

**STATE OF INDIANA**

**INDIANA UTILITY REGULATORY COMMISSION**

**PETITION OF DUKE ENERGY INDIANA, LLC            )**  
**FOR APPROVAL OF AN ADVANCED METER            )**  
**OPT-OUT TARIFF, STANDARD CONTRACT            ) CAUSE NO. 44963**  
**RIDER NO. 59    )**

**COLLABORATIVE WORK COMPLIANCE FILING**

Pursuant to Section 9, and Ordering paragraph 4, p. 14 of the Indiana Utility Regulatory Commission's June 13, 2018 Order in this Cause No. 44963 Duke Energy Indiana Advanced Meter Opt-Out, the Settling Parties - Duke Energy Indiana (the Company), the Indiana Office of Utility Consumer Counselor, the Citizens Action Coalition of Indiana and concerned Duke Energy Indiana customers (Janet Glennon and Robert Glennon), have completed their collaborative work. The collaborative work performed was as follows:

- The Settling Parties reviewed the Company's Smart Meter deployment postcard, bill insert, and web content. The Settling Parties then provided suggested content edits to the Company.
- Agreed upon revisions were made to the Company's postcard and bill insert to: enhance verbiage around applicable time deadlines and opt-out fees, include a link to the Company's smart meter web content, and provide a description of smart meters and smart meter technology. Verbiage around the Company's EZ Read Program was included, where applicable, including in a separate postcard for the enrollment period.
- Agreed upon revisions were made to the Company's smart meter web content to enhance verbiage around the Smart Meter Opt-Out program and provide additional education on

smart meters to assist customers in making informed decisions about smart meters and their ability to Opt-Out of a smart meter installation.

- The Company held three separate conference call meetings (July 23, 2018, August 2, 2018 and August 28, 2018), in addition to multiple email exchanges, with the Settling Parties to ensure the above referenced documents and web content were in accordance with the terms and conditions as outlined in the Stipulation and Settlement Agreement in this Cause.

The Settling Parties agree that the Collaborative Work performed has been completed.

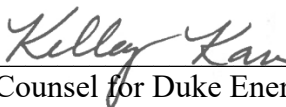
Ordering paragraph 4 states:

4. In accordance with Finding Paragraph 9 and the Settlement Agreement, Petitioner shall file all required notices and reports under this Cause.

Accordingly, please find attached hereto the paper and website notices resulting from our collaborative effort.

Respectfully submitted,

**DUKE ENERGY INDIANA, LLC**

By:   
Counsel for Duke Energy Indiana, LLC

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Telephone: (317) 838-2461  
Facsimile: (317) 838-1842  
[kelly.karn@duke-energy.com](mailto:kelly.karn@duke-energy.com)

## **CERTIFICATE OF SERVICE**

The undersigned hereby certifies that a copy of the foregoing was electronically delivered this 25<sup>th</sup> day of October 2018, to the following:

Randy Helmen  
Karol H. Krohn  
Indiana Office of Utility Consumer Counselor  
PNC Center  
115 W. Washington Street  
Suite 1500 South  
Indianapolis, Indiana 46204  
[rhelmen@oucc.in.gov](mailto:rhelmen@oucc.in.gov)  
[kkrohn@oucc.in.gov](mailto:kkrohn@oucc.in.gov)  
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Indianapolis, Indiana 46204  
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3697 N. Co. Rd. 500 E.  
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[robertglennonlaw@gmail.com](mailto:robertglennonlaw@gmail.com)

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Counsel for Duke Energy Indiana, LLC

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## Attachment 1



# Smart Meter Opt-Out Program

Duke Energy Indiana is installing smart meters for our customers.



*BUILDING A SMARTER ENERGY FUTURE™*

## Attachment 1

### When it comes to saving energy and money, information is power.

Just as your cellphones, laptops and tablets are continually upgraded as technology evolves, a smart meter is the next evolution of the traditional electric meter.

A smart meter records energy consumption using wireless digital technology and then transmits the data to Duke Energy using secure two-way communication. This information provides you with better visibility into your time-of-day energy usage by providing the ability to monitor usage online and via text and email alerts. It allows us to identify and respond faster to potential problems like power outages and to remotely connect and disconnect power, where permitted by law.

### You have a choice.

While smart meters offer numerous benefits, some customers may prefer not to have a smart meter installed at their location. Smart meter installation refusals typically relate to concerns around data privacy and security and health concerns that some attribute to radio frequency emissions.

You may keep the current meter or the company can install a non-communicating smart meter, with all communications systems disabled.

### Smart meter opt-out.

If you choose to opt out of having a smart meter installed at your location, please contact Duke Energy at 877.675.1656. Please note that a one-time fee of \$75 and a recurring monthly fee of \$17.50 will be charged to your energy bill to cover the cost of manually reading your meter each month.

Duke Energy will waive the \$17.50 monthly fee for those Opt-Out customers who notify us by **January 31, 2019**, of their intent to participate in the read your own meter "EZ Read" program. Customers on the EZ Read program are required to call in their monthly meter reading to Duke Energy. If you already have a smart meter installed, notify us by **January 31, 2019**, to have the smart meter removed and the \$75 one-time fee waived. Note that the \$17.50 monthly fee will still apply, unless you enroll in the EZ Read program by **January 31, 2019**. Additionally, Duke Energy will waive the \$75 one-time fee if you notify us that you want to opt out within **21 days** of receiving the installation postcard notice.

Learn more at [duke-energy.com/SmartMeter](http://duke-energy.com/SmartMeter) or call 877.675.1656.



Duke Energy  
EF 359 | 1000 E. Main Street  
Plainfield, IN 46168

PRESORT  
FIRST-CLASS MAIL  
U.S. POSTAGE  
PAID  
CITY, ST  
PERMIT NO. XXX



## Smart Meters. Smarter Options.

We will be upgrading the current meter to a smart meter at:  
<Premise Address>

<Owner1>  
<Address1>  
<City, State Zip>

[www.duke-energy.com/SmartMeter](http://www.duke-energy.com/SmartMeter)

## Time-sensitive notice: We're upgrading the electric meter at your home or business.

In the next few weeks, we will be in your area to install new wireless digital smart meters. Some benefits of the new meters include access to more information about your energy usage online and fewer estimated bills.

Here's what you can expect:

- For your safety and security, every Duke Energy employee or contractor carries a picture ID card.
- Our technician will install a new meter at your home or business. If no one is available, the technician will leave a note saying the installation was successful. If the technician is not able to access a meter, he/she will leave a note indicating an appointment is needed, along with instructions to schedule an appointment.
- The installation process may cause a brief interruption in service.

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For more information, visit  
[duke-energy.com/SmartMeter](http://duke-energy.com/SmartMeter).

### Don't want the new smart meter?

Call 877.675.1656 **within 21 days** of receiving this notice and the \$75 one-time setup fee will be waived. A \$17.50 monthly fee will be charged to cover the cost of reading your meter manually.

### Questions about this meter change?

Call us toll-free 877.675.1656  
Monday to Friday: 8 a.m. to 4:30 p.m. EST



*BUILDING A SMARTER ENERGY FUTURE™*



Duke Energy  
EF 359 | 1000 E. Main Street  
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PRESORT  
FIRST-CLASS MAIL  
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PAID  
CITY, ST  
PERMIT NO. XXX



## Smart Meters. Smarter Options.

We will be upgrading the current meter to a smart meter at:  
<Premise Address>

<Owner1>  
<Address1>  
<City, State Zip>

[www.duke-energy.com/SmartMeter](http://www.duke-energy.com/SmartMeter)



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In the next few weeks, we will be in your area to install new wireless digital smart meters. Some benefits of the new meters include access to more information about your energy usage online and fewer estimated bills.

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- For your safety and security, every Duke Energy employee or contractor carries a picture ID card.
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- The installation process may cause a brief interruption in service.

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For more information, visit  
[duke-energy.com/SmartMeter](https://duke-energy.com/SmartMeter).

### Don't want the new smart meter?

Contact us **within 21 days** of receiving this notice and the \$75 one-time setup fee will be waived. A \$17.50 monthly meter reading fee will be charged; however, that monthly fee will be waived for opt-out customers who enroll in Duke Energy's EZ Read program by **January 31, 2019**.

Contact Duke Energy at **877.675.1656**.

### Questions about this meter change?

Email: [SmartMeterIN@duke-energy.com](mailto:SmartMeterIN@duke-energy.com)



*BUILDING A SMARTER ENERGY FUTURE™*

# Smart Meter Opt-Out Option

## Make the right choice for you

The Indiana Utility Regulatory Commission has approved the Advanced Meter Opt-Out (AMO) Rider. This new program allows customers in Indiana to opt out of receiving a smart meter upgrade and instead, continue to have their energy meter manually read. Customers may keep their current legacy meter or if the customer prefers, the company can install a non-communicating smart meter, with all communications systems disabled. Smart meter installation refusals typically relate to concerns around data privacy & security and health concerns that some attribute to radio frequency emissions. Customers that already have a smart meter installed at their service location can also choose to enroll in this program. (A LINK TO THE TARIFF WILL BE ADDED)

## Want to opt out of your smart meter and enroll in the AMO (Smart Meter Opt-Out) program?

You can do so in one of two ways:

1. By calling 877.675.1656
2. By emailing SmartMeterIN@duke-energy.com

## Opt-Out Fees

Should you choose the AMO program for manually read meter reads, the following charges will be added to your Duke Energy bill, unless waived, as further explained herein.

- A \$75 initial setup fee (per account)
- A \$17.50 monthly charge (per account)

## Fee Waivers: How to Opt-Out at No Cost

- Duke Energy will waive the \$17.50 monthly fee for those Opt-Out customers who notify us by **01.31.19** of their intent to participate in the Duke Energy read your own meter “EZ Read” program. Customers on the EZ Read program are required to call in their monthly meter reading to Duke Energy. To Enroll in EZ Read call 877.675.1656 or email SmartMeterIN@duke-energy.com.
- If you already have a smart meter installed, you can still opt-out if you notify us by **01.31.19** to have the smart meter removed and the \$75 one-time Opt-Out fee waived. Note that the \$17.50 Duke Energy meter reading monthly fee will still apply unless you notify us by **01.31.19** of your intent to participate in the read your own meter “EZ Read” program. Customers on the EZ Read program are required to call in their monthly meter reading to Duke Energy. To Enroll in EZ Read call 877.675.1656 or email SmartMeterIN@duke-energy.com.

Duke Energy Indiana – Smart Meter Opt-Out Web content – FINAL

- If smart meters have not yet been installed in your neighborhood, Duke Energy will waive the \$75 one-time fee if you notify us that you want to Opt-Out **within 21 days of receiving the installation postcard notice.**

For information about smart meters, please visit [duke-energy.com/smartmeter](http://duke-energy.com/smartmeter)

**SMART METER FAQ's****SMART METER DEFINITION**

<b>Question:</b>	<b>What is a smart meter?</b>
<b>Response:</b>	Just as your cell phones, laptops and tablets are continuously upgraded as technology evolves, a smart meter is the next evolution of the traditional electric meter. A smart meter records energy consumption using digital technology, then transmits the data to Duke Energy using two-way wireless radio frequency communication. This information allows us to identify and respond faster to potential problems like power outages and provides you with better visibility into your hourly and daily energy usage.

Learn more about smart meters and the smart grid:

- [Read the article](#), "Smart Meters and a Smarter Grid" from the US Dept. of Energy to learn the difference between a smart meter and a traditional meter.
- [Watch the video](#), "What is the Smart Grid?" from the US Dept. of Energy's Office of Electricity Delivery & Energy Reliability (OE).
- [Explore resources](#) designed by Edison Electric Institute (EEI), an association of U.S. shareholder owned electric companies, to help you understand the modern power grid.
- [Watch the video](#), "Smart Meters and the Smart Grid" published by the EEI.

<b>Question:</b>	<b>What are typical smart meter concerns?</b>
<b>Response:</b>	Smart meter installation refusals typically relate to concerns around data privacy & security and health concerns that some attribute to radio frequency emissions. These topics are addressed in the FAQ's on this webpage.

**RADIO FREQUENCIES**

<b>Question:</b>	<b>Are radio frequency emissions coming from the smart meter?</b>
<b>Response:</b>	<p>Yes, but radio frequency (RF) emissions from smart meters are significantly lower than limits set by the Federal Communications Commission (FCC). Duke Energy only uses FCC-compliant meters.</p> <p>The FCC is required by the National Environmental Policy Act of 1969, among other things, to evaluate the effect of emissions from FCC-regulated transmitters on the quality of the human environment. In fact, the emissions produced by other household devices, such as cell phones, baby monitors and microwaves are considerably higher than the small amount of RF emissions produced by smart meters.</p>

## Duke Energy Indiana – Smart Meter FAQ's - FINAL

Learn more about smart meters and radio frequency:

- [Read the fact sheet](#), "Radio Frequency and Smart Meters" from the Smart Energy Consumer Collaborative, a non-profit organization that conducts research to educate consumers on the benefits of the smart grid.
- The Federal Communications Commission (FCC) website has several excellent resources. [Read the FCC's policy](#) on human exposure to radio frequency electromagnetic fields. [Read the FAQ page](#), "Radio Frequency Safety" for information on the safety of RF emissions.
- [Read the case study](#) from the Electric Power Research Institute (EPRI), "Radio Frequency Exposure Levels from Smart Meters."

**DATA PRIVACY**

<b>Question:</b>	<b>Is my information protected?</b>
<b>Response:</b>	<p>Yes. Protecting customer information is a top priority for Duke Energy. Customer identifying information – such as names and addresses – is not stored in the smart meter or transmitted across the network. The smart meter sends only your energy consumption information and meter identification number to Duke Energy. Kilowatt-hour consumption information is transmitted at regular intervals from your smart meter through an encrypted network for billing and reliability purposes. This information is protected from the moment it is collected until the moment it is deleted.</p> <p>For more information on "Data Privacy and Smart Meters," read the Smart Energy Consumer Collaborative factsheet <a href="#">here</a>.</p>

<b>Question:</b>	<b>With the rapid advancements in technology, how are you protecting my meter information from hackers?</b>
<b>Response:</b>	<p>We recognize that emerging technologies open new avenues of risk. As part of our grid modernization efforts, Duke Energy continually assesses and mitigates cyber threats to ensure that the emerging technologies (i.e. smart meters) that we deploy are secure from both intentional and unintentional threats. Our cybersecurity measures follow standards for smart meters as set forth by the National Institute of Standards and Technology (NIST), an extension of the US Department of Commerce. Our digital grid components are protected with layers of cyber and physical security, and through our relationships with manufacturers and security vendors, Itron and Cisco, we continue to test and advance the security capabilities of those components.</p> <p>For more information on NIST Guidelines for Smart Grid Cybersecurity visit <a href="#">here</a>.</p>

**METER ACCURACY**

<b>Question:</b>	<b>Are smart meters accurate?</b>
<b>Response:</b>	Yes, our smart meter technology is tested to ensure adherence to established meter accuracy guidelines as set forth by the American National Standards Institute (ANSI). All meters, regardless of technology and design, are tested rigorously in a variety of conditions to ensure they meet national standards for meter accuracy and performance before being installed. After installation, we continue to monitor meter accuracy and performance by conducting routine samples and/or periodic testing with certified test equipment.

**OUTAGES**

<b>Question:</b>	<b>Will my electric service be disrupted during the upgrade?</b>
<b>Response:</b>	Yes, a brief electrical service interruption will occur during the meter upgrade. You may need to reset any digital clocks on appliances and electronics. We apologize for any inconvenience this may cause.

**INSTALLATIONS**

<b>Question:</b>	<b>When am I getting my meter?</b>
<b>Response:</b>	You will receive a postcard notifying you of your scheduled installation timeframe a few weeks prior to your smart meter installation.

<b>Question:</b>	<b>Do I have to be home when my smart meter gets installed?</b>
<b>Response:</b>	You do not have to be home to receive your smart meter. As long as a technician can access your meter, your current meter will be exchanged for a smart meter. You will receive a door hanger to confirm that your new meter has been installed. If for some reason the technician cannot access your meter, a door hanger will be left requesting that you call to schedule an appointment for installation.

<b>Question:</b>	<b>Do the meter installations occur only during business hours, or will installations occur in the evenings and/or weekends as well?</b>
<b>Response:</b>	Installations occur Monday through Friday during normal business hours. There may, however, be cases when evening or weekend installations are necessary. All Duke Energy technicians carry Duke Energy photo ID's and are required to present their ID when requested.

<b>Question:</b>	<b>Who is receiving a smart meter?</b>
<b>Response:</b>	All Duke Energy customers, both residential and commercial, will receive a smart meter, unless the customer enrolls in the Advanced Meter Opt-Out program. If interested, please contact Duke Energy at 877.675.1656 to enroll.

## Duke Energy Indiana – Smart Meter FAQ's - FINAL

<b>Question:</b>	<b>Can I purchase and install or remove my own meter?</b>
<b>Response:</b>	No, it is illegal and unsafe to do so. Improper handling of an energized meter may result in serious injury or death. Your smart meter is the property of Duke Energy. Removing or tampering with your smart meter may result in termination of service.

<b>Question:</b>	<b>Since smart meters eliminate the need for a Duke Energy technician to come to my house and manually read my meter, what should I do if I see a technician on my property after my smart meter installation?</b>
<b>Response:</b>	If you have concerns about a technician's presence on your property, please call 1-800-777-9898. Please be advised that technicians may periodically need to make on-site meter checks for maintenance and repairs. All Duke Energy technicians carry Duke Energy photo ID's and are required to present their ID when requested.

<b>Question:</b>	<b>How can I see my energy data from my new smart meter?</b>
<b>Response:</b>	To view your daily energy usage data from your new smart meter, <u>log in</u> to your Duke Energy account. If you already have an account, simply sign in with your user name and password. If you do not yet have an online account, please <u>register</u> for one. The registration process is simple and only takes a few moments. Please have your account number available. You will be able to view your daily energy usage data once your smart meter has been certified. A letter will be sent to you to let you know when your meter has been certified.

**OPT-OUT**

<b>Question:</b>	<b>I want to opt out of having a smart meter. Are there other options?</b>
<b>Response:</b>	<p>At present, Duke Energy Indiana customers may <u>opt out of an advanced smart meter installation*</u> and instead, enroll in our Advanced Meter Opt-Out (AMO) rider ("smart meter opt out"). This new program allows customers in Indiana to keep their current meter or the company can install a non-communicating smart meter, with all communications systems disabled and have their meter manually read.</p> <p>If you choose to opt out of having a smart meter installed at your location, please contact Duke Energy at 877.675.1656 to enroll in the AMO program for manually read meter reads. Please note, the following charges will be added to your Duke Energy bill, unless waived, as further explained herein.</p> <p><b>Opt-Out Fees:</b></p> <ul style="list-style-type: none"> <li>• \$75 initial setup fee (per account)</li> <li>• \$17.50 monthly charge (per account)</li> </ul>

**Fee waivers: How to Opt-Out at no cost**

- Duke Energy will waive the \$17.50 monthly fee for those Opt-Out customers who notify us by **01.31.19** of their intent to participate in the read your own meter “EZ Read” program. Customers on the EZ Read program are required to call in their monthly meter reading to Duke Energy. To Enroll in EZ Read call 877.675.1656 or email [SmartMeterIN@duke-energy.com](mailto:SmartMeterIN@duke-energy.com).
- If you already have a smart meter installed, you can still opt-out if you notify us by **01.31.19** to have the smart meter removed and the \$75 one-time fee waived. Note that the \$17.50 monthly fee will still apply unless you notify us by **01.31.19** of your intent to enroll in the read your own meter “EZ Read” program. To Enroll in EZ Read call 877.675.1656 or email [SmartMeterIN@duke-energy.com](mailto:SmartMeterIN@duke-energy.com)
- Duke Energy will waive the \$75 one-time fee if you notify us that you want to Opt-Out **within 21 days of receiving the installation postcard notice.**

(\*Link to the Indiana Smart Meter Opt-Out website)

Learn more about smart meters benefits:

- [What are the benefits of smart meters vs keeping my current meter? \(LINK TO THE ATTACHED DOCUMENT\)](#)



Smart Meter Benefits  
vs current meter