the links below:

<http://www.psc.state.fl.us/utilities/electricgas/smartmeter/>
http://www.fpl.com/energysmart/pdf/facts_about_smart_meters.pdf

Thank you for contacting Attorney General Bondi's Office. I hope this proves helpful.

Sincerely,

Tara Berman
Office of Citizen Services
Florida Attorney General's Office
PL-01, The Capitol
Tallahassee, Florida 32399-1050
Telephone: (850) 414-3990
Toll-free within Florida: (866) 966-7226
Website: www.myfloridalegal.com

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at www.myfloridalegal.com and complete the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

Posted Date: 03/26/2014 08:41:09 PM
From: "Roman Scharf" <romans@digitalexp.com>
To: <FPL_Correspondence@fpl.com>
cc: <pam.bondi@myfloridalegal.com>
Subject: Smart meter or alternative meter? You have a choice

FPL: Last year, you installed a Smart Meter at my home without my being informed. After a few weeks, I found that I was getting severe headaches since I work in the room whose outside wall has the meter attached to it. Once you removed and replaced the Smart Meter with a regular Meter, my severe headaches subsided.

So, now you are going to force me pay to keep my existing meter? How about leaving the existing Meter and not incur any expense for replacing it?

This really stinks that you are forcing me to pay extra to keep my present meter.

I have another option: If after you reinstall the "Smart Meter" and either I or my wife require medical attention because of your "Smart Meter" will FPL assume whatever our medical expenses are because of the "Smart Meter".

Your response will be appreciated

Thank you,

Roman Scharf

From: FPL_Correspondence@fpl.com [mailto:FPL_Correspondence@fpl.com]
Sent: Monday, March 17, 2014 2:55 PM
To: ROMANS@DIGITALEXP.COM
Subject: Smart meter or alternative meter? You have a choice

March 17, 2014
Re: Account #: 9337507405
3425 SHADY RUN RD
MELBOURNE, FL 32934

Dear Customer,

You have a choice of meter.

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

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

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

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

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

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

Thank you in advance for making your choice.

Sincerely,

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 03, 2014 6:15 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35715

CUSTOMER INFORMATION

Name: Carla Giampaglia
Telephone: 201-819-3974
Email: CarlaGiampaglia@aol.com
Address: 520 N River Road Venice FL 34293-4707

BUSINESS INFORMATION

Business Account Name: Carla Giampaglia
Account Number: 9935433079
Address: 520 N River Road Venice Florida 34293-4707

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
I do not agree to having a smart meter installed on my property, nor do I agree to paying an enrollment and monthly maintenance fee to maintain a standard meter. I feel FPL is holding hostage those of us who do not agree to cooperate in allowing FPL install smart meters. I have several friends who have developed health related issues since having smart meters installed on their property. I would like the state to make other options available to consumers instead of allowing this monopoly to blackmail its customers.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 03, 2014 6:19 PM
Cc: fpl_fpsc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35719

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

CUSTOMER INFORMATION

Name: Carla Giampaglia
Telephone: 2018193974
Email: CarlaGiampaglia@aol.com
Address: 520 N River Road Venice FL 34293-4707

BUSINESS INFORMATION

Business Account Name: Carla Giampaglia
Account Number: 9935433079
Address: 520 N River Road Venice Florida 34293-4707

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
I do not agree to having a smart meter installed on my property, nor do I agree to paying an enrollment and monthly maintenance fee to maintain a standard meter. I feel FPL is holding hostage those of us who do not agree to cooperate in allowing FPL install smart meters. I have several friends who have developed health related issues since having smart meters installed on their property. I would like the state to make other options available to consumers instead of allowing this monopoly to blackmail its customers.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 03, 2014 2:12 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35712

CUSTOMER INFORMATION

Name: Billy W Harrell
Telephone: 772-221-9602
Email: bill-connie@comcast.net
Address: 624 SW St Lucie Crescent, Unit 401 Stuart FL 34994

BUSINESS INFORMATION

Business Account Name: Billy W Harrell
Account Number: 8388652383
Address: 624 SW St Lucie Crescent, Unit 401 Stuart Florida 34994

COMPLAINT INFORMATION

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

I am filing a complaint against Florida Power and Light Company (FPL) regarding their coercive actions in regards to their so-called "smart meters" (AMI communications device). FLP has issued deceptive and misleading communications regarding these meters. Rather than "myths" as they have described opposition to the smart meters, there are large numbers of studies to show the detrimental effects upon human health from the electromagnetic pulses emitted from the meters, as well as, concerns regarding privacy. I conclude that there was no significant impact study done by FPL regarding the various impacts the meters have on the public. Their approach was to install the meters with little public knowledge and to gain access by deceptive and misleading information. Now they are intimidating us, who have questioned the wisdom of accepting a smart meter until such a time as a thorough analysis has been completed, by telling us either to agree to pay "an enrollment fee of \$95 and a \$13 monthly surcharge", or to accept the installation of the "smart meter". I strongly object to such extortion.

Crystal Card

From: Carol Mazzoni <mazzonicarol@yahoo.com>
Sent: Friday, April 04, 2014 2:44 PM
To: Consumer Contact
Subject: smart meters and open docket #130223

Dear Commissioners:

I would like to protest the fees that you have granted Florida Power and Light to charge for not using a Smart Meter. (docket# 130223)

I originally allowed a technician to install a Smart Meter at our home. The electrical meter is placed on the outer wall three feet from my head when I am in bed. After I realized that my sleep patterns had been disrupted due to the buzzing that my very sensitive hearing was picking up, I requested that the meter be changed back to the original style which I have now.

I have no objection in theory to the Smart Meter and would be fine with restoring it on my home if I could be guaranteed a sound barrier could be installed to avoid emitting the frequencies that I apparently hear. However, I seem to have no recourse as the Public Service Commission has ruled on these charges, and FPL will not consider my medical problem. This expense will also prove to be a hardship for us.

Thank you for considering my opinion during the open docket hearing on this issue.

Sincerely yours,
Carol H. Mazzoni

400 Andrews Drive
Melbourne Beach, FL 32951
(321)727-8561
FPL account #31657-04077 under my husband's name, Raymond M. Mazzoni

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 04, 2014 3:13 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35728

CUSTOMER INFORMATION

Name: Margaret Accurso
Telephone: 904-501-0857
Email: Paccurso@bellsouth.net
Address: 336 Summercove Circle Saint Augustine FL 32086

BUSINESS INFORMATION

Business Account Name: Margaret Accurso
Account Number: 32856-87376
Address: 336 Summercove Circle Saint Augustine Florida 32086

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
Florida Power and Light is forcing me to have a smart meter installed on my property. I have opted out due to the health issues involved. The smart meter has been proven to emit harmful levels of radiation. They are taking my rights as a US citizen away by forcing me to pay a ridiculous fee, plus an additional monthly fee in order for me to keep my analog meter. This is unconstitutional and I request that the commission stop this extortion by FP&L immediately.
Thank you,
Margaret Accurso

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 04, 2014 12:09 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35725

CUSTOMER INFORMATION

Name: Susan Stamos
Telephone: 561-371-8568
Email: stamosfitness@att.net
Address: 15843 117th Dr N (Haynie Lane) Jupiter FL 33478

BUSINESS INFORMATION

Business Account Name: Susan Stamos
Account Number: 7861882285
Address: 15843 117th Dr N Jupiter Florida 33478

COMPLAINT INFORMATION

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

We are refusing the Smart Meter that FPL wants to install. We have contacted FPL and informed them that we should not have to pay a \$95.00 enrollment fee and a \$13.00 monthly charge for no changes being made to our service. FPL states that as of June these charges will be charged on our account regardless of our wishes. The only way to avoid these charges is to accept the Smart Meter. I am refusing the new "Smart Meter" because of my constitutional right to privacy, health concerns, and the danger of fire from these new meters. I am a Firefighter, and have personally seen these meters burn.

My complaint is also about the FPSC giving FPL the authority to make these changes. This can only make me believe that a change must be made at the FPSC, and I will pursue an effort to do so.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Friday, April 04, 2014 12:25 PM
Cc: fpl_fpsc_correspondence@fpl.com; Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35727

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

CUSTOMER INFORMATION

Name: Susan Stamos
Telephone: 561-371-8568
Email: stamosfitness@att.net
Address: 15843 117th Dr. N Jupiter FL 33478

BUSINESS INFORMATION

Business Account Name: Susan Stamos
Account Number: 7861882285
Address: 15843 117th Dr. N Jupiter Florida 33478

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
My complaint is that I am refusing the new Smart Meter by FPL. FPL says that we will be charged a \$95.00 enrollment fee plus a \$13.00 monthly service fee for no changes made to our service. On April 4th, 2014 I spoke to Richard ID# GXG0Q60 in customer service. He informed me of these charges and told me I would be charged in June regardless of my dissatisfaction. He would not provide me with his last name. I requested to speak with his supervisor. He informed me that he was the Billing Supervisor. I asked to speak to his supervisor again. He told me he needed to put me on hold while he updated my account of our conversation and that he needed to speak to his supervisor before transferring me. He put me on hold for another few minutes, then he disconnected me without any notice. I waited for a phone call back from him but did not receive any. I am very unhappy with this situation and especially unhappy with the way your customer service agents are handling it.

I am refusing this Smart Meter due to privacy concerns, health reasons, and fire hazards. These are legitimate concerns and I should not be penalized with fees.

PSC was contacted previously

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

Certified Mail and First Class Mail

Crystal Card

From: Ellen Plendl
Sent: Monday, April 07, 2014 10:32 AM
To: Consumer Correspondence
Subject: Docket 130223-EI
Attachments: FAX-2014-04-03 15_04_09.tif; Shaw.pdf.pdf; jack-mclain.pdf; McLain.pdf.pdf

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

BILL NELSON
FLORIDA

United States Senate
WASHINGTON, DC 20510-0905



Date: 04/03/2014 Number of pages (including cover sheet): 3

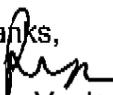
To: Florida Public Service Commission Fax: (850) 413-6124

From: Rupa Venkatesh Fax: (407) 872-7165

Comments

RE: Robert Shaw

Your review and response to the above constituent is greatly appreciated. If you have any questions or need additional information, please feel free to contact me at my direct line (407) 872-7994, by e-mail at rupa_venkatesh@billnelson.senate.gov or at the numbers listed below.

Thanks,

Rupa Venkatesh
Constituent Advocate

BILL NELSON
FLORIDA

United States Senate
Washington, DC 20510-0905



Consent For Release Of Information

The Privacy Act of 1974 requires that written consent be obtained from the constituent before information can be disclosed from a government agency's record. So that I can legally act on your behalf, please complete and sign the following statement and return it to me. *This form is available to the public free of charge.*

Please note, if you are inquiring on behalf of someone, that person must sign the release.

Today's Date 3/13/2014 Social Security Number [REDACTED]

Mr. Mrs. Ms. Dr. Robert Shaw
First Middle Last

Mailing Address 3640 4th Ave Ne Naples Fl. 34120

Home Phone 2393539116 Cell Phone _____ Work Phone _____

Date of Birth 10/23/1959 E-mail Address rshaw013@fiu.edu

I hereby authorize Senator Nelson or his representative to make inquiries into my personal records and or files, and to obtain information about me pertaining to my request for assistance.

Signature [Signature] For The Attention Of Bill Nelson

Please return form to:

By Mail:

Office of Senator Bill Nelson
225 East Robinson Street, Suite 410
Orlando, Florida 32801

By Fax:

Fax: (407) 872-7165

Questions:

Telephone: (407) 872-7161
Toll-Free in Florida Only:
(888) 671-4091

FOR OFFICE USE ONLY

IT: Yes No IT # _____ (Crossworker Only) Cross Reference Name _____

Referral: FTL FTM JAX MIA ORL TAL TPA WPB BNL GNL PML BSL

Web Tracking # _____

PLEASE COMPLETE PAGE 2 OF THIS FORM

Please complete the sections that apply to your case.

Military or Veteran's Issues

Military ID/VA ID/Other ID Number _____ Sponsor's ID / SSN _____
Rank / Unit _____ Duty Station _____

Immigration Issues

Receipt Number _____ Alien Registration Number A-
Date of Birth _____ Place of Birth _____
Type of Application Filed _____

Social Security Administration Issues

Type of file claimed? _____

Initial Claim	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
Reconsideration	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
ALJ Hearing	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
Appeals Council	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied

Case Details

Please briefly explain your problem. (In writing, provide my office with a detailed account. Include any additional relevant correspondence that you have initiated or received concerning your problem.)

FPL has announced it will be charging me extra monies per month to violate my privacy and compromise my health. I have filed a complaint with the P.S.C. I have also sent a letter to Sen. Rubio.

FPL has no right to view my private life. The installation of their Smart Meter does exactly that, and is in direct violation of my constitutional right to expect privacy in my home. By installing this meter FPL will gain access to when I go to work, when I wake up, when I go to sleep, when I take a shower, when I use my oven, and when I go on vacation.

There is also mounting peer reviewed scientific evidence that this technology is unsafe insofar as it is a constant 24-hr bombardment of radiation that will penetrate through the walls of my home. My apologies to FPL, but I would like to see my grandchildren grow-up free from cancer.

Please state how you would like Senator Nelson to help you.

Keeping my standard meter without being charged to have my health compromised, and my privacy violated should be the ultimate goal. Do the research and you should come to the same conclusion I did. Look in the UK, they have done some pretty extensive testing on the human cell damage caused by this "New Technology".



United States Senate
WASHINGTON, DC 20510-0905

BILL NELSON
FLORIDA

April 3, 2014

Mr. and Mrs. Robert Shaw
3640 4th Avenue, Northeast
Naples, Florida 34120

Dear Mr. and Mrs. Shaw:

Thank you for getting in touch with me regarding your issues with Florida Power and Light. I appreciate that you have taken the time to share this with me.

However, as utility companies are regulated by the state and not the federal government, I have forwarded your correspondence to the the Florida Public Service Commission for their review and direct response to you. If they do not respond, please feel free to contact me again.

Again, thank you for contacting my office. I want you to know that as your U. S. Senator from Florida, I welcome the opportunity to serve you. If I can assist you with any other matter, please do not hesitate to let me know.

Sincerely,

BN/rv
151273-2BG

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

April 7, 2014

Mr. Robert Shaw
3640 4th Avenue Northeast
Naples, FL 34120

Dear Mr. Shaw:

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

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

Here is the link to the docket file which includes access to all documents, including the correspondence file, FPL's petition, the Order, and schedule of events:
<http://www.floridapsc.com/dockets/cms/docketDetails2.aspx?docket=130223>

Additional information on smart meters can be found at the Commission's website at:
<http://www.floridapsc.com/utilities/electricgas/smartmeter/>.

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

Sincerely,

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

Walter Clemence, Public Utility Analyst
Market Analysis Section

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

April 7, 2014

Mr. Jack McLain
16874 131st Way North
Jupiter, Florida 33478

Dear Mr. McLain:

I was forwarded your letter dated March 31, 2014, so that technical staff could respond to certain issues you raised. The Commission's rules require an electric meter to be installed that accurately records a customer's usage; however, the Commission does not dictate the meter technology to be used by a utility. In Florida Power & Light Company's (FPL) 2008 rate case, it sought and was granted approval of cost recovery for its-then proposed smart meter deployment.

Last year FPL filed for Commission approval a tariff to offer its optional Non-Standard Meter Rider (NSMR); this tariff was designed for those customers who prefer a non-communicating meter. The rates under this tariff were designed to recover costs that would not be incurred absent this offering.

In reviewing FPL's proposed tariff, the PSC recommended certain cost adjustments that decreased the charges for customers opting out of smart meter installation. PSC staff estimated that the cost adjustments would reduce the customer enrollment fee from \$105 to \$95, and the monthly surcharge fee from \$16 to \$13. As noted above, these charges represent the incremental capital and operations and maintenance (O&M) costs attributable solely to the NSMR tariff, which are to be recovered only from subscribers to this tariff. The magnitude of the charges is due in large part to FPL's projection that a relatively small number of customers will subscribe to this tariff.

FPL subsequently filed a revised tariff incorporating the Commission-approved adjustments and it is scheduled to go into effect shortly. However, the propriety of the tariff has been protested and thus an evidentiary hearing will be held later this year. After the conclusion of the hearing, the Commission will render a decision on the NSMR tariff.

If I can provide additional assistance, please contact me at (850)-413-6524.

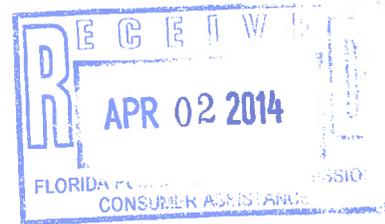
Sincerely,

A handwritten signature in black ink, appearing to read "Dave Dowds".

Dave Dowds
Supervisor, Market Analysis Section
Office of Industry Development & Market Analysis

DD:db

Jack McLain
16874 131st Way North
Jupiter, Florida 33478
(561) 741-7592
e: jmclaincpf@bellsouth.net



March 31, 2014

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

Gentlemen:

In regard to standard electric meters vs. smart meter installations, I am writing for clarification of this matter.

A year or so ago we rejected the installation of a smart meter on our home on grounds of information that I had read concerning the dangers of these meters to health and ID security. We were then told that we would have only until sometime in 2013 to accept the new meter.

Recently we received a letter from Florida Power & Light Company stating that we now have the choice of accepting the "standard" meter, or paying a penalty for keeping our old "non-standard" meter. From what I have read, smart meters are not mandated by law, thus obviously the choice.

FPL now tells us that we must pay a \$95 to keep our old meter, plus \$13 per month thereafter. I am not convinced that these costs are justified and that they constitute a penalty for the consumer. This penalty totals \$251 the first year and \$156 each succeeding year. We are retirees on a fixed and limited income. It seems that any costs should be calculated into power rates. Thus actually, upon discharging hundreds or thousands of meter readers, promoting more poverty, will be very profitable for FPL.

May I inquire if such charges are approved for Florida Power & Light and mandated for customers to be penalized for the primary reason that we prefer our regular meter. We object to a meter emitting RF rays which are known to endanger health and medical equipment as well as transmitting activity or non-activity in our home at any given time.

Thank you for a soon reply. The FPL letter specifies a due date of April 13, 2014 for payment.

Sincerely,

John (Jack) McLain

cc: Representative Patrick Rooney, Jr., Florida State Legislature

Crystal Card

From: Ruth McHargue
Sent: Monday, April 07, 2014 12:14 PM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Protest Correspondence for Docket 130223
Attachments: E-Form Other Complaint TRACKING NUMBER: 35732; E-Form Other Complaint TRACKING NUMBER: 35733; E-Form Other Complaint TRACKING NUMBER: 35734; E-Form Other Complaint TRACKING NUMBER: 35736

[Customer correspondence](#)

From: Angie Calhoun
Sent: Monday, April 07, 2014 9:09 AM
To: Ruth McHargue
Subject: Protest Correspondence for Docket 130223

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, April 05, 2014 8:09 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35734

CUSTOMER INFORMATION

Name: Marie Tatman
Telephone: 407-349-2288
Email: tatmanranch@bellsouth.net
Address: 1011 Seneca Oak Trail Geneva FL 32732

BUSINESS INFORMATION

Business Account Name: Marie Tatman
Account Number: 1741377228
Address: 1011 Seneca Oak Trail Geneva Florida 32732

COMPLAINT INFORMATION

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

I had surgery 9/4/13 to remove a tumor from my brain. The tumor was caused by radiation, and my surgeon told me it was likely to return. The tumor caused permanent damage and I am now in a wheelchair. I refuse to have a radiation-emitting smart meter on the other side of the wall behind my bed. I do not want to lose what quality of life I am fortunate to have now. Furthermore, I will not pay the fees FPL wants to charge us to keep our safe meter. FPL is threatening to ruin our credit over this. At our advanced age, we shouldnt have to worry about such things. This is morally and ethically wrong of FPL. FPL has been notified by letter of our decision to "opt out" of the smart meter.

PSC was contacted previously

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, April 05, 2014 7:21 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35732

CUSTOMER INFORMATION

Name: Patricia Reynolds
Telephone: 941 761-3593
Email: pattyrey@tampabay.rr.com
Address: 7916 25th Ave. W. Bradenton FL 34209

BUSINESS INFORMATION

Business Account Name: J&P Deep Blue Marine, Inc.
Account Number: 0126072008
Address: 7916 25th Ave. W. Bradenton Florida 34209

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Public Utilities Company
Details:

=====

In May 2013, contrary to our instructions: OUR ORIGINAL FPL METER WAS STOLEN BY FPL, a smart meter was installed by stealth, which we did not discover until later when we had been having heart palpitations, shortness of breath, loss of energy, and I started having internal body mini-milli-vibrations, RUNNING DOWN MY SPINE TO MY FEET REPEATEDLY, which made sleep impossible. On September 5, 2013 after we threatened to pull the meter off, they installed what they NOW call a non-standard meter. This 2nd meter provided NO relief; attempted sleep interrupted regularly about every 30 minutes it starts again, more vigorously, by those vibrations. We bought 3 analytical meters and found both RF bursts and EMF dirty electricity, due to the SMPS, which has infected our electrical lines, as well as copper water lines.

(We put in a solar system requiring that FPL install a solar compatible meter April 2011 that worked just great, was read monthly, not by wireless. No health problems; we have always been healthy before our original meter was stolen (May 2013), and replaced with the so-called opt-out meter on 9/5/13. It will soon be one year of unacceptable sleeplessness, and the further frustrations affecting our health. WE DEMAND OUR OLD METER, SAME MODEL NUMBER AND TYPE as from the FPL April 2011 installation.)

NOW we get an FPL extortion demand that wants us to pay up front and monthly for the same meter we now have that is reporting regularly & with wireless every several minutes/seconds to FPL, that causes the vibrations and more health problems. NOTHING WILL SUFFICE TO PREVENT THE HEALTH PROBLEMS BUT RE-INSTALLATION OF THE ORIGINAL METER OF APRIL 2011, WHICH REQUIRES THE METER TO BE READ EVERY MONTH THAT CAUSED NO PROBLEMS, just went about its business quietly and efficiently. The only contract I will ever sign for FPL was already signed in 2011, concerning and specified prior to the meter FPL installed in APRIL 2011. (NOT THE METER THAT NOW STILL CAUSES WIRELESS REPORTING TO FPL THAT CORRELATES WITH THE VIBRATIONS CAUSING MY VIBES, AND THAT WHICH FPL WANTS TO CHARGE US EXTRA FOR DESTROYING OUR HEALTH.

(OUR METER REQUIREMENTS: NO DIGITAL WIRELESS, NO SWITCH MODE POWER SUPPLY, NO EMF, NO DIRTY ELECTRICITY, NO RF ! NO "TROJAN" METER, METER MUST BE READ MONTHLY, SO NO WIRELESS SENT TO FPL, AS IT WAS UNTIL MAY 2013.)

AS TO THE CLAIMS THAT THIS IS NOT A PROBLEM BY FPL AND APPARENTLY BY THE PUC, I CAN REFER YOU TO REAMS OF INFORMATION AND RESEARCH THAT SAYS THOSE LEVELS YOU REFER TO ARE 40 OR SO OUTDATED YEARS OLD, AND RECOMMENDATIONS ARE CHANGING AND SO NOW THE "LOW" FREQUENCIES USED FOR CELL PHONES AND SMART METERS ARE PROVING TO CAUSE THESE AND MANY MORE PROBLEMS, INCLUDING CANCER WORLD WIDE !

WE MUST REMIND YOU THAT CELL PHONE USE IS A MATTER OF CHOICE, AND DOES NOT INFECT THE HOME ENVIRONMENT 24 HOURS A DAY WITH SPIKING EMISSIONS, 365 DAYS A YEAR, WHICH MAKES SMART METERS 1000 TIMES MORE DANGEROUS. THIS FPL DECISION TO ISSUE EXTORTION THREATS WILL WIND UP BEING A CAUSE FOR LITIGATION FOR CAUSING SERIOUS HEALTH PROBLEMS, AS WELL AS DEATHS BEFORE ITS OVER.

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, April 06, 2014 10:32 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35736

CUSTOMER INFORMATION

Name: steve burritt
Telephone: 772-473-1795
Email: nocan21@gmail.com
Address: 819 bailey dr sebastian FL 32958

BUSINESS INFORMATION

Business Account Name: steve burritt
Account Number: 3779773229
Address: 819 bailey dr sebastian Florida 32958

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
Ive received what amounts to a coercion / blackmail letter from the energy monopoly known as FPL. Ive been threatened with a \$95.00 charge if I prefer to keep the same meter thats been connected to the side of my home since Ive purchased it some 13 yrs ago in addition to a monthly penalty of \$13.00 / month.This outrage for "choosing" not to want what they (FPL) call a Smart Meter to be put in its place.

Angrily, Steve Burritt

Crystal Card

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, April 05, 2014 8:09 AM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35733

CUSTOMER INFORMATION

Name: Patricia Reynolds
Telephone: 941 761-3593
Email: pattyrey@tampabay.rr.com
Address: 7916 25th Ave. W. Bradenton FL 34209

BUSINESS INFORMATION

Business Account Name: J&P DEEP BLUE MARINE ,INC Account Number: 0126072008
Address: 7916 25th Ave. W. Bradenton Florida 34209

COMPLAINT INFORMATION

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

=====
In May 2013, contrary to our instructions: OUR ORIGINAL FPL METER WAS STOLEN BY FPL, a smart meter was installed by stealth, which we did not discover until later when we had been having heart palpitations, shortness of breath, loss of energy, and I started having internal body mini-milli-vibrations, RUNNING DOWN MY SPINE TO MY FEET REPEATEDLY, which made sleep impossible. On September 5, 2013 after we threatened to pull the meter off, they installed what they NOW call a non-standard meter. This 2nd meter provided NO relief; attempted sleep interrupted regularly about every 30 minutes it starts again, more vigorously, by those vibrations. We bought 3 analytical meters and found both RF bursts and EMF dirty electricity, due to the SMPS, which has infected our electrical lines, as well as copper water lines.

(We put in a solar system requiring that FPL install a solar compatible meter April 2011 that worked just great, was read monthly, not by wireless. No health problems; we have always been healthy before our original meter was stolen (May 2013), and replaced with the so-called opt-out meter on 9/5/13. It will soon be one year of unacceptable sleeplessness, and the further frustrations affecting our health. WE DEMAND OUR OLD METER, SAME MODEL NUMBER AND TYPE as from the FPL April 2011 installation.)

NOW we get an FPL extortion demand that wants us to pay up front and monthly for the same meter we now have that is reporting regularly & with wireless every several minutes/seconds to FPL, that causes the vibrations and more health problems. NOTHING WILL SUFFICE TO PREVENT THE HEALTH PROBLEMS BUT RE-INSTALLATION OF THE ORIGINAL METER OF APRIL 2011, WHICH REQUIRES THE METER TO BE READ EVERY MONTH THAT CAUSED NO PROBLEMS, just went about its business quietly and efficiently. The only contract I will ever sign for FPL was already signed in 2011, concerning and specified prior to the meter FPL installed in APRIL 2011. (NOT THE METER THAT NOW STILL CAUSES WIRELESS REPORTING TO FPL THAT CORRELATES WITH THE VIBRATIONS CAUSING MY VIBES, AND THAT WHICH FPL WANTS TO CHARGE US EXTRA FOR DESTROYING OUR HEALTH.

(OUR METER REQUIREMENTS: NO DIGITAL WIRELESS, NO SWITCH MODE POWER SUPPLY, NO EMF, NO DIRTY ELECTRICITY, NO RF ! NO "TROJAN" METER, METER MUST BE READ MONTHLY, SO NO WIRELESS SENT TO FPL, AS IT WAS UNTIL MAY 2013.)

AS TO THE CLAIMS THAT THIS IS NOT A PROBLEM BY FPL AND APPARENTLY BY THE PUC, I CAN REFER YOU TO REAMS OF INFORMATION AND RESEARCH THAT SAYS THOSE LEVELS YOU REFER TO ARE 40 OR SO OUTDATED YEARS OLD, AND RECOMMENDATIONS ARE CHANGING AND SO NOW THE "LOW" FREQUENCIES USED FOR CELL PHONES AND SMART METERS ARE PROVING TO CAUSE THESE AND MANY MORE PROBLEMS, INCLUDING CANCER WORLD WIDE !

WE MUST REMIND YOU THAT CELL PHONE USE IS A MATTER OF CHOICE, AND DOES NOT INFECT THE HOME ENVIRONMENT 24 HOURS A DAY WITH SPIKING EMISSIONS, 365 DAYS A YEAR, WHICH MAKES SMART METERS 1000 TIMES MORE DANGEROUS. THIS FPL DECISION TO ISSUE EXTORTION THREATS WILL WIND UP BEING A CAUSE FOR LITIGATION FOR CAUSING SERIOUS HEALTH PROBLEMS, AS WELL AS DEATHS BEFORE ITS OVER.

Crystal Card

From: Rachel Arnold
Sent: Monday, April 07, 2014 9:09 AM
To: Crystal Card
Subject: FW: Consumer Contact - Smart Meter
Attachments: FAX-2014-02-03 13_01_19.tif; FAX-2014-04-04 14_29_27.tif

Crystal - please place the attachments in the correspondence file for docket no. 130223-EI.
Thanks,
Rachel

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

From: Mark Futrell
Sent: Friday, April 04, 2014 5:57 PM
To: Carlotta Stauffer
Cc: Rachel Arnold; Cindy Muir; Rhonda Hicks; Randy Roland; Ellen Plendl
Subject: FW: Consumer Contact - Smart Meter

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

Thanks,
Mark

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

From: Randy Roland
Sent: Friday, April 04, 2014 3:22 PM
To: Mark Futrell
Cc: Cindy Muir; Rhonda Hicks
Subject: FW: Consumer Contact - Smart Meter

Please see attached.

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

From: Ellen Plendl
Sent: Friday, April 04, 2014 3:19 PM
To: Randy Roland
Subject: Consumer Contact - Smart Meter

Please see the attached correspondence regarding Mr. Mark Baker's concerns about smart meters. Mr. Baker copied Chairman Graham.

Please forward as appropriate to request response.

RE: Information Request 1137806C.

SECOND NOTICE
LAWFUL NOTICE AND DEMAND AND OBLIGATION

February 3, 2014

From: 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**
Chairman and [CEO]
[NEXTERA ENERGY, INC. and FLORIDA POWER & LIGHT COMPANY (FPL)]
and
Eric E. Silagy
President
[FPL]
700 Universe Blvd.
Juno Beach, FL 33408
Via United States Postal Service Express Overnight Mail#: EG 735790285 US
And via Fax: (561) 694-4999

Art Graham
Chairman
PUBLIC SERVICE COMMISSION [PSC]
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Via United States Postal Service Express Overnight Mail#: EG 735790303 US
And also via Fax: (800) 511-0809

Re: 6th NOTICE OF NO CONSENT TO TRESPASS OR SURVEILLANCE, NO CONSENT TO INSTALL/OPERATE SMART METER, NO CONSENT TO ENROLLMENT FEE/SURCHARGES FOR DENYING SMART METER, NOTICE OF CRIMINAL AND [CIVIL] LIABILITY, NOTICE OF NO CONSENT TO MURDER/SLOW KILL ME AND MY FAMILY, NOTICE AND DEMAND AND OBLIGATION OF MORATORIUM ON ALL SMART METERS IN Florida state

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

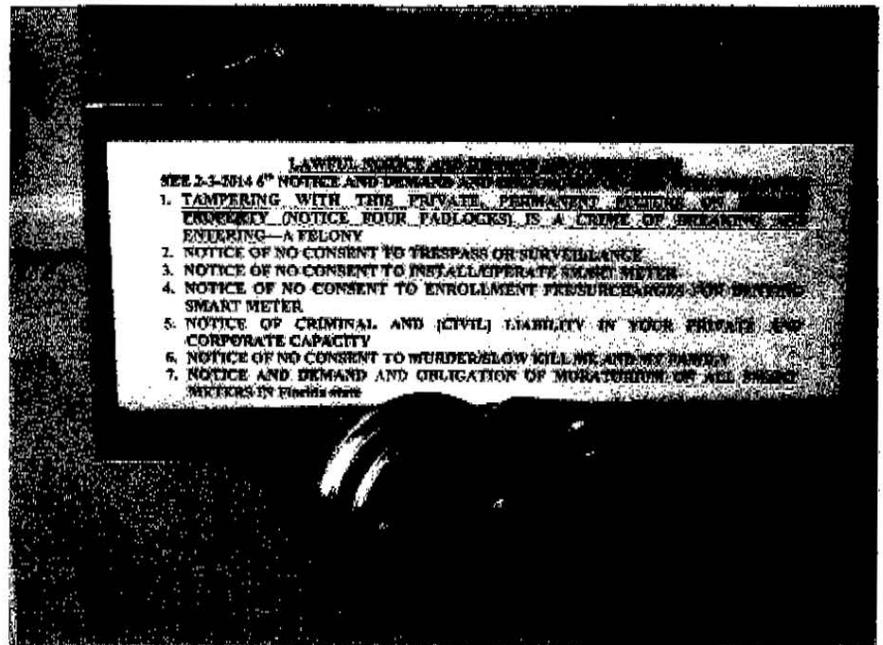
Please read carefully the facts and law herein:

1. In 2011, you received three verbal Notices under the Law of Principal and Agent from Me, I, Myself and My family of No Consent to install, operate, etc. a Smart Meter or any related activity monitoring device whatsoever at the [mail notification location] of said Private Property, supra, and that No Meter Reader is to ever enter said Private Property without calling first and then knocking on the front door upon arrival for My or My family's consent to read the meter for that day.
2. On December 30, 2011 a written Notice was sent to you under the **Law of Principal and Agent, [Florida Statutes § 671.201] and [U.C.C. 1-308]** from Me, I, Myself via United States Postal Service

certified [mail] numbers 7010 1670 0000 7183 9543 and 7010 1670 0000 7183 9505, which includes, but is not limited to:

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

4. On January 28, 2014, at 1:07 [pm] under the Law of Principal and Agent, My family and I placed Kevin, [FPL] Meter Reader on Notice while on said Private Property that we do Not Consent ever in any way whatsoever to any installation, operation, etc. of, or, to any penalties associated with denying, any Smart Meter, related activity monitoring device, etc. on, involving, etc. said Private Property.
5. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any installation, operation, etc. of any Smart Meter (or [AMI] two-way transmission smart-grid meter, whether with two, three, or otherwise, etc. antennae), digital meter (or [AMR] one-way transmission digital "ping" meter), related activity monitoring device, etc. on, involving, etc. said Private Property.
6. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any neighborhood, subdivision, etc. installations, operations, etc. of any Smart Meter, digital meter, related activity monitoring device, etc. affecting said Private Property due to said ~1-mile radius of influence.
7. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent to any fees, charges, penalties, fines, etc. for denying any installation, operation, etc. of any Smart Meter, related activity monitoring device, etc., on said Private Property, including, but not limited to, the alleged [95] Enrollment Fee and the alleged additional [13/month] Surcharge approved by a recent [PSC] Hearing under [PSC Docket #130223] for Not having a Smart Meter, digital meter, related activity monitoring device, etc. on said Private Property.
8. This is a lawful Notice and Demand and Obligation that I am Not required to pay [FPL] in order Not to be "slowly killed" or violated as outlined in the many criminal violations cited, supra, and, as such, all Smart Meters, related activity monitoring devices, digital meters, etc. are hereby to be removed and permanently shut down from any infrastructure, operations, etc. immediately in the entire Florida state.
9. Pictures of current Analog Meter and of all four cornerposts with Private Property-No Trespassing signs on said Private Property are included below for your review. Said meter is clearly encased inside a private, padlocked (Notice the four separate padlocks), permanent fixture attached to, and, part of, the building on said Private Property. Said encasement clearly allows for any [FPL] Meter Reader to obtain a proper reading. Any tampering with said private, padlocked, permanent fixture in an attempt to change said Analog Meter to any other meter falls under the criminal violation and felony of "Breaking and Entering", so please govern yourselves accordingly.





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

I, Me, Myself, Mark: Baker©, Agent, Declare that the foregoing is true, correct and not misleading to the best of My knowledge, information and belief executed this 3rd day of February, 2014 under Authority: [28 USC 1746(1)] and My Sovereign Immunity. My autograph below is with explicit reservation of All of My Rights, Remedies and Defenses, Without prejudice and Without recourse to any of My Unalienable Rights or any of My specific Common Law Rights and by My autograph below.

With All Respect, Thank You,

by: 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 3rd day of February, 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.

F10L

Witness my hand and seal:

A. Renee McCrary
 Notary Public

2-3-14 (Seal)
 Date



A. RENEE MCCRARY
 MY COMMISSION # FF 008819
 EXPIRES: June 25, 2017
 Bonded Thru Budget Notary Services

(Stamp)



*****AUTO**3-DIGIT 329 T16 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

You have a choice of meter.

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

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

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

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

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

For more information, please review the enclosed brochure or go to FPL.com/meteroption.

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

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

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

Thank you in advance for making your choice.

Sincerely,
Maria Gomez
Director, Customer Service

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

Meter Options

Provided with a communicating smart meter service. These meters communicate with FPL previously collected through meters at more frequent intervals and over a longer period of time to offer a number of additional benefits.

Smart Meter Option is available to eligible customers who have a Standard Meter Option. It is the older meter type and longer in standard use by FPL.

Customers must not have tampered with the meter or had service in a fraudulent or illegal manner.

Non-Standard Meter Option must be approved by FPL. Additional costs of providing non-standard meter service are \$95 and a monthly surcharge of \$13.

Smart Meter Option
Smart meters are available in the Non-Standard Meter Option for existing non-standard meter. If a smart meter is necessary, it will be a non-standard meter at FPL's choice.

Customers who enroll in the Non-Standard Meter Option for this option because FPL has been required to replace the standard meter, they must do so for the standard meter (about 90 days).

Customers who enroll in the Non-Standard Meter Option for this option because FPL has been required to replace the standard meter, they must do so for the standard meter (about 90 days). The refund will be processed after the meter is replaced.

Customers who enroll in the Non-Standard Meter Option for this option because FPL has been required to replace the standard meter, they must do so for the standard meter (about 90 days). The refund will be processed after the meter is replaced.

Customers who have non-standard meters, the meter is not readily available on service. If the meter is required, we may need to temporarily disconnect electric service to the meter. We will come back out and replace the meter as soon as practical. We will disconnect service for a month, and if it takes longer we will disconnect service until the non-standard meter is replaced.

Customers who enroll in the Non-Standard Meter Option and they wish to initiate the non-standard meter service, they must do so for the standard meter (about 90 days). The refund will be processed after the meter is replaced.

Additional restrictions 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."

– Yanira Olabariceta, 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/meteropt

Nothing is more important than keeping electricity service reliable and the cost of electricity low for our customers. We've replaced more than 4.5 million meters. However, if you prefer not to have a 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



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LAWFUL NOTICE AND DEMAND AND OBLIGATION

February 3, 2014

From: 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**
Chairman and [CEO]
[NEXTERA ENERGY, INC. and FLORIDA POWER & LIGHT COMPANY (FPL)]
and
Eric E. Silagy
President
[FPL]
700 Universe Blvd.
Juno Beach, FL 33408
Via United States Postal Service Express Overnight Mail#: EG 735790285 US
And via Fax: (561) 694-4999

Art Graham
Chairman
PUBLIC SERVICE COMMISSION [PSC]
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Via United States Postal Service Express Overnight Mail#: EG 735790303 US
And also via Fax: (800) 511-0809

Re: 6th NOTICE OF NO CONSENT TO TRESPASS OR SURVEILLANCE, NO CONSENT TO INSTALL/OPERATE SMART METER, NO CONSENT TO ENROLLMENT FEE/SURCHARGES FOR DENYING SMART METER, NOTICE OF CRIMINAL AND [CIVIL] LIABILITY, NOTICE OF NO CONSENT TO MURDER/SLOW KILL ME AND MY FAMILY, NOTICE AND DEMAND AND OBLIGATION OF MORATORIUM ON ALL SMART METERS IN Florida state

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

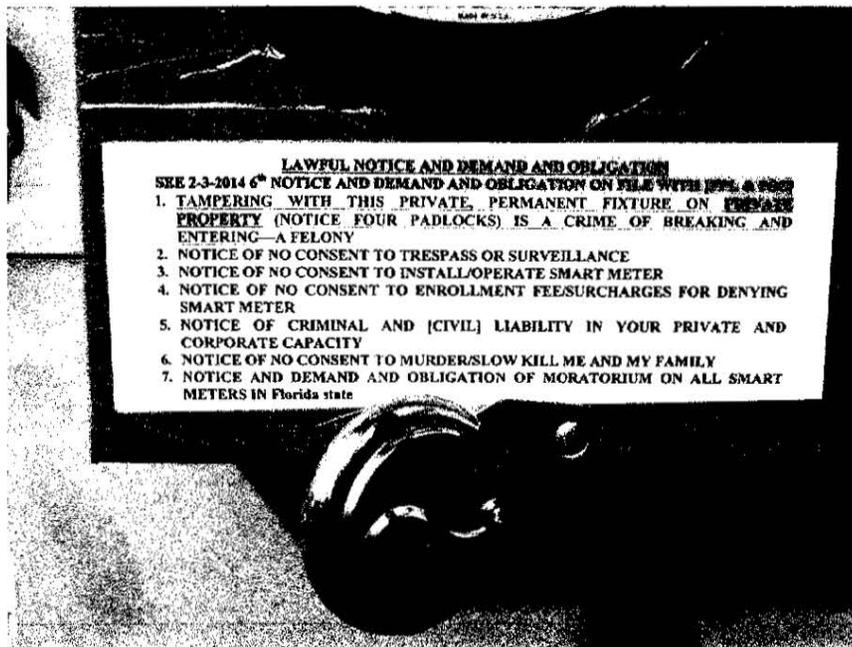
Please read carefully the facts and law herein:

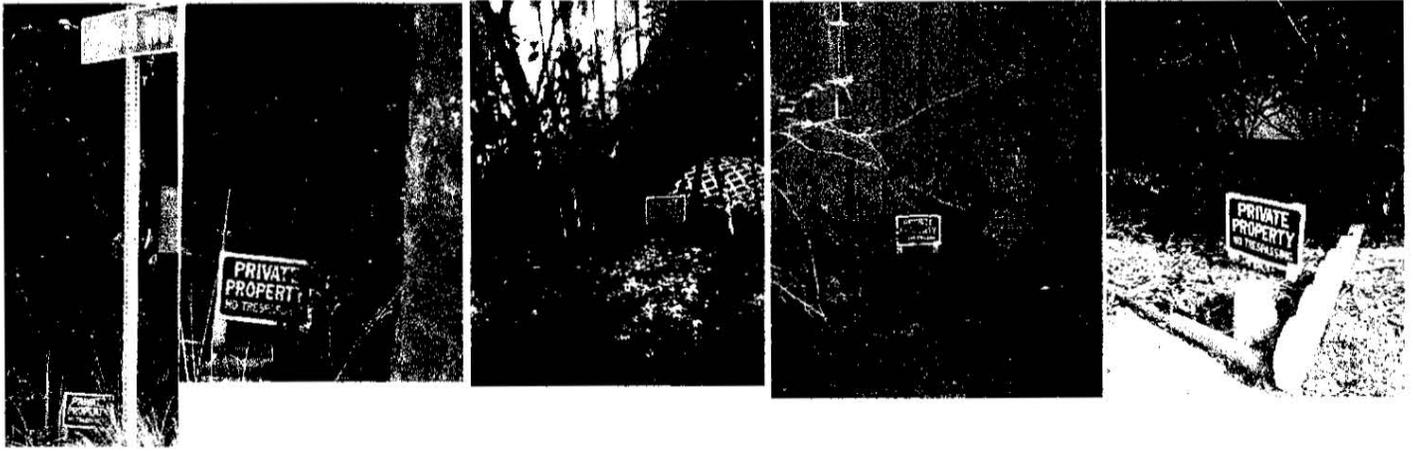
1. In 2011, you received three verbal Notices under the Law of Principal and Agent from Me, I, Myself and My family of No Consent to install, operate, etc. a Smart Meter or any related activity monitoring device whatsoever at the [mail notification location] of said *Private Property*, supra, and that *No Meter Reader is to ever enter said Private Property without calling first and then knocking on the front door upon arrival for My or My family's consent to read the meter for that day.*
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certified [mail] numbers 7010 1670 0000 7183 9543 and 7010 1670 0000 7183 9505, which includes, but is not limited to:

- a. Explicit Reservation of All My Right(s), Remedy(ies) and Defense(s) under [Florida Statutes § 671.201] and [U.C.C. 1-308].
 - b. **Violations under [Fla. Stat. chs. 670-680] and [U.C.C.] and [Public Law 89-719 (1966)].**
 - c. **Notice of No Consent to install, operate, etc. a “Smart Meter” or any related activity monitoring device on said Private Property.**
 - d. **Notice of No Consent to Trespass on said Private Property.**
 - e. **Notice of No Consent to any Surveillance on said Private Property.**
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 - c. **Smart Meters have an ~1-mile radius influence (which means My family and I are being poisoned by our neighbors’ Smart Meters).**
 - d. The [Brevard county May 1, 2012 “Opt Out” Resolution #2012-099 and the May 29, 2012 “Opt In” Resolution #2012-132] **representing the entire 500,000+ people of Brevard county wanting a moratorium on Smart Meters** and minimally requiring said people to “Opt In”, copies of which were entered into evidence to same said [PSC] personnel in front of said [FPL] personnel. Under [Florida Statutes chs. 670-680] and [U.C.C], the repeated emphasis on “Opt In” is much more than the silent acquiescence you secretly use to allege acceptance of your presumed unlawful contracts with the people of Brevard county, so **Please Govern Yourselves Accordingly.**
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4. On January 28, 2014, at 1:07 [pm] under the Law of Principal and Agent, My family and I placed Kevin, [FPL] Meter Reader on Notice while on said Private Property that we do Not Consent ever in any way whatsoever to any installation, operation, etc. of, or, to any penalties associated with denying, any Smart Meter, related activity monitoring device, etc. on, involving, etc. said Private Property.
5. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any installation, operation, etc. of any Smart Meter (or [AMI] two-way transmission smart-grid meter, whether with two, three, or otherwise, etc. antennae), digital meter (or [AMR] one-way transmission digital "ping" meter), related activity monitoring device, etc. on, involving, etc. said Private Property.
6. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent ever in any way whatsoever to any neighborhood, subdivision, etc. installations, operations, etc. of any Smart Meter, digital meter, related activity monitoring device, etc. affecting said Private Property due to said ~1-mile radius of influence.
7. I hereby Declare, Claim and Define Eternally and Beyond that I do Not Consent to any fees, charges, penalties, fines, etc. for denying any installation, operation, etc. of any Smart Meter, related activity monitoring device, etc., on said Private Property, including, but not limited to, the alleged [\$]95 Enrollment Fee and the alleged additional [\$]13/month Surcharge approved by a recent [PSC] Hearing under [PSC Docket #130223] for Not having a Smart Meter, digital meter, related activity monitoring device, etc. on said Private Property.
8. This is a lawful **Notice and Demand and Obligation** that I am Not required to pay [FPL] in order Not to be "slowly killed" or violated as outlined in the many criminal violations cited, supra, and, as such, **all Smart Meters, related activity monitoring devices, digital meters, etc. are hereby to be removed and permanently shut down from any infrastructure, operations, etc. immediately in the entire Florida state.**
9. Pictures of current **Analog Meter** and of all four cornerposts with Private Property-No Trespassing signs on said Private Property are included below for your review. Said meter is clearly encased inside a private, padlocked (**Notice the four separate padlocks**), permanent fixture attached to, and, part of, the building on said Private Property. Said encasement clearly allows for any [FPL] Meter Reader to obtain a proper reading. **Any tampering with said private, padlocked, permanent fixture in an attempt to change said Analog Meter to any other meter falls under the criminal violation and felony of "Breaking and Entering", so please govern yourselves accordingly.**





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

I, Me, Myself, Mark: Baker©, Agent, Declare that the foregoing is true, correct and not misleading to the best of My knowledge, information and belief executed this 3rd day of February, 2014 under Authority: [28 USC 1746(1)] and My Sovereign Immunity. My autograph below is with explicit reservation of All of My Rights, Remedies and Defenses, Without prejudice and Without recourse to any of My Unalienable Rights or any of My specific Common Law Rights and by My autograph below.

With All Respect, Thank You,

by: 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)

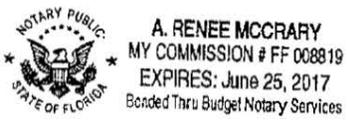
As a Notary Public for said county and state, I do hereby verify that on this 3rd day of February, 2014, that Mark Baker, a living being, presented himself before me under Authority: [28 USC 1746(1)], and known to me or proved to me, on the basis of satisfactory evidence and identification to be the 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. *FL/DL*

Witness my hand and seal:

A. Renee McCrary

 Notary Public

2-3-14 (Seal)
 Date



(Stamp)

Crystal Card

From: Betty Leland
Sent: Friday, April 04, 2014 8:15 AM
To: Commissioner Correspondence
Subject: FW: FPL's Forced Smart Meter Program

Good Morning:

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

Thanks.

From: melfl@juno.com [mailto:melfl@juno.com]
Sent: Thursday, April 03, 2014 10:12 PM
To: Eduardo Balbis; Ronald Brisé; Julie I. Brown; Lisa Edgar; Art Graham; Walter Clemence
Cc: Curt Kiser; cmiller@psc.state.fl.us; Mark Futrell; David Dowds; Brenda Stallcup; Rhonda Hicks; Cindy Muir; Diane Hood
Subject: FPL's Forced Smart Meter Program

03 April 2014

Dear FL PSC, Mr. Clemence, ET AL,

In response to Mr. Clemence's email, re my 'inquiry', my response follows.

First my correspondence to FL PCS was not an 'inquiry' - it was a complaint AGAINST FL PSC action. Please note in the English language, there is a vast gulf of difference in meanings between the two words - 'inquiry' and complaint.

Secondly, after reviewing the hearing documents, noting that FL PSC allowed FPL to 'bill' those of us not wanting the 'smart' meter anyway, the FL PSC obviously still did not listen to a lot of other people from FL. Instead PSC sided with big business, a monopoly no less for many of us in FL and sold the FL consuming public out. And this in spite of the Federal mandate to 'opt in' to such a 'service' or 'program' as opposed to 'opt out'.

My conclusion is that FL PSC did NOT perform any service for the FL public! Instead it has allowed FPL to ram an 'opt out' haphazard, unproven program, with costs, down the FL public throat that the public pays for. And worse, you have provided FPL a profit on top of that.

Please advise when the next session to appoint new czars to the Commission is scheduled, I wish to mount a move to ensure that not one of them serves in such a powerful position again.

Oh by the way, Mr. Futrell's title (on the NARC website/PSC organization chart) should be Director, not Directory.

Good Day

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

From: "Walter Clemence" <WCLEMENC@PSC.STATE.FL.US>

To: <melfl@juno.com>

Cc: "Mark Futrell" <MFutrell@PSC.STATE.FL.US>, "David Dowds" <DDowds@PSC.STATE.FL.US>, "Brenda Stallcup" <bstallcu@psc.state.fl.us>, "Rhonda Hicks" <RHicks@PSC.STATE.FL.US>, "Cindy Muir" <CMuir@PSC.STATE.FL.US>, "Diane Hood" <DHOOD@PSC.STATE.FL.US>

Subject: RE: To CLK Docket 130223- Response requested

Date: Thu, 3 Apr 2014 15:49:36 -0400

Ms. Rose-Gurley,

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

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

From: consumerComplaint@psc.state.fl.us

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

Sent: Monday, March 24, 2014 6:13 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 35631

CUSTOMER INFORMATION

Name: Carolyn Rose-Gurley
Telephone: 321-914-4597
Email: melfl@juno.com
Address: 2203 Atlantic Street, Unit 722 Melbourne Beach FL 32951

BUSINESS INFORMATION

Business Account Name: Carolyn Rose-Gurley Account Number:
Address: 2203 Atlantic Street, Unit 722 Melbourne Beach Florida 32951

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:
24 March 2014

Dear FL Public Service Commission:

This complaint is not necessarily aimed at FPL, but also the FL PSC. We can understand FPL wanting to "cut costs" and increase profits for its shareholders - that is capitalism. But as we are subject to a monopoly for electricity in Brevard County, FPL has changed its tack on smart meters vs dumb meters. Dumb meters offered PRIVACY that is now invaded by the smart meters. When first brought out, the FPL customers had the option of smart meter or NOT (i.e. dumb meter if you will) - and at no cost for the NOT, that is the dumb meter.

So my complaint is leveled at the FL PSC. Why did FL Public Service Commission give in to big business, FPL, and cave in on FPLs smart meter that robs customers/users of their privacy and AT THE EXPENSE OF THE PUBLIC CONSUMER?? When were the hearings on this fiasco that costs Floridians, that desire their privacy, now more money???

That is why approve FPLs "option" - i.e. proposal to offer a Non-Standard Meter Option to eligible customers who prefer not to have a smart meter. Who controls the scanning frequency (frequencies) FPL uses, who assures FL public that FPL or someone inside, somewhere does not abuse the data, or loses it to a hacker? We did not want the smart meter as the potential misuse of smart meter data is too grave, and will allow invasion of privacy. Heretofore, it did not cost me to keep my privacy - i.e. we had the dumb meter at no cost from FPL. But now thanks to the FL PSC approval of FPLs option, I have to pay money to keep my privacy - and we are retired living on a fixed income. Who is really benefiting from this FPL Option - not the consumer for sure.

Irrated FL Residents of 30 years

Carolyn L Rose-Gurley
Kenneth D Gurley

Fast-Growing Industry

A New Player In The Booming Bottled Water Market.
AlkameWater.com