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November 26, 2015

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DEC 02 2015
Service Monitoring & Enforcement Department

PUCO
General Consumer Complaint Division
180 East Board Street
Columbus, Oh 43215-3793

RE: Case Record: 14-1160-EL-UNC

Dear President and any interested parties of PUCO (Public Utility Commission of Ohio);

I am submitting this letter to be included in case record: 14-1160-EL-UNC

It is my understanding that Duke Energy is trying to charge people not only for replacing their wireless "smart" meters with analog meters but also for monthly reading fees. I find this offensive.

First of all, I would like it to be noted that my family's health suffered tremendously after the wireless "smart" meters were installed on our home.

I have some things that I would like you to consider regarding these fees that Duke Energy is trying to implement:

1. If Duke insists on having an official reading done by a meter reader, why does it have to be done every month? When Duke still employed meter readers and we weren't home to let them in, they estimated the bill until the next time we were home to let them in. Why can't they just leave a card for us to call in the numbers ourselves?
2. In many areas, it is not mandatory that a meter reader make an official reading for 6 months. It shouldn't be necessary for a meter reader to make a visit every month especially for customers in good standing.
3. In many areas, customers are allowed to take pictures of their meters and send them directly to the utility companies by email. This is another option.
4. Has Duke Energy considered creating an "app" for people who have cellular phones to take pictures of their meters to submit directly to the company? They could create one with a time stamp so that the date on the picture would be verified. Customers' meter identification numbers could also be on the submitted picture so fraud would not be possible. Send everyone a sticker if these ID numbers aren't easy to read - like what the BMV does for license plates. There are apps for cell phones which take pictures of checks so that money can be withdrawn immediately from a bank without a personal visit. Why not an app for a meter reading? People who don't have the capability to take and submit these pictures could have it done by neighbors, friends, family or social workers and Duke Energy would not have to hire meter readers at all.
5. Last but certainly not least: There are countless research studies that have been done regarding the adverse health effects of wireless or "smart" meters:

"...the exposure to microwave and radiowave radiation from these (smart) meters is involuntary and continuous. The transmitting meters may not even comply with Federal Communications Commission (FCC) "safety" standards (see <http://sagereports.com/smart-meter-rf/>). However, those standards were initially designed to protect an average

male from tissue heating (cooking) during a brief exposure. These standards were not designed to protect a diverse population from the non-thermal effects of continuous exposure to microwave and radiowave radiation. Therefore, these "safety" standards were not designed to protect the public from health problems under the circumstances which the meters are being used. The American Academy of Environmental Medicine has called for a moratorium on the installation of transmitting utility meters on the basis that:

"Chronic exposure to wireless radiofrequency radiation is a preventable environmental hazard that is sufficiently well documented to warrant immediate preventative public health action."

These harmful wireless meters have been forced on us by the utility companies and this is creating a financial hardship for all of us who have been or are becoming sick. Now the utility companies want to charge customers fees to protect themselves from these wireless "smart" meters as well as guard our privacy?

No one should be expected to pay any fees regarding these meters as this is EXTORTION! Our tax dollars utilized by the government shouldn't be expected to pay for these fees or for **the medical bills for people receiving assistance who have been sickened by the wireless "smart" meters. The only ones who don't seem to be losing money in this wireless "smart" meter venture are the utility companies.**

I know I am not the only person in Ohio or anywhere else who has had adverse health reactions from these wireless "smart" meters. There is too much documentation that confirms this. I shouldn't have to pay additional money to protect myself and my privacy, nor should anyone else.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Colleen Kerns". The signature is written in black ink and includes a long horizontal flourish at the end.

Colleen Kerns
587 Observatory Drive
Springdale, OH 45246