

## Aaron

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**From:** MyMeter <mymeter@aep.com>  
**Sent:** Tuesday, August 21, 2018 1:01 PM  
**To:** Aaron  
**Subject:** RE: [EXTERNAL] Notice of decline, opt out and non-consent for the installation of the AEP "Smart Meter"

Dear Mr. Young,

This is to confirm receipt of your email and address your concerns/requests.

There is an opt out policy for declining a smart meter which will be included at the bottom of this email. The letter and form mentioned in the process has been requested and will go out in the morning mail, it should take you 7-10 days to receive it.

**Regarding** - Again, we hereby prohibit a smart meter from being installed in or around our residence. **Only a homeowner can complete the opt out process for their property, an individual does not have the ability to make decisions on another owner's property.**

**Regarding** - We require only analog, electromechanical meters without electronic components be used in connection with this account. **Customers will no longer be able to keep their analog meters as they are obsolete and will no longer be serviced by AEP. As part of the opt out process to decline the smart meter the analog meters will be replaced with a NON RF digital meter. This meter is digital in its reading only and send no signals like an RF smart meter. It still requires a monthly read on site. We will happily self-read our current analog meter. This is not an option for smart meter areas. To further assist you the opt out process is followed by the approved options for service.**

### **OPT OUT POLICY**

1. An Opt Out Agreement is sent to the Customer.
2. To avoid installation of a smart meter the agreement must be received by the AEP SMARTgrid Customer Support Team in its **original format** by **September 4<sup>th</sup>, 2018**. Not responding by this time could result in installation of a smart meter.
  - a. Signed agreements can be returned to the AEP SMARTgrid Customer Support Team via mail or email using the contact information on the agreement or in this email.
3. Choosing to decline a smart meter will add an additional \$24.00 monthly service fee to the customer's bill for meter reading/service fees.
4. Upon the Opt Out Agreement being returned within the time guidelines outlined in the agreement, **a meter change order will be placed for a digital non-communicating meter to be installed at the premise.**
  - a. While this is a digital the meter it is a **non-communicating meter** and sends no signals, additionally as with the analog meters it still requires that a meter reader physically read the meter each month.
  - b. The meter can be identified as not being a smart meter due to its white face (a smart meter is blue or red).

***c. Keeping***

***current***

***non-***

***standard***

***analog***

# **meters is**

# **not an**

# **option for**

# **service.**

- d. The **TERMS AND CONDITIONS OF SERVICE**, approved by the Public Utilities Commission, states that the “Opt out service does not guarantee that customers will retain their existing meter. The company maintains the right to replace meters for customers on opt-out service with meters that do not have one-way or two-way communications.”

## **OPTIONS FOR SERVICE**

1. A Customer has an AMI (Smart Meter) meter installed at a premise.
2. A Customer may decline from having the AMI (Smart Meter) installed, which will result in a \$24.00 a month meter reading and service fee be added to an account.

- a. Additionally as part of the Opt Out Process **all non-standard analog meters will be replaced with new standard digital non-communicating meters.**
3. A Customer may make arrangements to have their metering point moved away from the residence/structure within a reasonable timeline to be determined by AEP.
  - b. Note this is a cost that the customer would incur.

If desired reference material on the meters is available on request, a temporary hold has been placed on the account to allow for a response by the timeline mentioned in the opt out policy above. Please reach out with any additional questions.

Kind regards,



**AEP Ohio Customer Support Coordinator**

614.883.6977

2323 Citygate Road, PO Box #360894, Columbus, Ohio 43218-9998

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**From:** Aaron [mailto:aaron2457@sbcglobal.net]

**Sent:** Monday, August 20, 2018 1:50 PM

**To:** MyMeter

**Subject:** [EXTERNAL] Notice of decline, opt out and non-consent for the installation of the AEP "Smart Meter"

**This is an EXTERNAL email. STOP. THINK before you CLICK links or OPEN attachments. If suspicious please forward to incidents@aep.com for review.**

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From: 9167 Taylor Rd SW  
Reynoldsburg, OH 43068-9675  
Account #074-598-873-0-8

To: AEP Ohio  
700 Morrison Rd  
Gahanna, OH 43230  
Dear AEP,

Dear AEP, we have receive your flyer regarding smart meter installation for our area.

We, Aaron Young and Thaah Young hereby prohibit an electronic or wireless monitoring device, AMI meter or AMR meter (hereafter referred to as a "smart meter") from being installed in or around our residence at 9167 Taylor Rd SW, Reynoldsburg Ohio 43068-9675. This e-mail acts as formal notice per AEP's website "/info/smartmeters/FAQs" where "What if I don't want a smart meter" explains "You can decline a smart meter. Please call 1-855-872-6446 to speak with a customer representative, or e-mail [mymeter@aep.com](mailto:mymeter@aep.com)."

We contacted "Judy" today at approximately 1130 hours per the phone number above explaining our wish to deny and opt out of the smart meter installation. We also requested a confirmation for this as acknowledgement. We were then put on hold without instruction and put into to a voice mail system.

Again, we hereby prohibit a smart meter from being installed in or around our residence. We require only analog, electromechanical meters without electronic components be used in connection with this account. We will happily self-

read our current analog meter and accurately track the usage billing for energy consumption on our property as we always have, and continue to make available the current meter for reading as needed by AEP as we always have.

This is our second attempt to notify AEP on this matter. Any liability for damage or harm resulting from these conditions being violated rests with the recipient of this e-mail, the meter manufacturer(s) and any subcontractors involved in the meter production, installation, or operation.

Please confirm acknowledgement of this opt out request.

Thank you sincerely,

Aaron and Thaah Young  
614-864-5981

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**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**6/24/2019 1:32:05 PM**

**in**

**Case No(s). 18-1832-EL-CSS**

Summary: Exhibit Exhibit A: Third Request for Opt-Out Service and AEP Opt-Out Policy electronically filed by Mr. Aaron Young on behalf of YOUNG, THAAH AND AARON