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**Transmission Sheet**

**Case No: 21-0247-EL-Css**

**Case Title: Formal Complaint against Ohio Edison**

**Date: 8/20/2021**

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**BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO****FROM: GEORGE STEVENSON AND MEROP STEVE****AGAINST: OHIO EDISON – FIRST ENERGY CO****Case No 21-0247-EL-CSS****Aug 18, 2021**

RESPONSE TO: Ohio Edison Motion to Dismiss the above case, filed by Ohio Edison attorneys - Emily Danford and Kristen Fling (Ohio Edison Attorneys) on Aug 18, 2021

Case No 21-0247-EL-CSS along with the below statements aims to point out reasonable grounds for smart meter policy revision and a permanent suspension of all opt out fees. Dismissing this case will be inappropriate and unfair as Ohio Edison has failed to follow the process outlined by PUCO policies. Also, below, we will attempt to describe that the current policy may have missed certain information during its review that is important for our case and affect all participants and public health as it applies.

1. Ohio Edison failed to provide any information or terms pertaining to smart meter installation on our home.
2. Ohio Edison personnel entered our property without prior notification and proceeded with changing our meter. – this is a violation of PUCO's Customer bill of rights <https://puc.ohio.gov/wps/portal/gov/puco/utilities/electricity/resources/electric-customers-bill-of-rights> as it states...."When visiting your property, electric company employees must provide you with identification and the reason they are at your property". Ohio Edison failed to provide identification in person or on their vehicles and the reason they had entered our property. We were notified of their presence in our property after they triggered property alarms and home security system.
3. We feel that no one should be permitted to attach a permanent device to a home without permission from the homeowners. In addition, utility companies regulated by the PUCO that wish to place their product in a home should be obligated to provide clear, honest information of what their product is, how their product functions, product safety concerns, etc. Properly done, the customer is given a fair option to choose. Adding a monetary fee in the choice decision manipulates the decision process and, in this case, the monetary fee is added in the opt out decision which favors Ohio Edison's intentions. Without proper education of the product, an added cost to opt out and speedy installation along with additional cost to remove what they installed, Ohio Edison has rapidly moved their smart meter program in their territories. This was evident in our case where Ohio Edison's action clearly demonstrated the above. We, like many others in our area, received no information, no notification verbal or written from Ohio Edison.
4. We and perhaps others would like to know how many times an hour, how many times per day Ohio Edison obtains a reading from a smart meter and if such reading is more than once per month, please explain pros and cons.

5. We and perhaps others would like to know the radiation level that their smart meter is omitting during its transmission of data. This is important data for people with 'electro-hypersensitivity' created by RF wave and considerations of cumulative radiation.
6. We and perhaps others would like to know who pays for the energy utilized by the smart meter during data transmission.
7. We and perhaps others would like to know how the data that they obtain from smart meters is being used.
8. We and perhaps others would like to know who is monitoring their actions that ensures lawful process of information obtained by smart meters and individual privacy.
9. We and perhaps others would like to know what process Ohio Edison has in place to prevent electronic meter tampering internally or externally by hackers.
10. Utility companies claimed that the 'opt out' fee was necessary to cover the cost of paying someone to continue reading a meter for those who opted out. The cost of reading a meter has always been imbedded in the customer's bill. Claiming the same charge as an opt out charge is not a valid claim. (We realize that the cost of reading a meter is shared and it may be affected by the number of opt outs and thus subject to adjustment).
11. We and perhaps others would like to know how was a fixed cost of \$28 calculated in advance without knowing the number of opt-outs?
12. Upon filling our complaint and during information discovery period, Ohio Edison declined our written request to view the detailed analysis on how the opt out fee of \$28 was calculated or simply show the cost associated with reading a meter as shown in their profit & loss statement. Instead, Ohio Edison reference us to their case no 20-0385-EL-ATA where none of the documents specifically address our request of viewing the actual analysis.
13. For those who got 'smart meters', the previous charge of paying someone to physically read a meter should reflect as credit in their electric bill. If such credit is not given Ohio Edison is charging for the previous services that they are not providing. This charge is multiplied by the number of households currently in the smart meter program
14. In the PUCO's web site under customer bill of rights section labeled 'Your Electric Meter' : <https://puco.ohio.gov/wps/portal/gov/puco/utilities/electricity/resources/electric-customers-bill-of-rights> it states.....' Many times, electric companies use estimates based on previous usage to determine monthly customer bills. However, you have the right to request a meter reading to ensure that your electric bill is accurate. Electric companies are required to read meters at least once per year, and customers may request two additional meter readings free of charge per year. Keep in mind that you can only request a meter reading if your meter has not been read for two previous months, or if you believe that your meter may be malfunctioning. The electric company will make a reasonable attempt to obtain an actual meter reading for each billing period. However, you have the choice to read the meter yourself and call in the reading to the electric company. When you terminate your service, you may want to arrange for a final reading to avoid a calculated final bill."

As we stated in our initial Formal Complaint, and as stated in the PUCO's Customer Bill of Rights, we the customer have the right and we agree to have our meter read twice per year (free of charge as highlighted above). Ohio Edison may obtain an actual reading

every six months (twice per year) and calculate estimated payments for the balance of the periods. Charges will be reconciled twice per year and settled by debiting or crediting our account. – That is withing the current PUCO policy

Ohio Edison should provide direct answers to items: 4,5,6,7,8,9,11, 12 and 13. Their answers are important to this case, and perhaps others affected by this program.

We are asking PUCO records division for a copy of all the documents that PUCO reviewed that granted Ohio Edison the right to install smart meters and the supporting documents that was used to calculate the current opt out fees.

**The below statements are additional considerations in our request to revise the current program.**

15. Ohio Edison and the current opt out policy does not offer reduced rates for the lower income families. - Please consider removing the opt out fee program
16. Ohio Edison and the current opt our policy does not offer reduced rates for seniors with lower fixed income. - Please consider removing the opt out fee program
17. Ohio Edison or the current opt out policy offer no provisions for those with disabilities and medical conditions affected by RF radiation?
18. Ohio Edison and the current smart meter policy have not considered the effects of cumulative radiation damage. The smart meter is hard wired in our homes without the option to turn it off. Unable to turn it off pose's danger to life when cumulative radiation is present?
19. Ohio Edison's opt out charge is one of the highest in the nation and in some cases higher than the cost of the monthly kilowatts used by a household - Please consider removing the opt out fee program

In conclusion we are asking Ohio Edison and PUCO to consider the above statements and issue an amendment to permanently suspend opt out fees and further revise the current smart meter policy. We embrace new technology that is save for all and we respect the individual's freedom of choice. An opt out charge is unnecessary where legitimate options and alternative ways that doesn't charge the customer are available. Telling someone that it will cost them \$\$\$ if they choose a certain way vs another, is taking their right to choose freely and that is what Ohio Edison has done with this opt out program. We clearly oppose the opt out charges and ask PUCO officials to amend / revise and remove this cost.



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PUCO Docketing Division

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