From:	Rita Baldacchino
To:	Water
Subject:	Electronic Read Transmitter Installation Options
Date:	Friday, September 21, 2012 10:58:52 AM

Dear Sir or Madame:

I would like to select Option 1, but you indicate that under this option, following the completion of the installation phase of ProjectH20 and the demobilization of the installation subcontractor, MWU will charge actual costs for time and materials to perform an outside mount, in addition to the one-time charge of $50.69 indicated on the Option 1 form itself.

How can I sign something if I don't know what additional liability I might incur?
You should include your additional costs, before asking someone to sign a contract.

Thank you.

Rita Cairns
1622 Lake View Avenue
Madison, WI 53704

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Mark + Lauren Baxter

Address: 1805 Weber Dr.
Madison, WI 53713

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☒ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

We will submit our written statement after speaking.
We also submitted our comments via email.

And I

- ☒ **Wish to Speak**
- ☐ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	The Baxters
To:	Water
Cc:	ALL ALDERS; Soglin, Paul
Subject:	Project H2O Public Hearing - 09/24/12
Date:	Monday, September 24, 2012 1:40:00 PM

Dear Madison Water Utility,

My wife and I have valid concerns about the use of the new smart meters in the areas of privacy, cost, security and health and believe this project should be abandoned. While we may not have that in our grasp at the moment, we would at least like to be able to opt-out and to do so without unnecessary charges. Here is our reasoning:

1. We find the PSC's ruling to be inequitable that a tariff should be passed on to the customers who want to opt out of smart meters ensuring that other customers won't have to subsidize the reading of meters. Shouldn't the reverse of this be true, that those who opt-out shouldn't have to subsidize the smart meter infrastructure, as they will not be using it? Wouldn't this be another case of double billing? Can you guarantee those who opt-out won't be subsidizing the smart meter infrastructure? If not, then why should those who opt-out be billed again for meter reading?

2. Understanding the desire to increase billing intervals, something we do not support, there are many ways to manage this w/o incurring cost: emailing meter readings, secure online reporting via the server that is to be used for monitoring water usage, phoning in readings, etc. Whether or not it is even necessary to have a meter reader come the standard 2X/year is debatable, but in the least, 2X/year would be sufficient with having other options to report the readings on our meter. This should not raise our costs at all, since we already have been paying for this service. Why you were expecting to charge us 12X/year is also hard to comprehend for another reason. We already were paying for this twice/year. Adding a new charge every month would be double billing for the 2X/year we already were paying for this service.

3. The estimates for billing labor for meter reading seem excessive: 5 minutes to enter each site's data, 5 minutes to read the meter and 2 minutes to set up an appt? Why does an appt. need to be made when they aren't being made now? If we want to talk about conservation efforts, perhaps we should start with billing. Also, this would all be reduced greatly or even become unnecessary if you employ any of the options I previously mentioned.

4. How can you consider proposing these expensive opt-outs, or even the upgrade seeing how the current system is working fine, as viable options when they pose a financial burden to the consumer in these difficult times and now you are proposing to raise the rates even more? This would be a difficult pill to swallow in the best of times. There are better options for both the customer and the utility, which should have been and still could be investigated.

Mark and Lauren Baxter

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Patti Bree

Address: 4 Ruby Ct
Madison, WI 53714

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☒ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☐ I support the draft policy **With the Following Amendment(s)**
  (additional pages can be attached as needed)

And I

- ☐ **Wish to Speak**
- ☒ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	vi bergum
To:	Water
Subject:	MWU PROPOSED OPT OUT POLICY
Date:	Monday, September 24, 2012 12:11:26 PM

Sept.24,2012

To The Madison Water Utility;
I know you have a huge job managing the Madison Water system. I feel you are good people
working hard to do a good job. BUT, I'm extremely concerned about how you plan to handle
the opt-out option #2, which I have chosen.
1. I don't understand why it's necessary to have someone come to my house to read my water
meter each month charging $15.42 (per month) which is way out of line.
2. For years I marked a water meter postcard to show my water consumption, sent it back to the
MWU and there was NO problem.
3. If you go back to monthly meter reading I would be more than happy to mark a postcard and
send it back to you.
4. You could actually come and read my meter quarterly or even twice a year to make sure it's
being read correctly.
5. In some cities where the people elected to opt out a quarterly reading plan is being
employed. Why can't we do the same???
6. Quarterly meter readings or twice a year would be saving everyone money, the MWU and
those of us that chose to opt out. That should be music to your ears. It would be to mine.
7. Opt out customers end up getting extra charges and then also have to pay higher water
rates which are based on smart meter asset costs rolled into the rate- a service we aren't
even receiving.
* IS THAT HONESTLY FAIR? PLEASE THINK ABOUT IT.
8. Living on a shrinking pension and small Social Security I know your excessive charges will
make my life extremely difficult if not almost IMPOSSIBLE. I feel I am being discriminated
against because I needed to opt out. PLEASE PROVE ME WRONG!!!
9. I also want to say with my health issues I object to having a smart meter in my house. It's
just not good for me or my family. (And for your information I don't have a cell phone-
i-pod, Blackberry, Jitterbug & all those high tech
instruments & I rarely use my microwave.)
11. My house isn't new, so I do have safety concerns.
12. I'm thankful we live in a free America where we have freedom of choice and

hopefully,

fairness prevails. If you will search your heart I feel you'll be fair as my request honestly

deserves to be respected and accepted.

13. I have always made it a mission to care about others and do the right thing. And deep

down in my heart I feel you will do the right thing by not forcing unfair charges upon those of

us who have chosen to opt out.

14. Sincerely, Vi Bergum

From: vi bergum
To: Water
Subject: Fw: Add on for MWU PROPOSED OPT OUT POLICY
Date: Monday, September 24, 2012 2:26:06 PM

PLEASE add this to my original email sent today at 12:10, Sept. 24,2012
I had this info in my notes but forgot to include it in my email to you.
Question?? Why do I have to pay mega dollars for something I don't want and have chosen to opt out of?? The enormous price of almost $200.00 is so unfair. I would never charge you for something you wouldn't want and besides I will be saving you all that money. You should be very happy.
As I stated in my original email that is also included in this email, "Aren't we allowed freedom of choice in a free America??"
I am proud to live in America where we are given freedom of choice without being punished or charged money. Where we have leaders in the MWU board who care about their water customers. Thanks for caring. Vi Bergum
__--- On **Mon, 9/24/12, vi bergum *<saint81@sbcglobal.net>*** wrote:

> From: vi bergum <saint81@sbcglobal.net>
> Subject: MWU PROPOSED OPT OUT POLICY
> To: water@madisonwater.org
> Date: Monday, September 24, 2012, 12:10 PM
>
> Sept.24,2012
>
> To The Madison Water Utility;
> I know you have a huge job managing the Madison Water system. I feel you are good people
> working hard to do a good job. BUT, I'm extremely concerned about how you plan to handle
> the opt-out option #2, which I have chosen.
> 1. I don't understand why it's necessary to have someone come to my house to read my water
> meter each month charging $15.42 (per month) which is way out of line.
> 2. For years I marked a water meter postcard to show my water consumption, sent it back to the
> MWU and there was NO problem.
> 3. If you go back to monthly meter reading I would be more than happy to mark a postcard and
> send it back to you.
> 4. You could actually come and read my meter quarterly or even twice a year to make sure it's
> being read correctly.
> 5. In some cities where the people elected to opt out a quarterly reading plan is being
> employed. Why can't we do the same???
> 6. Quarterly meter readings or twice a year would be saving everyone money, the MWU and
> those of us that chose to opt out. That should be music to your ears. It would be to mine.
> 7. Opt out customers end up getting extra charges and then also have to pay higher water

rates which are based on smart meter asset costs rolled into the rate- a service we aren't even receiving.

* IS THAT HONESTLY FAIR? PLEASE THINK ABOUT IT.

8. Living on a shrinking pension and small Social Security I know your excessive charges will make my life extremely difficult if not almost IMPOSSIBLE. I feel I am being discriminated against because I needed to opt out. PLEASE PROVE ME WRONG!!!

9. I also want to say with my health issues I object to having a smart meter in my house. It's just not good for me or my family. (And for your information I don't have a cell phone- i-pod, Blackberry, Jitterbug & all those high tech instruments & I rarely use my microwave.)

11. My house isn't new, so I do have safety concerns.

12. I'm thankful we live in a free America where we have freedom of choice and hopefully, fairness prevails. If you will search your heart I feel you'll be fair as my request honestly deserves to be respected and accepted.

13. I have always made it a mission to care about others and do the right thing. And deep down in my heart I feel you will do the right thing by not forcing unfair charges upon those of us who have chosen to opt out.

14. Sincerely, Vi Bergum

From:	Randy Buss
To:	Water
Subject:	H2O Program - Outside Mount Installation
Date:	Thursday, September 20, 2012 11:36:07 PM

---

1) What is involved with installation with the outside mount?
2) Where is the meter placed? Holes drilled, Wiring?
3) Do they still need to get into the basement for any reason? If so why?
4) Will the meter last as long mounted outside as it would inside? What happens if it needs to be replaced at some point in time?

2549 Kendall Avenue

Madison, WI 53705

September 23rd, 2012

From: Frank Clover

To: Madison Water Utility/119 E. Olin Ave./Madison WI 53713-1431; Public Service Commission of Wisconsin/Water, Compliance and Consumer Affairs/P.O. Box 7854/Madison, WI 53707-7854

Cc: Ms. Dolores Kester, Attorney [dakester@sbcglobal.net]

Re: smart-meter monitoring of residential water usage

A big thank-you to Madison Water Utility [hereafter MWU] and the Public Service Commission [hereafter PSC] for responses [dated 8/27/12 and 9/5/12 respectively] to my letter of 8/11/12, in which I expressed the wish to avoid the installation of a smart meter at my residence. For MWU and PSC, I enclose an extra copy of that letter. Here, a response to two matters, raised respectively in the MWU and PSC responses:

1. For MWU. On further consideration, I oppose MWU additional monthly charges for non-participation in the smart-meter program. An alternative: [a] MWU mails to each non-participant a master copy of a meter-reading form, indicating also that a completed copy of the form is due each month on a stated day [or near work-day equivalent] at MWU; [b] MWU imposes a charge on residents who do not send in the completed form on time.
2. For PSC. I urge the PSC to take a position on the effects of radiation from smart meters. I note from the PSC letter of 9/5/12 that "the meters being installed by MWU comply with all FCC health and safety regulations." I would expect that the manufacturers of smart meters contributed to the FCC decision. I believe that a review of the matter at the state level would be beneficial to the people of Wisconsin.

From: Frank Clover/2549 Kendall Ave./Madison, WI 53705/August 11th, 2012

To: Madison Municipal Services/119 East Olin Ave./Madison, WI 53713-1431

RE: Project H20

I recently received the announcement of your undertaking, <<Project H20: Smart Metering for a Sustainable Future>>. I would like to refrain from participation in this project, and thus keep the present system of water-use metering. I enclose, for Madison Municipal Services and the Public Service Commission [named below], copies of "Open Letter to VT Dept. of Health on Smart Meters," in Our Toxic Times vol. 23 no. 4 [April 2012], pp. 17-21. The gist of the article is that the effects of radiation from smart meters are presently unknown or uncertain.

Will it be possible for me to avoid the installation of a smart meter in my home, and still receive the present water service? If such a path entails a water bill higher than the one I pay now, so be it. I look forward to receiving your reply.

Enc.

Cc: [1] Public Service Commission of Wisconsin/Water, Compliance and Consumer Affairs/P.O. Box 7854/Madison, WI 53707-7854; [2] Ms. Dolores Kester, Attorney (dakester@sbcglobal.net)

From: Gary Cohen
To: Water
Subject: Comments for Madison Water Utility public hearing - September 24, 2012
Date: Monday, September 24, 2012 11:26:07 AM

Comments for Madison Water Utility public hearing - September 24, 2012:

Here are some of my thoughts on each of the Opt-out choices.

#1 Installation of transmitter outside one's home.

When I talked to Robin Piper a number of weeks ago he indicated that the average cost for all such opt-outs might be used. That evidently is what you have come up with. One of my problems with this is that it probably includes the costs for businesses as well as individuals. Please don't stick us with the cost for businesses. Some of these firms might be very large and need large amount of wire to go from their water meters to outside. They would probably take a lot more labor to complete. There should be one charge for businesses, and one for residential customers.

The MWU should make it clear to everyone whether or not the water meters that are compatible with the smart meters are given off any RF radiation. They are probably not, but it makes no sense to choose Opt-Out option #1 if we are still being irradiated from within our homes from the water meters that are inside.

My wiring for the outside manual water meter reading was installed in the wall when the building first was constructed. I don't know if just making a bigger hole in the wall is all that's needed. From my conversation with Robin it would seem that they will have to replace the entire conduit that carries the wiring, adding to the labor. The MWU should make it clear for whatever figure they use for residential customers, how did you come up with the figure you have given: $50.69. It seems very excessive.

#2 No installation of anything. My proposal for SAMR, semi-automated meter reading.

Monthly manual readings are not needed, so we should not have to pay for them. I prefer that the city set up a website, not necessarily on their present one, to allow people to log in and record their own readings monthly. The security needs for this site should be more important than for the city's general site. For those who do not have access to a computer, their own or a library's, they should be able to either send

in a post card or call in. It might even be possible to have an automated call-in center where people could use their touch-tone phone to record the readings.

Of course, every six months or so, the city would send out someone to manually record your water meter, just like they are doing now. Or would they even have to do that? Could we perhaps take digital photos of our meters, once every six months, and send those in to confirm our own readings at six month intervals, perhaps with a date/time stamp included. People could always cheat with that, but it would certainly be illegal. If the city questioned your reading, it could come out and check your reading manually. Your "charge," if convicted, would be a lot more than $15, and a cover-up would be very difficult! The risk seems to be too great compared to the reward, so I doubt too many would even consider doing something that stupid.

In any event, a monthly charge of $15.42 seems unreasonably high. How long will it take to drive from one unit to another with an option #2 opt-out? Five minutes? The table at "How did MWU calculate the monthly manual meter reading charge for Option 2" at http://www.cityofmadison.com/water/programs/projectH2O/Opt-OUt.cfm give a distance of 10 miles per reading and 5 minutes to make a reading. A distance of 10 miles is ridiculous. One mile is more realistic with hundreds opting out already. (Madison has a land area of 67.3 sq. miles. There are about 66,000 water meters to service. If only one percent of the people do a total opt-out, that comes out to 660 water meters divided by 67.3 sq. miles, you get about 10 stops per square mile. That means my estimate of one mile per stop becomes very liberal. It may be less than 0.5 mile under these circumstances. If the number is more than one percent, the distance between stops becomes even less.) That would reduce the mileage cost from $5.50 to $0.50 or less. No appointment is usually needed because the meters are read outside the person's residence. Manual entry into the billing system should take no more than 1 minute (FIVE minutes is ridiculous; does the City pay its clerks $38/hr plus benefits? That's also ridiculous. The correct number is probably much lower.): $0.79 (even with the wages/benefits shown). Reading the meter: $4.38 if the wage given is correct, otherwise this number is also too high. Total cost: $5.67 per visit, not $15.42.

There is no need for any visits at all. A computerize system will allow the customer to log in, with a pass-phrase/word, enter the date of the reading, and the water volume. The billing system would use these numbers to generate bills. Some could have automatic deduction from their checking accounts after posting of the bills online and by email. This would save a huge amount of labor costs. Those who are on vacation at the time a bill would need a usage volume could put in the last meter reading before leaving on vacation with the date the data reading is required. If they came back before then they could log on and revise the water volume number.

For any system, AMR/AMI or SAMR a very high level of security should be instituted. It's not enough to have an encrypted system. There has to be a way to prevent customer service employees from having free access to people's accounts. To do that, all customer interaction with customer service should use one-time access codes to access their accounts. These codes would expire in perhaps one hour after they were generated. If a call lasted more than that, not a frequent occurrence, a new code would have to be generated.

Gary Cohen, Ph.D.

From: Gary Cohen
To: Water
Cc: ALL ALDERS; Soglin, Paul
Subject: Comments for Madison Water Utility public hearing - September 24, 2012
Date: Monday, September 24, 2012 1:52:30 PM

Comments for Madison Water Utility public hearing - September 24, 2012 - Addendum

The MWU says (http://www.cityofmadison.com/water/programs/projectH2O/Opt-OUt.cfm) that the meter readers take five minutes to make a reading and travel 10 miles between readings. That would mean that in one hour they make 60/5 = 12 readings. 12 readings/hour X 10 miles/reading = 120 miles/hour. Because some of that time is spent reading meters, it means that the average meter reader in Madison travels at least 150 mph to do his/her job. I would suggest that the City budget much more for speeding tickets, medical care after auto accidents, and insurance to pay for the damage to the Maseratis that our drivers are using, plus the damage to other vehicles that are involved in those car crashes, and the lawsuits for unlawful vehicular deaths.

Gary Cohen

From:	Barbara Constans
To:	Water
Subject:	Project H2O Opt Out
Date:	Saturday, September 22, 2012 10:43:40 AM

Hello;

In the draft policy there is a proposed charge for outside placement of the smart meter. Please provide a detailed cost analysis, similar to that developed for the monthly charge description, to show how this amount was determined.

It would seem to me that the charge for installing a unit in my home, in the floor joists of my basement, should be basically the same as an outside installation. I would object to a charge for this work that is not based on some actual, and proven increase in the work or cost needed to mount the smart meter outside rather than inside my home.

Please be sure this question and comment are read and entered into the public hearing minutes as a public comment at the meeting on Monday Sept 24th at 4:30; and provided to the Public Service Commission as part of your public comment review information.

Thank you.

Barbara Constans
529 Muir Dr.
Madison, WI 53704

From:	kathryn converse
To:	Water
Subject:	opt-out pollicy
Date:	Sunday, September 23, 2012 7:29:49 PM

Dear Water Utility staff,

I support the proposed opt-out policy. I want to thank the Water Utility staff for allowing citizens to opt out of installation of Smart Meters!

SR and Kathryn Converse, 630 Pickford St., Madison 53711

From:	sarah.coyle tds.net
To:	Water
Subject:	Smart meters
Date:	Monday, September 24, 2012 3:33:54 PM

I am opposed to mandatory smart meters. These are biologically disruptive and a violation of our rights to live in a space free of such radio frequency transmissions. This is a new technology which has never been tested in the aggregate. Hourly tranissions are unnecessary. The city needs to take into consideration research on smart meters from non- industry sources. You are forcing residents to be subject to an experiment which has caused health problems in other communities. This is unacceptable. Opt out programs are essential but still do not address the effects of cumulative neighborhood transmissions and other potential harm.

I am sending this email because I am not able to attend the public hearing.

Sarah Coyle
3517 Margaret St.

From:	Nicole Denison
To:	Water
Subject:	Opt-out program
Date:	Friday, September 21, 2012 7:03:47 AM

First, thank you very much for creating an opt-out program for Project H2O. As a migraine sufferer whose headaches virtually went away after MGE switched out my smart meter for gas and electric, I am very appreciative.

However, I just learned that the proposed opt-out cost will be $15.41/month. This seem high to me. If you have any breakdown on the actual costs to monitor the meters in the opt-out mode, I would be interested in seeing this. Please consider if there is any way you can lower this monthly cost, since those who have health problems should not be penalized at such a high rate for something they cannot control, especially when many of them tend to have the burden of increased medical expenses to begin with.

Finally, how long would the opt-out rate be guaranteed before it would increase? Do you see this fee as something that would increase on an annual basis, and if so, how much do you expect that it would go up?

Thanks for listening to my concerns. -- Niki Denison

From: Nicole Denison
To: Robb, Amy
Subject: Re: Opt-out program
Date: Saturday, September 22, 2012 9:56:29 PM

Thanks, Amy. Just wondering if you have considered this: MG&E reprogrammed my smart meter so it only emits signals once a month when they drive by to check it, instead of emitting continuously. They do not charge any extra for this. Might the water utility do a similar thing? Also, I was intending to "register" this comment and the previous one for the public hearing on Monday, since I cannot make it in person -- not sure how to do that? Thanks again -- Niki

On Sep 21, 2012, at 3:24 PM, Robb, Amy wrote:

> Ms. Denison,
> Thank you for contacting us. We have added the cost break-down that was used to calculate the manual meter reading charge to the opt-out page: http://www.cityofmadison.com/water/programs/projectH2O/Opt-Out.cfm.
>
> Our fees/charges are evaluated by the Public Service Commission as part of each rate increase application. If our actual costs for manual meter reading are higher or lower than the estimated average, the charge could increase or decrease in the future. We file a rate increase application every year or so.
>
> Thank you again for sharing your feedback and concerns.
>
> Amy Robb
> Madison Water Utility
> (608) 266-4651
>
> -----Original Message-----
> From: Nicole Denison [mailto:nkdenison@charter.net]
> Sent: Friday, September 21, 2012 7:04 AM
> To: Water
> Subject: Opt-out program
>
> First, thank you very much for creating an opt-out program for Project H2O. As a migraine sufferer whose headaches virtually went away after MGE switched out my smart meter for gas and electric, I am very appreciative.
>
> However, I just learned that the proposed opt-out cost will be $15.41/month. This seem high to me. If you have any breakdown on the actual costs to monitor the meters in the opt-out mode, I would be interested in seeing this. Please consider if there is any way you can lower this monthly cost, since those who have health problems should not be penalized at such a high rate for something they cannot control, especially when many of them tend to have the burden of increased medical expenses to begin with.
>
> Finally, how long would the opt-out rate be guaranteed before it would increase? Do you see this fee as something that would increase on an annual basis, and if so, how much do you expect that it would go up?
>
> Thanks for listening to my concerns. -- Niki Denison

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Anneliese Emerson

Address: 5137 Whitcomb Drive
Madison 53711

Please check the appropriate boxes:

☑ I **Support** the draft opt-out policy

☐ I **Oppose** the draft-opt out policy

☐ I **Neither Support nor Oppose** the draft opt-out policy

☐ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

And I

☒ **Wish to Speak**

☐ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

☒ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Anneliese Emerson
To:	Water
Cc:	ALL ALDERS; Soglin, Paul
Subject:	Madison Water Utility "s Opt Out Policy and Charges
Date:	Monday, September 24, 2012 2:14:04 PM

Dear Water Utility Staff, Madison City Alders and Mayor Soglin,

1.)I **do not want** a smart meter installed, **neither inside my home, nor outside my home. Please include my name along with other citizens who are opting out of the smart meter installations in our community.** I also cannot understand how you can morally justify continuing to install these meters when so much of the public has **no idea** of this issue. Often when have brought up "smart meters", many actually think I'm referring to the new parking meters. In fact, I only became aware of this issue in May or June of this year, when someone alerted me to the other health, safety, privacy, national security, utility id, theft and cost concerns, which are matters that affect us all.

I just finished reading "Disconnect" by Devra Davis, which covers the history and the cover up of radiation data surrounding cell phone safety. I recommend this highly to everyone. We live in an ever-increasing electro-smog with cell phones, cell towers, wi fi... and now smart meters all around us.. Researchers all over the world have been concerned about the effects of constant and cumulative effects of exposure to these waves and how they affect our bodies. This non-ionizing radiation has been proven to interfere with DNA in living beings and has been linked to cancers and other diseases. It's been categorized by the World Health Organization as a class 2b carcinogen, just like lead, DDT and engine exhaust.

In April 2012, the Academy of Environmental Medicine opposed the installation of smart meters because of potentially harmful RF exposure. In July 2012, the American Academy of Pediatrics urged the FCC to reconsider its radiation standards of 1996, which haven't been reassessed for 18 years. What we believe is "weak" and "safe" is based on a 200 lb man, not a little child! We don't give the same dosage of medicine to a child that an adult would take!

"According to the International Agency for Research on Cancer, the average RF energy deposition to a child is 2 times higher in the brain and 10 times higher in the bone marrow of the skull, compared with mobile phone use by adults" http://healthland.time.com/2012/07/20/pediatricians-call-on-the-fcc-to-reconsider-cell-phone-radiation-standards/

With this and so much scientific evidence suggesting health risk and with so many other countries actively looking into the dangers of this technology, why wouldn't we act with more precaution here? Yet, here in Madison, those of you who have a responsibility to look out for our safety, continue to push this program forward.

2.) I also **oppose any opt-out fees.** We should **not** be discriminated against if we

choose to opt out to safeguard the health of our family. We should **not** receive a penalty if we're exercising our freedom to express our opinion and choose what we want and do **not want** in our own homes.

Sec. 196.60, Wis. Stats, (a) No public utility and no agent…of public utility…may charge…or receive from any person more or less compensation for any service rendered…And (3) If a public utility gives an unreasonable preference or advantage to any person or subjects any person to any unreasonable prejudice or disadvantage…the public utility shall be deemed guilty of unjust discrimination."

Also PSC 113.0405 allows customers to "supply the meter readings on a form…or by telephone or electronic mail, provided a utility reads the meter at least once every 6 months". We could supply most meter readings and avoid meter reading fees.

I'm including a link to a Sept 20, 2012 piece about Fairfield IA http://fairfieldsafemeters.com/2012/09/21/fairfield-ledger-city-to-halt-plan-for-radio-read-water-meters/ Their water department superintendent "shared a proposal to halt implementation of radio-read meters and to reimburse citizens for opt-out fees for the meters" …and also he "proposed the one-third of residents with radio-read water meters have the right to have them removed by the water department at no cost… Their mayor presented a long term plan to use a fiber-optic network."

Has our water utility and city council perhaps implemented a program prematurely? Fairfield, Iowa responded to the concerns from their citizens that signals from the devices could be harmful to their health and instead the city is now looking at safer fiber optic solutions. A committee member said, "this shows that the city of Fairfield is flexible and accommodating and trying to do the right thing."

Why couldn't we do the same thing?

Sincerely,

Anneliese Emerson

5137 Whitcomb Drive

Madison, WI 53711

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: BERNARD GALLENBERG

Address: 2002 CAMERON DR
MADISON WI 53711

Please check the appropriate boxes:

- ☐ I **Support** ~~the draft~~ opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☐ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

AS LONG AS PEOPLE ARE REQUIRED TO HAVE A DEVICE INSTALLED IT SHOULDN'T MAKE ANY DIFFERENCE WHERE IT IS AND SHOULD BE WITHOUT CHARGE

And I

- ☑ **Wish to Speak**
- ☐ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☑ **Yes** ☐ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Thlaylie
To:	Water
Subject:	Charge for opting out of smart water meter.
Date:	Thursday, September 20, 2012 3:14:27 PM

Hello,

If you are not going to follow states like Vermont and wave the monthly fee for not having a smart water meter, I want a smart meter delivered to me uninstalled seeing I am paying rent on it.

That way you aren't totally ripping me off by gouging me monthly when I am saving you both the cost of the meter and the time and cost to install it.

Please THINK about it.

Steve Garland

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Joe Gilardi

Address: 4005 Duke St
Madison WI 53704

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☒ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

Ent installed Externally on the side of the House where Repeter is & shielding installed inside House Behind ERT. this will Block Radiation to home & not Block communication with the Repeter.

And I

- ☐ **Wish to Speak**
- ☒ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Joan E. Gordon
To:	Water
Subject:	Fw: AMI opt-out comment
Date:	Monday, September 24, 2012 2:35:24 PM

This is a revised email, adding an appreciative final line and my district. I apologize for any inconvenience this may have caused.
Thank you.
Joan Gordon
4th District

----- Original Message -----
From: Joan E. Gordon
To: water@madisonwater.org
Sent: Monday, September 24, 2012 1:12 PM
Subject: AMI opt-out comment

To the Water Utility Board:

Having sifted through all the Rube Goldberg-esqe doings over these AMI smart water meters, I can't help but take a step back and relate to you an analogy that keeps running through my mind.

If I choose not to buy the latest fashion already decided upon by the only store in town, why should I be charged ANYTHING to cover the cost of that store's 2-year-advance-allocation purchases, stocking fees, change in sales operations, admitted constant supply replenishments and upgrades/repairs to new, untested materials? This is the position that anyone wishing to opt out is being "offered." What an "offer!"

More germane to the meters, insufficient time has been allowed to inform water customers of all aspects of smart meters, which cover not only cost but health and privacy.

I think some more thinks need to be thought -- carefully, fairly and publicly.

Thank you.

Joan Gordon
4th District

From:	mayer729
To:	Water
Subject:	Water Metering
Date:	Monday, September 24, 2012 5:32:00 PM

Please consider the points raised below regarding the proposed, or rather seemingly in-process, changes to Madison Water Utility's water metering practices.

Although we understand the benefits of more frequent monitoring of the water consumed by recipients, we are unconvinced that the electronic monitoring proposed is beneficial. We would prefer to have more City staff, such as meter readers, walking, and watching over, our neighborhoods on a more frequent basis rather than the opposite; their service to us is more than just reading meters. We also question whether the change technology will turn out to be less consuming of finite resources than having the meters read by people. (For example, consider the ongoing consumption of metals and chemicals for the transmitter batteries.)

We appreciate that alternatives to interior installations of a transmitter are being offered but do not fully agree with these proposed opt-out options. We disagree with there being an additional charge for the installation of external transmitters for dwellings where there already exists an outside display that is wired to the in-house meter. Do recall that when those outside displays were installed no additional charge was levied. As for those who wish to opt out entirely, we suggest self-reporting by the owner with occasional verification by staff, as was the practice years ago of gas and electric utilities.

Thank you for your consideration.

Leslie Grossberg and Judy Kingsbury
729 Mayer Ave.
Madison, WI 53704

From:	Pacia J. Harper
To:	Water; ALL ALDERS
Subject:	Madison Water Utility"s opt-out policy for smart meters
Date:	Monday, September 24, 2012 4:32:08 PM

Dear Water Utility Staff, Public Service Commission, Alders and Mayor Soglin,

I am opting out of the Water Utility's new "smart meters", and I have three concerns about its opt-out policy. They involve: 1) buildings with multiple adjacent meters; 2) frequency of meter reading; and 3) the erroneous assumption that meters must be read by going into basements.

First, the opt-out policy does not mention anything about situations where a customer has multiple adjacent meters. I have two meters, less than a foot away from each other. When the meter reader is already here to read one meter, reading the second meter should take less than a minute.

Using the MWU's table of costs, it looks like the "Cost + Burden" for one minute of meter-reader time should be about 80 cents. The only other cost for the second meter should be "Manual Entry into Billing System", which is $3.96. So, if I pay $15.42 for reading the first meter, I should only be paying $4.76 for reading the second meter. Buildings with even more meters should only pay $4.76 for each meter after the first one.

Second, it is unreasonable to charge customers every month for meter reading. There are a number of alternatives the MWU could use, such as estimated bills or having meter readings provided by the customer. PSC 113.0405 allows customers to "supply the meter readings on a form ... or by telephone or electronic mail, provided a utility reads the meter at least once every 6 months".

Third, the MWU costs seem to be based on the idea that a meter reader must go into a basement to read a household's water meter. I don't know about other homes in Madison, but my house has an outdoor readout attached by wires to the water meter in the basement. There is no need to make an appointment. I doubt it takes the meter reader a full five minutes to get out of the truck and walk 30 feet to the back of my house.

A MWU spokesperson claims that the new meters will not work with my outdoor readouts, but since my metering system is only six years old, I think it will continue to work for some time. If people wish to opt out, the MWU should be able to provide them with an alternate meter that works with outdoor readouts. This should at least be an option. In addition, the average opt-out cost should be based on the actual configuration of the meters that are being read, not on the assumption that all the meters must be read from the basement.

Finally, I understand that the PSC does not want to have a situation where one group of customers is subsidizing another group of customers. The Water Utility is spending $14 million on smart meters, and some of that money is coming from my household. It seems to me that we are, in fact, subsidizing the cost of smart meters for other MWU customers. If we are going to have to pay the costs of reading our meters, then they should have to pay the costs of getting smart meters.

To sum up, I would like to see a revised opt-out policy that: makes additional readings at the same address less expensive; charges for

actual meter readings only two or four times per year; and accounts for the fact that many meters can be read without going into basements.

Sincerely,
Pacia J. Harper
528 Troy Drive
Madison, WI 53704

From:	rick herndon
To:	Water
Subject:	opt-out situation
Date:	Sunday, September 23, 2012 1:15:28 PM

What about a reduction in fees for those over 65,retired and on fixed incomes?

As the number of opting out households is so small, individuals could enter a water meter reading the first of each month on line....no need for meter readers.... possibly having those households subscribe to an automatic monthly banking deduction would cover whatever expense those participants would incur by having their data entered differently and of course that wouldn't even be necessary if the on line reporting was set up to automatically initiate payment..... you could charge them less as you'd have even less to do...

For those who would suggest that such a method would be subject to too many human failings, I remind you of the postcards we used to fill out years ago showing the positions of the arrows on our gas meters. That system worked and although it's been improved, at least a trial run of self reporting for those wishing to opt-out would respect their position without imposing a financial burden. These people are obviously motivated..... certainly, you would receive your data on time.

There's more than enough stuff flying through the air as it is and no one's claiming that it's improving our health in any way.And until there's proof of a health benefit we should slow down with all we add.

Sincerely,
Rick Herndon aging homeowner

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Susan Hoffman

Address: 1510 Comanche Glen
Madison, WI 53704

Please check the appropriate boxes: ☒ I oppose the use of Smart Meters. However, if the change is mandatory I support the following amendment.

- ☐ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☒ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

1) Opt-out customers read meters monthly but be billed only twice a year, even if verification occurs four times a year. [Reasoning: Current customers have 2 readings a year now without charge. The change adds 2 additional readings per year.]
2) Opt-out customers should not be charged for outside transmitter installation.

And I

- ☐ **Wish to Speak**
- ☒ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Barbara Jenkin
To:	Water
Cc:	ALL ALDERS; Soglin, Paul
Subject:	Comments for Formulation of MWU"s Opt-Out Policy
Date:	Sunday, September 23, 2012 9:49:21 PM

I am commenting on the formulation of Madison Water Utility's (MWU's) Opt-Out Policy for the Smart Water Meter Program that is currently being implemented in the City of Madison by MWU.

Regarding Cost of Opt-Out Option #1 at $50.69:

Since the MWU says that employees of the contractor who would install the smart meter on the outside of the residence are paid $15/hour, it is not reasonable for this installation to take over 3 hours of labor (i.e. the $50.69 fee). At most, it should not take more than one hour of labor. Therefore $15.00 as a one-time fee would be more reasonable for a Customer who chooses option #1.

Regarding Opt-Out Option #2 - No Smart Meter Installed:
The underlying principle of the entire Opt-Out Program is to provide Customers with the freedom to choose. To have meaningful choice, there must be a "level playing field." To say that a Customer who chooses Option 2 needs to pay a monthly charge of $15.42 as opposed to a Customer who has a smart meter who would pay nothing, violates the principle of true choice. It also may violate the constitutional guarantee of equal protection under law. See excerpt from Wis. State Stats. below:

Sec. 196.60, Wis. Stats. , provides in pertinent part: " (a) No public utility and no agent…of public utility…may charge…or receive from any person more or less compensation for any service rendered… And (3) If a public utility gives an unreasonable preference or advantage to any person or subjects any person to any unreasonable prejudice or disadvantage…the public utility shall be deemed guilty of unjust discrimination."
The entire statute can be found on the PSC's web site under "Library," then "Statutes."

A Compromise to MWU's proposal may be:
-for Customers who choose Option #1: charge a one-time fee of $15.00
-for Customers who choose Option #2: charge a quarterly fee of $15.42 to have MWU read the meter 4 times a year. The other months the Customer can self-report the meter reading.

The simplicity of this is attractive and reflects the principles of providing free choice and avoiding double billing.

Thank you for your attention to these comments.
Barbara Jenkin
Erik Marquess
417 N. 7th St.

Madison, WI 53704

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Robert & Faith Karl

Address: 2334 Superior St
Madison, 53704

Please check the appropriate boxes:

- ☒ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☐ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

I think it will be more cost Billing once a month than every 6 month

And I

- ☐ **Wish to Speak**
- ☒ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From: Bob & Fayth Kail
To: Water
Subject: H2O
Date: Monday, September 24, 2012 1:20:46 PM

WE WOULD LIKE TO SEE WHAT ARE BILL WOULD BE WITHOUT THE NEW WATER THING IN PLACE. ALSO THE ONCE A MONTH BILLING WOULD BE MORE EXPENSIVE.

From: Larry Kaufmann
To: Water
Cc: ALL ALDERS; Soglin, Paul
Subject: Comments on the Op-Out Policies
Date: Sunday, September 23, 2012 10:18:51 PM

Note: These comments supersede my previous comments, which had several typos in the last paragraph.

Dear MWU:

I am writing in response to the design of the tariffs for those customers who choose to opt out of having smart meters. As I said in my previous remarks to the Water Utility Board, I have been a professional economic consultant for more than 19 years specializing primarily in utility ratemaking and related regulatory matters. My interest in the opt out issue has always been to ensure that the terms of any opt out provisions are designed fairly and with a firm foundation in economic principles and verifiable cost data. MWU's original opt-out proposals concerned me because they seemed both arbitrary (i.e. without a cost rationale or foundation) and punitive for those customers opting out.

I believe MWU's current proposals represent a considerable improvement over those initial proposals. I was heartened by the progress made on this issue between MWU personnel, on the one hand, and myself, Dolores Kester and Michael Christopher, on the other, at the September 18th meeting at MWU offices. At the close of that meeting, both sides had reached an agreement in principle for Option Two (which I would expect most customers to select) to have no upfront charge and a monthly charge not to exceed $15.42/month, with MWU investigating options (such as relying on estimated rather actual meter reads) in an effort to reduce the monthly charge of this option even further. Option One would have a one-time charge of $50.69.

While clearly an improvement over the initial proposals, I still have two concerns with these MWU recommendations, as outlined below:

1. I have become aware that PSC 113.0405 allows customers to "supply the meter readings on a form…or by telephone or electronic mail, provided a utility rep. reads the meter at least once every 6 months." I'm aware that this section of the code applies to electricity meters, but there's no logical reason it should not apply to meter readings for other, PSC-regulated services as well.

   I believe that this provision creates an opportunity to reduce the monthly charges associated with opting out substantially. Customers who opt out of having an automated, "smart" meter reader should be allowed to "opt in" to undertaking their own meter reads and providing this information to MWU in an appropriate form, in an effort to reduce the operational burdens of their choice on MWU and the financial burdens of their choice on themselves. It would be a waste of MWU manpower, and an unnecessary expenditure of MWU customer funds, for MWU to undertake more manual meter readings than are strictly necessary to administer the opt-out policy. Since opt out customers are allowed to

read meters themselves, they should be permitted to do in order to spare the expenses that would otherwise be incurred by MWU.

This would clearly be the most efficient, least cost solution to the problem of providing metered consumption data to MWU. Under this approach, only two meter reads would be required each year, for a total cost of $30.82, or just over $2.50 per month for each opt out customer. Implementing this policy would require some rules on when customers are expected to provide their consumption data (e.g. 10 days before the monthly billing date) and some provision for the consumption data MWU will use if customers fail to provide this data (e.g. use the most recent monthly estimate of the customer's monthly water consumption) but these are relatively minor details that can be easily resolved. I therefore strongly recommend that MWU allow opt out customers to undertake and provide their own manual meter reads for Option Two; this approach would create the fewest burdens on MWU and the lowest costs for MWU customers.

2. I am still concerned about the one-time costs associated with Option One. A $50.69 charge associated seems clearly excessive for the small amount of time associated with a "change order" of installing the meter on the outside rather than the inside of the customer premises. Even if this was the cost estimated by MWU's vendor, MWU should not take such cost claims at face value. Indeed, MWU has a regulatory obligation to procure goods and services prudently, if those costs are to be recovered through regulated rates. Prudent purchases would require MWU to understand the bases of such costs that it intends to "pass on" to its customers, not simply accept a vendor's cost estimate without challenge.

   I believe MWU, and the contractor installing the meters, must provide a detailed accounting of the incremental man hours associated with Option One, ideally broken down by task, as well as an estimate of the fully-loaded hourly rate for the contractors providing the work. The 'fully loaded' hourly rate would include wages and all associated benefits, but not any "administrative and general" costs associated with the program, since no such A&G costs would be incurred with this work change order; any and all incremental time would be incurred directly at the site where the work change takes place. This information must be provided to all stakeholders as well as the PSC so that the cost basis for Option One is transparent and publicly available to all parties. The terms of Option One should also not be approved until the cost basis for the one-time charge is clear.

Thank you for your time and consideration of this important issue.

Best regards,

Larry Kaufmann

_____

Larry Kaufmann

Senior Advisor
Pacific Economics Group
22 East Mifflin, Suite 302
Madison, WI 53705
Phone 608 257-1522 x30
Fax 608 257-1540
Cell 608 443-9813

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Kester Doloes

Address: 1818 Winchester St
Madison WI 53704

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☒ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed) please see my letter

And I

- ☒ **Wish to Speak**
- ☐ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☒ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Dolores Kester
To:	Water
Cc:	ALL ALDERS; Soglin, Paul
Subject:	Response to MWU"s opt out policy and charges
Date:	Monday, September 24, 2012 12:58:23 PM

Hello Madison Water Utility:

Thank you for the opportunity to submit input about MWU's proposed policy and charges for customers wishing to opt-out of a water smart meter.

As you know, the prevailing opinion amongst the PSC petitioners is that in general, there should be no fees or charges for exercising their choice to opt out; and, if there were to be charges, there should also be a corresponding credit to opt-outers for NOT causing MWU to incur the cost of deploying a smart meter on their property—presumably the $180-200 cost of this new meter, and the one-time service cost of installing such a meter (estimated at $50.69 in MWU's proposed Option One).

In the event that MWU passes up our suggestions as summarized above, my comments would be as follows:

1. **Since the MWU says that the people who would install the smart meter outside of the building are paid $15/hour, it is not reasonable for this installation to take over 3 hours of labor. At most, it should not take more than $15 as a one-time charge for a customer who chooses option 1.**

   2. The underlying principle of the entire opt-out program is to provide customers with the freedom to choose. To have meaningful choice, you must have a "level playing field." To say that if a customer chooses option 2 they need to pay a monthly charge as opposed to the class of people who want a smart meter to pay nothing, violates the principle of true choice. It also may violate the constitutional guarantee of equal protection.

   3. As a compromise to the MWU proposal, why not charge customers who choose option 1, a one-time charge of $15? For customers who choose option 2,

charge them $15 every quarter, which is analogous to the cost principles used by Waukesha in this situation. The simplicity of this is attractive and reflects the principles of providing free choice and avoiding double billing. Also, imposing excessive charges on customers who choose option 2 may violate the constitutional guarantee of free speech by exerting a chilling effect on customers who have chosen to speak out against these meters, and on customers who would choose to make their views known to the city by their conduct in opting out of having a meter installed in their basement or on their property.

If you insist on imposing charges for opting out, please seriously consider this 15 x 15 approach--$15 one-time charge for option one, $15 each quarter for option two.

Thank you for your time and attention,

Dolores Kester

District 12

Lead petitioner in PSC Application No. 05-Wi-101

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Irene Kilayne

Address: 1343 E. Johnson St.
MADISON, WI 53703

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☑ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

I support the ability to opt out without penalty. I would be willing to report numbers monthly.

And I

- ☐ **Wish to Speak**
- ☐ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☑ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Reni Kilcoyne
To:	Water
Subject:	web site on postcard for opting out does not exist
Date:	Saturday, September 22, 2012 3:07:19 PM

Obviously I wish to opt out. Initially when I called I was told they were not set up. Now using the Madison Water Utility's web site they included on a postcard to read about the draft of the proposed policy I am told by the city of Madison that the website does not exist. I have checked my accuracy 3 times. It seems quite suspect to me.
Irene Kilcoyne
ps now I am toldthat their email address does not exist

From: Jean Knoche
To: Water
Date: Monday, September 24, 2012 2:39:23 PM

We had the new water meter installed a couple months ago and were told their would be no charge to us. After reading this posting from Satya Rhodes-Conway I think I'm understanding those who choose NOT to have the meters will be charged the $50.69 and 15.42 are those who want to opt out.

I don't understand the big deal. MG & E have been reading meters similar to this for sometime.
I also like the idea of getting the bill every month. How soon will that happen.

Thank you,
Jean

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Thomas Kozlowsky

Address: 1139 Pauline Ave
Madison, Wis

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☒ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☐ I support the draft policy **With the Following Amendment(s)**
  (additional pages can be attached as needed)

And I

- ☒ **Wish to Speak**
- ☐ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**
  Sent an ~~Email~~ E-mail with my objections Earlier today

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	thomas kozlovsky
To:	Water
Subject:	costs of opt-out and outside installation of smatr meters
Date:	Monday, September 24, 2012 11:14:08 AM

---

dear madison water utility

i oppose the draft you have proposed for the people who either wish to opt-out or want outside installation of smart water meters.

your proposed charge of $50.69 cost of installing smart meters out side of building should not cost more than $15, as this is the hourly cost paid to the people who install meters, and it should not take over 1 hour to do the work if that.
sec. 196.60 of the wis. statues states inpart ,no public utility or their agent may charge or receive from any person more or less compensation for any service rendered. if a public utility does give an unreasonable preference or advantage to any person or subjects them to unreasonable prejudice or disadvantage, the public utility shall be deemed guilty of unjust discrimination.

the current meter system already has a outside meter, that registers the amount of water used, so it seem to me this should be a simple job of replacement and attachment of he new meter. a 1 hour charge seem more than reasonable.

the opt-out charge of $15.42 a month also seems unreasonable, why are you charging such a high rate for out-out? at the present time, the meters are read only every 6 months, so any charge should be for 6 months not a month. the psc 113.0405 allows for the customers to " supply the meter readings on a form, or by telephone or electronic mail, provided a utility rep. reads the meter at least once every 6 months. if this applies to electric services, it should apply to water utility readings. this appears to unfairly penalize those you opt-out for medical or personal reasons.

the water utility has not even addressed the citizens(customers) who are gone for long periods of time, so will not be home when the new meters are to be installed or are being billed monthly. receiving a monthly bill discriminates against them, since most people have some one come in to check the house , water the plants, etc.
are you just going to turn off their water? penalize them with high fees for being late each month?

i do not see how their can be any cost savings with the so-called smart meter system. most residences probably pay less than 50 a month. and what about error when the new system reads the meters wrong? how is the water utility handle those problems?
is this just a way for the utility to raise rates? i hear they propose a rate increase of 45% above the rate increase of 3 years ago.

sincerely

thomas kozlovsky, 1139 pauline ave madison, wi. 53705 608-238-3475

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Dorothy Kroeker

Address: 5750 Whitcomb Dr.
Madison, WI. 53711

Please check the appropriate boxes:

- [x] I **Support** the draft opt-out policy
- [ ] I **Oppose** the draft-opt out policy
- [ ] I **Neither Support nor Oppose** the draft opt-out policy
- [ ] I support the draft policy **With the Following Amendment(s)**
  (additional pages can be attached as needed)

_____

_____

_____

_____

_____

_____

_____

And I

- [ ] **Wish to Speak**
- [x] **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- [ ] **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

- [ ] **Yes**
- [x] **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Ken Lawrence and Sara Brenner
To:	Water
Subject:	Comment on opt-out policy
Date:	Monday, September 24, 2012 2:40:19 PM

To Madison Water Utility staff:

We are unhappy with the plan to install smart meters in Madison and with the proposed opt-out policy. We are all exposed to many human-made environmental influences today that can impact our health in different ways and some people are more sensitive to these influences than others. It is necessary to be very cautious when considering introducing more of these influences to our environment. For some people one more influence may be the trigger that causes major health impacts.

Sara has chronic fatigue of unknown cause and is more susceptible to environmental conditions than many people. The precautionary principle makes great sense to us, and we have gone to considerable effort and expense to minimize electromagnetic radiation in our home. We are concerned that the additional exposure from the smart meters could be the trigger to cause more serious health impacts. We are also concerned that even if we were to opt-out in our home, EMF's from our neighbors and the wider system could impact us.

The opt-out program as proposed is too expensive. Like many others who have chronic health problems, we have reduced income, and $15.42 per month would be very difficult to handle.

Please reconsider the program as a whole, or the very least, make the opt-out program less burdensome for those who need to use it.

Ken Lawrence and Sara Brenner
2741 Moland St.
Madison, WI 53704

From:	Michael Leger
To:	Water
Subject:	Comments on Opt out policy for Project H2O
Date:	Monday, September 24, 2012 8:52:30 AM

To Whom it May Regard:

I am submitting comments regarding the opt-out policy for the new meters being installed in the city of Madison. Reading through the draft proposal and accompanying materials, I do not see any mention of the cost savings of not installing the new meter being accounted for anywhere. Loosely based, there should be cost savings to the Water Utility greater than $300, possibly significantly higher. Please advise on how this savings will be applied to anyone opting out of the installation of the new meters.

Sincerely,

Michael Leger

From: nlnrgn chorus.net
To: Water
Subject: Smart Meter Opt Out Policy--Citizen Comments-Neil and Lori Lonergan
Date: Sunday, September 23, 2012 1:08:19 PM

I thank the Water Utility Board for providing notice of the upcoming public hearing but am and according submit my comments via this e-mail

1. It is not reasonable to schedule a public hearing on such an important matter at 4:30 in the afternoon. Most working people are not able to attend a hearing at such time. A hearing on such an important topic is more appropriately scheduled in the evening.
2. Fundamentally we believe that an opt out opportunity is necessary to protect the freedom and privacy of customers. The primary stated objectives of the SMART meter deployment--improved fiscal management and conservation--can easily be accomplished without the use of SMART meters. See #4 and #5 below. The ability to obtain detailed information about a citizen's daily use is an unnecessary invasion of privacy and the reason we require an ability to opt out.
3. You might also consider if it is possible to limit information collected by the SMART meter to solely total monthly usage. This combined with a representation by the Water Utility that the information collected would be so limited would likely satisfy me. Has such an alternative been explored. This might satisfy those who have freedom and privacy concerns.
4. The proposed approaches to funding the costs of opting out are excessive and unreasonable. Options exist for obtaining monthly usage information in other ways.
    - A monthly charge is unreasonable without allowing an offset for avoided costs which include the SMART meter itself and the avoided monthly SMART meter system allocable costs.
    - A monthly charge is unreasonable unless the SMART meter implementation plan includes planned staffing reductions that will not occur because staff who would otherwise be terminated will need to be retained to read the meters of those who opt out. If it cannot be demonstrated that there will be actual incremental costs incurred then a fee for such hypothetical costs is unreasonable.
    - A monthly charge is, in fact, a tax or penalty against those who desire to preserve their freedom and privacy.
    - Alternatives exist to secure the monthly usage information from those who opt out. I personally am quite able to enter a monthly reading into a website which would provide necessary information--which could, of course, be trued up by an actual reading annually.
    - You might also consider if it is possible to limit information collected by the SMART meter to solely total monthly usage
5. While we support efforts at improved fiscal management of the Water Utility and do not object to moving to monthly billing per se the employment of SMART meters for such a purpose is not necessary.
    - Less costly alternatives exist might include monthly billing based on prior year usage using current rates with an annual meter reading. This would provide the advertised cash flow benefits without incurring the cost of SMART meter installation.
    - While moving to monthly billing will accelerate cash flow it will not

increase total annual cash flow.

6. Conservation, which we also support, can be accomplished by simple economic means--increasing the cost of water--which can easily be done without employing SMART meters.

Thank you for consideration of the above.

Neil and Lori Lonergan
201 Shiloh Drive
Madison, WI 53705
608-836-1085

From:	K Mattis
To:	Water
Cc:	ALL ALDERS; Soglin, Paul
Subject:	AMI Opt-Out Policy
Date:	Monday, September 24, 2012 10:11:47 AM

To Whom It May Concern,

I am interested in opting out of your AMI/smart metering system, though I find the charges that you are suggesting to be unnecessary, excessive, and punitive.

By opting-out of installing a smart meter transmitter, our household will be saving the Madison Water Utility money on the price of the (quite expensive) device. Therefore, I do not see why we should have to pay a one-time fee. Furthermore, the proposed monthly chargers for meter readings exceed what is truly necessary for a utility employee to read the meter. More importantly, a meter-reader is unnecessary altogether. Madison residents/water customers can easily read their own meters monthly and send the reading via email, mail, phone, or by inputting the reading on the Madison Water Utility website. Annual or biannual checks to verify these readings could be done by an employee, so even at your proposed rates, the full cost of opting out should not exceed roughly $15-30 yearly. The opt-out penalties that you suggest would cost in excess of our current annual water use costs in my household, which seems highly unwarranted. A 100% increase in our annual water bill for NOT installing a pricey device feels quite punitive.

Finally, with much of the city still unaware of Project H2O at all, it appears undemocratic to have this discussion at this time. Those of us already informed of the AMI project have had only a few days to respond to you with our comments. Tens of thousands of residents have not yet received a full amount of information about the project; many are not even aware that it is developing. They will have no opportunity to discuss the matter of opting out and have no opportunity to voice their opinions or concerns.

Thank you for your consideration in this matter.

Sincerely,
Kristine Mattis
1733 Sheridan Drive
Madison, WI 53704

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Barb Maxwell

Address: 2706 Waunona Way
Madison, WI 53713

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☒ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☐ I support the draft policy **With the Following Amendment(s)**
  (additional pages can be attached as needed)

And I

- ☒ **Wish to Speak**
- ☐ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Diane Michalski Turner
To:	Water
Subject:	I want to opt-out of the Smart Water Meters and not pay a penalty
Date:	Sunday, September 23, 2012 9:59:37 PM

Dear Madison Water Utility:

I want to opt-out of the proposed smart water meters, and I do not want to be penalized by a monthly charge because I object on the basis of economic and health grounds - I want to live in a city that has a level playing field for its residents:

1) in this time of austerity strapping Madison homeowners with new water meters when the current water meters function is deplorable
2) there are long-term health effects of these smart water meters that emit radiation
3) these smart meters have two-way communication between my house and the Madison Water Utility and thus potentially jeopardizes my financial and personal security
3) monthly readings of the water meters will only increase the revenue of the Madison Water Utility and not serve any other purpose that has been clearly and objectively defined
4) there have been no well-publicized community meetings before the installation of these smart meters, and I want transparency in government and shared governance
5) until some Madisonians questioned the installation of the smart water meters there was no opt-out policy: that is undemocratic
6) the smart water meter policy appears to be cobbled together in response to citizens' criticisms after procedures for installation have been instituted: that is poor public policy
7) the fact that **I received your postcard on Thursday, 9/20/12** requesting my comments on the **opt-out policy by Monday 9/24/12 @ 4:30pm** indicates to me that the Madison Water Utility is not sincerely interested in receiving residents' comments, otherwise the Madison Water Utility would have sent the request with more time for residents' responses.

Yours respectfully,

Diane Michalski Turner
303 S. Dickinson St #1
Madison WI 53703

From:	Carl Mumm
To:	Water
Subject:	public comment: no fee for opting out of smart meters
Date:	Monday, September 24, 2012 11:09:32 AM

To Whom It May Concern,

I have already called to opt out of your AMI/smart metering system. Having done so, I see that you are now planning on charging those of us who have chosen not to use this untested technology, for very good reasons (that have fallen upon deaf ears), and I am writing to you to complain in the strongest possible terms about this charge. It is wrong to punish citizens who have decided not to be involved with your expensive, potentially hazardous program. This is an excessive charge and it is clearly meant to discourage those of us who do not share your technophile vision.

By opting-out of installing a smart meter transmitter, our household will be saving the Madison Water Utility money on the price of the (quite expensive) device. Therefore, I do not see why we should have to pay a one-time fee. Furthermore, the proposed monthly chargers for meter readings exceed what is truly necessary for a utility employee to read the meter. More importantly, a meter-reader is unnecessary altogether. Madison residents/water customers can easily read their own meters monthly and send the reading via email, mail, phone, or by inputting the reading on the Madison Water Utility website. Annual or biannual checks to verify these readings could be done by an employee, so even at your proposed rates, the full cost of opting out should not exceed roughly $15-30 yearly. The opt-out penalties that you suggest would cost in excess of our current annual water use costs in my household, which seems highly unwarranted. A 100% increase in our annual water bill for NOT installing a pricey device is simply a punitive measure.

Finally, with much of the city still unaware of Project H2O at all, it is undemocratic to have this discussion at this time. Those of us already informed of the AMI project have had only a few days to respond to you with our comments. Tens of thousands of residents have not yet received a full amount of information about the project; many are not even aware that it is developing. They will have no opportunity to discuss the matter of opting out and have no opportunity to voice their opinions or concerns.

Thank you for your consideration in this matter.

Carl Mumm
1733 Sheridan Dr
Madison, WI 53704

From:	Larry D. Nelson
To:	Robb, Amy; Heikkinen, Tom
Cc:	Piper, Robin; "Bruce Mayer"; "Dan Melton"; Hausbeck, John; Cnare, Lauren; "Madeline Gotkowitz"; "Mike DePue"; Ellingson, Susan; Voegeli, Doug
Subject:	Opt-Out Public Hearing
Date:	Tuesday, September 25, 2012 9:21:52 AM
Attachments:	111221 Grapevine.pdf

At last night's public hearing regarding Opt-Out, it was suggested by a member of the public that she was never informed of revisions to the metering of water use, even by her "little neighborhood newsletter," which I happen to the editor of.

I have attached a pdf of the Orchard Ridge Grapevine, Winter 2011 Edition. Please review the article on page 3.

Given the comments were made at the public hearing, please include this correspondence in the record.

Larry D. Nelson, P.E.

1506 Cameron Drive
Madison, WI 53711
608 630 6532 (C)

Water Usage in Orchard Ridge

It was a dry summer for gardeners and it would be understandable that many residents are concerned about the size of their November water and sewer bill or "Municipal Services Bill." The City levies bills twice per year and our period is May and November.

How much water do we use? City wide, the current average for water used is 73 gallons per person per day (5-year average, 2002-2006).

What is the goal for residential water use? On October 7, 2008, the Common Council approved the Water Utility's Water Conservation and Sustainability Plan, which proposes to reduce residential usage 20% by 2020, or to 58 gallons per person per day.

How do I calculate my family's usage? Each home has a water meter which measures water use (and sewer use) in "CCF" or hundreds of cubic feet. A CCF equals 748 gallons. That's a little complicated but the Water Utility has made calculations easier by including the number of gallons on the bill and the number of days in the billing period. So, divide the gallons by the days and by the number of residents in your family.

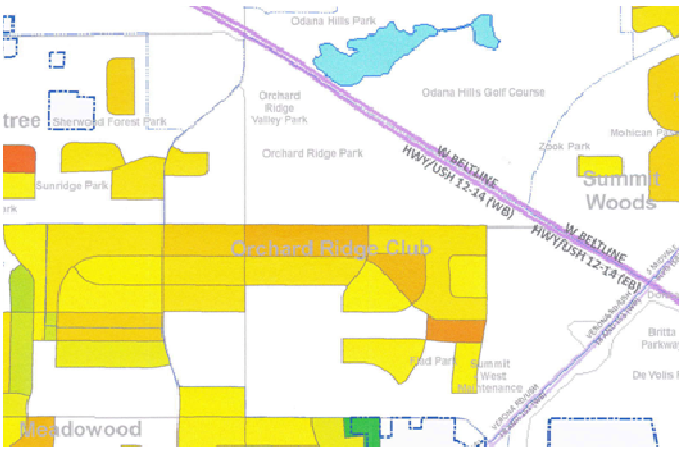
What new in water use? Water and sewer rates are increasing, in part due to cost of energy but largely because water use is going down. The installation of new toilets and water efficient washers has reduced water consumption as much a five percent per year. As early as 2013, the Water Utility will install new meters with Wi-Fi, to enable reading meters remotely; similar to the way MGE reads gas and electric meters now. Bills will be issued monthly.

Currently, single family and duplex owners pay 25% more for their water than other users, something that needs to be addressed in the next rate structure review by the Wisconsin Public Service Commission.

How are we doing on the Ridge? Large lots and expensive homes are generally expected to use more water. Orchard Ridge has large lots but the value of homes is only 87% of the average residential home in the City.

Matching the 2010 Census Data with water use in 2010, we were able to compare those blocks in the neighborhood that just had single family housing on them.

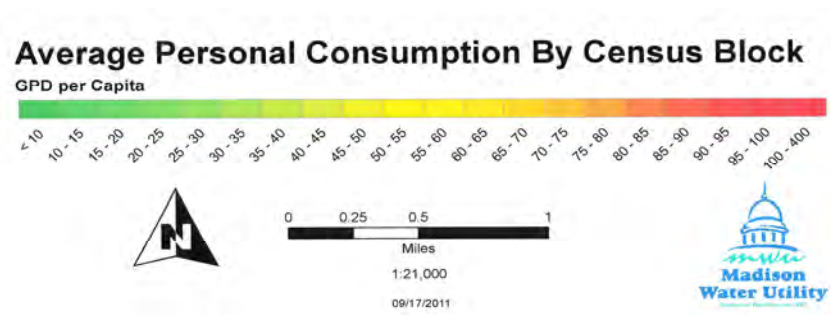
Some blocks on the Ridge have met the 2020 goal of 58 gallons per person per day and some are very close.



If you are concerned about water use, consider installing new toilet fixtures, which earn a $100 rebate.

Gardeners who have not done so may wish to consider the installation of rain barrels to reuse water from their home's roofs.

Larry Nelson



From:	noreply@cityofmadison.com
To:	Piper, Robin; Pounders, Sharon; Robb, Amy
Subject:	Ask Us Tell Us - Project H2O Opt-Out
Date:	Monday, September 24, 2012 8:17:08 AM

Name: Susan Pastor
Address:
2502 Green Ridge Drive
Madison 53704
Phone: 608-240-2203
Email:
Date: 09/24/2012
Subject: Project H2O Opt-Out
Message:
This is about the "public hearing" on Project H20 at 4:30pm today. This is an issue I care about, and on which I have been engaged, spending time, for example, at WUB meetings. I am saddened to receive only four days' notice of this meeting - my postcard arrived Thursday - too late for me to adjust my schedule. The hasty timing makes it appear that public input is not really valued and that this meeting is a perfunctory gesture.

I have read the opt out proposal and I oppose any fee for the opt-out, and particular one without a plan for addressing the needs of low income people in our community. As Dan Melton indicated at the Board meeting where this was discussed, the cost of managing the opt out is part of the cost of doing business, which should be distributed evenly. The only viable way to pass along individual costs would be to balance them against individual credits. I don't want to pay for the maintenance of the infrastructure I have chosen to opt out of.

There is also a need to address the removal of the meters for those people who never knew they could opt out. CORIX door hangers in this neighborhood did not mention the opt out and my neighbor was told it would cost her 50/month to opt out.

I hope that in the future what you get from proceeding in this manner is worth the sacrifice of democracy and integrity. And I note, sadly, that there is still no viable "technology" or process for public participation in the stewardship of this precious resource.

The reporter does not wish to be contacted.

To respond to this customer using email, please use the email address provided in the content of this email.

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Glacier Buildings Kim Peterson

Address: 2317 S. Stoughton Rd #4
Madison, WI 53716

Please check the appropriate boxes:

- [x] I **Support** the draft opt-out policy
- [ ] I **Oppose** the draft-opt out policy
- [ ] I **Neither Support nor Oppose** the draft opt-out policy
- [ ] I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

People are exsposed to enough radiation on a daily basis. My father died of radiation exsposure from radio operations during WWII it took 40 years and approximately 35-40% of radio operators died in this same manner (Info is from Veterans administration)

And I

- [ ] **Wish to Speak**
- [x] **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- [ ] **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

- [x] **Yes**
- [ ] **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From: Jim Powell
To: Water; Robb, Amy
Subject: Testimony for 9/24 for PUBLIC HEARING ON DRAFT OPT-OUT POLICY
Date: Saturday, September 22, 2012 11:26:12 AM
Attachments: Smart meter opt out plan proposal 9-24-12.pdf

Please include the attached document into the public record for this public hearing.

Please let me know if the Water Utility Board members will receive all the testimony from the public hearing before its meeting to discuss the opt out policy. And also please let me know when this meeting will take place.

Thank you.
JIM POWELL

DATE: 21 September 2012
TO: Madison Water Utility
FROM: Jim Powell
RE: Sept. 24 Public Hearing on Smart Meter Opt Out Draft Policy

SMART METER OPT OUT PLAN PROPOSAL

In order to create a fair plan, please consider and implement the follwing:

1. Notify customers in all communications that they have the option to not have a smart meter installed on their property. This would include letters, phone calls, email messages, door tags and conversations at the door.

JUSTIFICATION:

1) Customers can't opt out if they are not aware that one exists. A single mailing that mentions an opt out in English (but not in Spanish or Hmong) does not constitute adequate notification. Almost all customers will also have multiple communications through phone calls, door hanger and installers showing up at their door. Currently none of those communications include telling customer about opting out. This purposeful nondisclosure amounts to misleading customers
2) To ensure that customers have adequate information, the Water Utility and its vendors must inform customers of the opt out <u>each time</u> it communicates with them about smart meters; otherwise the Utility is placing unfair burden customers that "they should have known" based on a previous communication (that may or may not have been received or read).
3) Customers who are not informed of an opt out, but choose to do so at a later date will require the Water Utility to remove and install an analog meter, thus creating extra work. The Utility will save itself both money and credibility by fully informing customers of their options before its installer enter buildings to install meters.

2. No charge to customers for <u>not</u> installing smart meters.

JUSTIFICATION:

1. The Water Utility cannot charge customers for service that it is not providing because there is no cost of <u>service</u>.
2. Any <u>administrative</u> actions that will be different than for the AMI meter customers will not lead to any overtime for employees, and thus is not an additional expense to the Water Utility. Therefore no special administrative charge should be assessed for simply not having a smart meter installed.

3. No charge to customers for installing smart meter end points outside.

JUSTIFICATION:

1) The Water Utility does not charge customers to install smart meters inside a building, and knows that the time it takes to install the meters will greatly vary due to local situations for each installation. Therefore the minimal additional time it may take to install the end point outside will not add to installation time in a significant ay that would justify charging customers;

2) Situations where installing smart meters with end points on the outside taking less time that some inside installation are very possible. Since the Water Utility will not charge customers for installations that take a long time, nether can it charge customers for outside installations; and
3) Most residential customers already have wired meter reader devices mounted on exterior walls. The time it takes to slightly enlarge an existing hole to accommodate a three-strand wire rather than an existing two-strand wire is minimal.

4. No charge to customers without smart meters.

JUSTIFICATION:

1) The Water Utility cannot charge customers to read their meters in the future when it has never done so before. It is a regular part of doing business for the Utility and its cost has been allocated across classes for decades.
2) The Water Utility currently conducts actual meter reads meters and has just a few employees who spend part of their yearly work hours doing so. Those employees will continue to be employed by the Water Utility after it installs smart meters and thus there is no added expense to continue to read meters of the fraction of customers who opt out. The Utility will <u>not</u> have additional personnel expenses, thus special charges cannot be made to opt out customers
3) Meters only need to be read quarterly per PSC rules as a prerequisite to charging inclining rates, so the Water Utility is not mandated to read meters monthly. The Water Utility, therefore, would be unilaterally creating more work than necessary, and passing the cost onto the customer. An estimate-estimate-actual monthly billing cycle satisfies the terms of the PSC, allows MWU to allocate personnel costs more efficiently and protects the customer from unnecessary charges.
4) If the Water Utility insists on monthly readings for analog meters and charging for it, then it is purposefully, punitively creating additional expenses for customers. The PSC will not allow punitive action against customers
5) The Water Utility must demonstrate its meter reading cost of service to the Public Service Commission and must produce calculations that demonstrate how reading a few hundred meter quarterly remaining analog meters will result in an increase in cost of service to residential customers. Any such special allocation must clearly demonstrate that the Utility is actually incurring additional expenses and not merely calculating costs for reading meters and tacking the amount onto its expense budget. The Utility must demonstrate that it is not double billing opt out customers for both the cost of Project H20 and for visual meter reading.
6) The only clear method for allocating costs to opt out customers would be to also allocate costs to <u>all other</u> customers and demonstrate that all allocated costs add up to just the actual expense budget. This will show that opt out customers are not paying both for project H20 and for keeping their existing analog meters.

5. Removal of smart meters at customers' request. Home ownership changes and some owners may not want smart meters because of various concerns.

JUSTIFICATION:

1) The Water Utility is offering an opt and future owners of a property should have the same option of not having undesired equipment in their building.

2) The Water Utility, Itron and Corix have not been informing customers of the option not have smart meters installed; only customers who have heard about the opt out because of activity of smart meter opponents and through the media coverage of same are aware of the opt out.
3) This lack of forthrightness and consumer protection may result in consumer action against the Water Utility. Therefore, in order to can protect itself and its ratepayers against unnecessary risk exposure, the Utility should remove smart meters at customer request.

Regarding specific aspects of the draft policy:

Option 1: Electronic Read Transmitter (ERT) installed on the outside of building ($50.69 one-time charge)

See #3 above.

When installing smart meters indoors, does the installer also removed the existing outdoor reader/register and wire that runs from the old meter through the wall to the outdoor reader/register? If so, how does attaching a smart meter end point to the outside wall and connecting the inside meter head to the endpoint through an existing hole in the wall cost $50.69? It would literally take two or three minutes to do this.

Option 2: No Electronic Read Transmitter (ERT) on property ($15.42 monthly charge)

See #4 above.

The Utility can limit its personnel time for reading meters by following this billing schedule (acceptable to the PSC):

Months 1 and 2:	Estimates water usage based on past usage
Month 3:	Actual meter read every third month; apply credit/charge for estimates as appropriate

I would like to emphasize that in order to fairly determine costs for reading meters, the Utility needs to allocate costs to actual meter reading AND to allocate costs towards its smart meter program and to other Utility activities. Only though this cost allocation approach can the Utility accurately demonstrate that it is not double billing opt out customers (actual cost must add up to 100% of budget expenses, not more than 100%)

Opt out draft policy does not address customer communications

Installers, phone appointment setters and door hangers DO NOT mention an opt out. Therefore customers do not know about an opt out. Withholding information from customers violates consumer protection requirements and must stop.

Installers tell customers that installing smart meters will save the customer money. This is not true and must stop.

Please add consumer protection provisions into the final smart meter policy.

From:	Maria Powell (MEJO)
Cc:	Water; Robb, Amy
Subject:	POST THIS COMMENT! Testimony for 9/24 for PUBLIC HEARING ON DRAFT OPT-OUT POLICY
Date:	Monday, September 24, 2012 2:40:48 PM
Attachments:	MPowell comments for 9.24.12 opt out hearing.pdf

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Amy, can you please post this version of my comments instead? The earlier email was sent by mistake. Thanks.

Maria

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Hello:

My written comments for the public hearing on the smart meter opt-out policy are attached. Please include in the public record.

Thank you,

Maria Powell

Public comments for 9/24/12 smart meter opt-out hearing

Dear Madison Water Utility staff/leaders:

Thank you for holding a public meeting to allow citizens to comment on the proposed opt-out policy. Though holding this meeting is a positive step towards improved citizen engagement, the notice for this meeting, which many received only a few days ago, was not at all sufficient for all interested citizens to learn about and thoroughly consider the draft opt-out options, make plans to attend the meeting, and/or to prepare written comments before the deadline. Given the importance of this issue to many Madison citizens, this is very troubling and suggests that the meeting is just a token exercise. Hopefully, this is not the case.

Please record and publicly post all citizens' oral and written comments submitted for this meeting and make them available for future meetings and decisions by the Water Utility Board, city leaders, and PSC related to the opt-out policy.

My comments on the proposed opt-out policy:

I am opposed to charging customers to opt out of having ERT devices (more commonly referred to as smart meters) in or on their homes, for the following reasons:

-MWU customers should not have to pay to *not* have a device in or on their homes that they do not want and that they believe, based on considerable and growing published scientific evidence, poses health, safety, privacy, security and/or other risks to themselves, their families, wildlife, and vulnerable people in their communities.

-MWU and city representatives have never provided any legitimate evidence to support the claim that smart meters or AMI encourage water conservation and thereby help customers lower their water bills (the key benefits proposed to customers). Smart meters/AMI are not necessary for household water conservation. In our household, for instance, we have found numerous ways to conserve water (using simple lifestyle changes, rain barrels, efficient toilets and fixtures, etc) that do not require smart meters. We can also easily track our water usage and detect leaks with our existing analog meter. Our water usage has been well below proposed conservation levels in recent billings--in fact, the proposed monthly charge for a total opt-out is *more* than we pay for water monthly now (and if you include the one-time charge of $75, we will be paying significantly more to opt out than we are paying for our water). We should not have to pay to not have a device in our home that we do not believe is necessary and will not provide the benefits being promised--especially when we are already clearly achieving the purported benefits without it.

-All MWU customers, including those who will opt out, have already been paying for the AMI infrastructure and will continue to pay for it in coming years. Costs of the AMI system are likely to be higher than expected, given the planned obsolescence and/or breakdown of components of the system (including smart meters), upgrades in the system, increasing energy costs, maintenance, etc. Opt-out customers should not have to pay even more to avoid components of a

system they are already paying for despite the fact that they do not want them in their homes or communities and there is no (or insufficient) evidence that they will benefit from them.

-No clear, comprehensive cost/benefit allocations have ever been provided by the MWU or city for all the components of the AMI system over the short or long term. So, we do not have specific details on how much this system is costing (and will continue to cost) MWU rate payers and Madison taxpayers compared to the purported economic and other benefits it may or may not provide to individual customers and the city as a whole.

-Following from the above point and more specific to the draft opt-out policy, no clear and comprehensive cost allocations have been outlined to justify the proposed costs for customers to have an outside smart meter installed or more importantly, the significant charges proposed to opt out altogether. In the case of our home, for instance—proposed monthly costs for us to opt-out exceed total monthly costs for MWU to provide water to us. How can this be?

-There's a range of very low cost alternatives for billing and meter reading that could be adopted for opt-out customers that have apparently not been considered by the MWU. The currently proposed opt-out costs are based on the assumption that analog meters of opt-out customers will have to be read monthly. Yet the PSC only requires only quarterly meter reading (before implementing inclining rate structures). Given this, for example, opt-out customers' meters could be estimated for two months and the meter could be read by existing MWU meter reading personnel the third month (so no extra personnel costs involved) and then adjusted accordingly. Various customer self-reporting options (such as those used in the past, and new ones involving the internet) are also a possibility. There are other several very low cost alternatives that could be considered.

-Regardless of the method used to read opt-out customers' meters, any costs involved with these various meter-reading and billing options should not be borne by these customers, for reasons outlined above. The utility has never charged customers for meter reading or meter installations in the past, and doing so now is unfairly punitive to customers.

Thank you for considering my comments.

Maria Powell, PhD
1311 Lake View Ave
Madison, WI 53704

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: DOUGLAS RATCLIFF

Address: 4 Ruby Ct
MSN 53714

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☒ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

The People of MADISON are over-taxed already. $15.42/month is a confiscatory and unfair Burden to an already over-burdened.

You do ~~not~~ not pay my mortage nor do you pay my ~~property~~ property taxes. You also do not pay my electric bill for the cost of the smart meter.

If you aren't heartless you will not violate my home

And I

- ☐ **Wish to Speak**
- ☒ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

- ☐ **I have also attached a written statement.**

At this meeting are you representing an organization or a person other than yourself?

☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	Sara Sandberg
To:	Water
Subject:	Letter for Sept. 24, 2012 MWU opt-out punitive surcharges
Date:	Sunday, September 23, 2012 8:40:10 PM
Attachments:	letter for Sept 24 mtg opt out surcharges scan0001.pdf

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See attached letter for Sept. 24, 2012 hearing meeting for opt-out charges. Thanks Sara Sandberg

Madison Water Utility
Attn: Tom Heikkinen ***Via Email***
water@madisonwater.org
119 East Olin Ave.
Madison, WI 53713

Sept. 23, 2012

Dear Tom H. and MWU:

On July 22, 2012, I sent my letter to opt-out of having a Smart Meter installed on my property. I now want to state my objections to the opt-out rates being proposed at this meeting on Sept. 24, 2012. Below is a statute found on the PSC's web site.

> Sec. 196.60, Wis. Stats., provides: "(a) No public utility and no agent...of public utility...may charge...or receive from any person more or less compensation for any service rendered...And (3) If a public utility gives an unreasonable preference or advantage to any person or subjects any person to any unreasonable prejudice or disadvantage...the public utility shall be deemed guilty of unjust discrimination."

If those that choose to opt out for health reasons for their children and family, isn't it unlawful to discriminate against them again for exercising their choice by imposing charges on this choice?

I object to being charged $15.42 monthly to opt out of having a Smart Meter. It is an unreasonable charge. This is $185.04 yearly.....just for meter reading charges! This surcharge could, in essence, be higher than some water bills. Shouldn't we be receiving a credit because we are not receiving any service or equipment? These high monthly charges are discriminatory for those who can't afford them and may be discouraging them from exercising an opt-out option because they can't afford these high meter reading charges. Waukesha reads its meters quarterly and the charges their opt-out customers for only four meter readings approximately $60 yearly.

MWU staff are city employees and are paid by the tax payers not rate payers. Why then would we have to pay more money to have them come out and read if they are already paid from the tax base? What extra costs are incurred, as MWU already has the equipment in place to read and there will be significant savings due to the proliferation of Smart Meters? If it is largely paid by the tax payer, is this not double billing?

Won't customers that opt out be charged double thorough the higher rates based on the smart meter asset cost rolled in the rate...a service that is not received by people that opt-out? By double billing I mean that opt-out customers who choose option #2 and are not having the device installed, it would save MWU the cost of purchasing and installation. The opt-out customers are paying directly for having a meter reader come out to read their meter, but are also paying indirectly for the cost of a smart meter, since these costs will be reflected in the general tariff for water services paid by all residential customers. The only way to avoid this double billing is to adjust the basic tariff for the opt-out customers by giving a credit.

The PSC code 113.0405 allows for customers to "supply the meter readings on a form or by telephone or electronic mail, provided a utility rep. reads the meter at least once every 6 months." This code would allow residents to supply most meter readings and avoid meter reading fees that could be prohibitive and defeat their ability to opt-out. This code is technically for electrical services, but could arguably be applied to water meter reading.

For those who do not want Smart Meters, it is punitive to charge extra for opting out despite not receiving equipment and services; and then still being charged for not receiving any equipment or service in a incremental rate increases.

Sincerely,

Sara M. Sandberg

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Bob Schuetzer

Address: 4 COTTONWOOD CIRCUT

MADISON WI 53704

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☒ I **Neither Support nor Oppose** the draft opt-out policy
- ☐ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

And I

- ☒ **Wish to Speak**
- ☐ **Do Not Wish to Speak**

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☐ **Yes** ☒ **No**

*(If you answered "no," **STOP**; you need not complete the rest of this form. If you answered "yes," go on to the next question.)*

From:	slscheel77@charter.net
To:	Water
Subject:	Comment I want made known to PSC on smart meter opt out policy
Date:	Sunday, September 23, 2012 8:39:11 PM

We have lived on the north side of Madison for over 20 years in the same home and chose to "opt out" of the smart meter transmitter being installed in our basement for 1 very important reason:

WE HAVE A DOG AND THAT WHEN NO ONE IS HOME, THE DOG IS KEPT IN A LARGE AREA OF THE BASEMENT NEAR WHERE THE TRANSMITTER WOULD BE INSTALLED AND IN NO WAY DO WE WANT TO HAVE OUR DOG GET STRESSED OUT FROM ANY TYPE OF NOISE COMING FROM IT AT ALL. IN ADDITION, WE DON'T THINK IT'S FAIR TO "PUNISH" THE HOME OWNERS THAT CHOOSE TO OPT OUT BY MAKING THEM PAY AN ADDITIONAL COST TO DO SO.

Please make the PSC aware of our comment regarding this. We realize alot of home owners have reasons why they opted out, but our dog is too important to us to have to have her deal with this type of transmitter.

Please consider our request so that we are not required to pay additional fees because of choosing the "opt out" policy.

Thank you.

R. Scheel
Haas Street

From:	Diane P. Severson
To:	Water
Date:	Monday, September 24, 2012 9:06:25 PM

Dear Sir or Madam:

The Public Hearing card I got said the hearing was September 24th. Here it looks like it was on the 21st. I seem to be reading different information. I could not bring up the Opt-Out from the site you gave on the card.

Tell me, iwhat happens if the people whom you already put these things in don't want it. They did not know what the effects will be, you will have to take them out.

All I know is, know what kind of people are working in the City, who constantly compromise their integrity and character, will make sure that the extra cost will be so high that people can't afford it.

This is what is happening with many things. The secrecy of our local people in government is nothing short of treason. Why wasn't this notice sent earlier, and we always seem to find out through something other than you people.

Thank you for your time.

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: DANIEL SMELSER

Address: 1918 SACHTJEN ST
MADISON WI 53704

Please check the appropriate boxes:

- ☐ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☒ I support the draft policy **With the Following Amendment(s)**

(additional pages can be attached as needed)

CUSTOMERS SHOULD NOT HAVE TO PAY FOR AN OUTSIDE MOUNT,

THE PUBLIC HAS HAD LITTLE SAY IN IMPLEMENTING THE SMART METER PROGRAM AND COST FOR THE INSTALLATION SHOULD BE INCLUDED IN PROGRAM COST,

And I

- ☐ **Wish to Speak**
- ☒ **Do Not Wish to Speak**

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☐ **Yes** ☑ **No**

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From:	Sandra Smith
To:	Water
Cc:	ALL ALDERS; Soglin, Paul; Clear, Mark
Subject:	Opt Out Policy
Date:	Sunday, September 23, 2012 5:59:58 PM

Good Day!

It appears to me that these new water meters are causing us customers a great deal of grief and genuine concern for health issues.

Now, if I do not want one installed on my property, I must pay for that privilege! What is the logical basis for that!? As I see it, I am saving you a good amount of money by not having a new meter (with all its inherent health problems) installed plus no installation charges! Since I am saving you money, how will that credit be handled?

As for the monthly/quarterly/semi-annually meter reading, that would be solved by a simple postcard.

I am definitely opposed to these meters and especially to any monies NOT to have one installed.

Sincerely,

Sandra J. Smith

From:	Larry and Catherine Stephens
To:	Water
Subject:	draft opt-out policy
Date:	Monday, September 24, 2012 7:46:42 AM

To the City Water Utility and City leaders,

Thank you for drafting an opt out policy for Smart Meters. I support a low cost opt out policy for the city of Madison so that citizens have the choice to not have Smart Meters running inside their homes.

Catherine Stephens
Madison, WI

From:	Irene Temple
To:	Water; ALL ALDERS; Soglin, Paul
Subject:	Electronic Read Water Transmitters
Date:	Sunday, September 23, 2012 10:02:08 PM

I am one of the petitioners to the PSC regarding the Madison Water Utility's Project H20.

The opt-out options of the MWU are analogous to part of Bob Dylan's "Stuck Inside of Mobile with the Memphis Blues Again." Dylan asked about "waiting to find out what price you have to pay to get out of going through all these things twice."

Well, this is not really about avoiding just one repetition. For those who don't want to have an ERT at all, the MWU's Option 2 proposes a charge of $15.42 every month. Multiply that amount by twelve, and the annual amount comes to $185.04. If one were to stay in one's home for 10 years, it's $1,850--on top of the charges for actual water usage. This is clearly punitive.

Okay, I get it. Those who want to reduce the electromagnetic fog to which they are subjected every day are being coerced to either accept an ERT in their homes or go with the less costly (but still overpriced) Option 1 and pay a supposedly one-time installation charge of $50.69 to have the device placed on the outside of their homes.

I find this water initiative hard to swallow.

Irene Temple
5446 Lake Mendota Drive
Madison, WI 53705

Date: 9/24/2012

REGISTRATION STATEMENT

Public Hearing on Draft Smart Meter Opt-Out Policy

Please print clearly.

Name: Royce Williams

Address: 2437 Fox Ave
Madison 53711

Please check the appropriate boxes:

- ☒ I **Support** the draft opt-out policy
- ☐ I **Oppose** the draft-opt out policy
- ☐ I **Neither Support nor Oppose** the draft opt-out policy
- ☐ I support the draft policy **With the Following Amendment(s)**
  (additional pages can be attached as needed)

_____

_____

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_____

_____

_____

And I

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- ☐ **Do Not Wish to Speak**

Speaking Limit is 3 minutes.

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☐ **Yes** ☐ **No**

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