

Unhappy Duke Energy Customers in 6 states: News Reports, etc regarding issues with AMI “smart” meters, increased fees, etc,

In 2009, Duke Energy received \$204M in federal stimulus to install AMI “smart” meters in Ohio, Kentucky, Indiana, Florida, North Carolina, and South Carolina. Duke promised these meters lower utility bills and be more convenient since they would no longer need to send out meter readers.

Since then, customers in each state have filed complaints with their state utility commissions because they don’t want them for various reasons. Not only that – customers in all 6 states have reported astronomically higher bills and Duke continues to propose raising fees:

“Also in March, (2017) Duke Energy Ohio [proposed](#) a transition to a straight-fixed variable rate (a structure founded on the principle that fixed costs are recovered through the fixed charge and only variable costs are recovered through variable charges) for residential customers, which would increase the residential fixed charge from \$6 to \$22.77 per month and increase the low-income fixed charge from \$2 to \$18.77 per month. And in June, Duke Energy Progress in North Carolina proposed a 75 percent increase in the residential fixed charge in its new [rate case](#). OH: 17-0032-EL-AIR”

<https://www.greentechmedia.com/articles/read/top-10-utility-trends-regulation-of-2017-ae>

If you aren’t sure that you have AMI “smart” meters and/or you are interested in learning more about how this stimulus money was spent, these articles provide more details:

2012: OLR Research: “SMART GRIDS/SMART METERS”: <https://www.cga.ct.gov/2012/rpt/2012-R-0392.htm>

2015: Cincinnati Enquirer: *“Late bill? Duke Energy snaps off the lights. Enquirer analysis shows utility disconnects 13% of its customers, twice Ohio's average”.*

<http://www.cincinnati.com/story/money/2015/02/06/late-bill-duke-energy-snaps-lights/23003111/>

Natural gas pipeline in residential neighborhoods	Duke Energy wants to install a natural gas pipeline through 19 residential neighborhoods in Cincinnati, Ohio. Over 35,000 residents and community leaders are protesting this. Visit www.NopeCincy.org for more details.
AMI “smart” meters and inflated bills complaints	<ol style="list-style-type: none"> 1. Orlando, FL 2014: <i>“Did your Duke Energy bill go up recently? Then read this story.”</i> http://www.orlandoweekly.com/Blogs/archives/2014/08/25/did-your-duke-energy-bill-go-up-recently-then-read-this-story 2. Tampa, FL, 2014: <i>“One-month spike in electric bill angers Duke Energy customer”</i> http://www.tampabay.com/news/business/energy/one-month-spike-in-electric-bill-angers-duke-energy-customer/2206226 3. Ohio and Kentucky, 2017: <i>“Why Your Duke Bill's So High Despite Warm Month”</i> http://www.wcpo.com/money/consumer/dont-waste-your-money/why-your-duke-bills-so-high-despite-warm-month (Reporter John Matarese posted a link for the story on his Facebook page. <u>There were over 500 comments posted and over 700 shares.</u> https://www.facebook.com/JohnMatareseMoney

	<ol style="list-style-type: none"> 4. Indiana, 2017: <i>“Early 2017 was 'perfect storm' for Duke Energy. President says several issues led to blizzard of complaints”</i> http://www.tribstar.com/news/local_news/early-was-perfect-storm-for-duke-energy/article_8c4a0f85-e04b-5ebc-b81f-aaeceb0f702e.html 5. North Carolina and Indiana, 2017: <i>“Duke Reports Errors, Weather Lead to Billing Complaints”</i> https://www.usnews.com/news/best-states/indiana/articles/2017-04-20/duke-energy-reports-errors-weather-led-to-bill-complaints
<p>AMI “smart” meters and appliances malfunctioning and “technical limitations”</p>	<ol style="list-style-type: none"> 1. Ohio 2013: <i>“Smart Meter Makes Touch Lamp Go Crazy”</i>: http://www.wcpo.com/money/consumer/dont-waste-your-money/smart-meter-makes-touch-lamps-go-crazy 2. Kentucky, May 2017: <i>“State PSC OKs Duke Energy Kentucky to deploy smart meters; some customers may opt out”</i> http://www.kyforward.com/state-psc-oks-duke-energy-kentucky-to-deploy-smart-meters-some-customers-may-opt-out/ (The new meters will replace not only old analog mechanical meters, but also first-generation smart meters deployed in past years by Duke Kentucky as part of a pilot project. Those meters communicated with a central office using signals sent on power lines, a system that Duke Kentucky said had technical limitations.) 3. North Carolina, August 2017: <i>“Smart Meters Doing More Harm than Good”</i> http://abc11.com/home/raleigh-residents-smart-meters-doing-more-harm-than-good/2315553/
<p>AMI “smart” meters and health concerns</p>	<ol style="list-style-type: none"> 1. Ohio, 2012: <i>“Don't Want Smart Meter - Power Shut Off”</i> http://www.wcpo.com/money/consumer/dont-waste-your-money/dont-want-smart-meter-power-shut-off 2. Ohio, 2015: <i>“Amid Health, Privacy Fears, States Are Letting People Reject 'Smart Meters’”</i>: http://www.pewtrusts.org/en/research-and-analysis/blogs/stateline/2016/02/05/amid-health-privacy-fears-states-are-letting-people-reject-smart-meters? 3. North Carolina, 2016: <i>“Duke Energy proposes \$150 opt-out fee to customers who don't want a smart meter:</i> http://www.newsobserver.com/news/business/article93551722.html
<p>AMI “smart” meter opt-out plans for some states but not al</p>	<ol style="list-style-type: none"> 1. Ohio, 2016: <i>“Duke Energy to allow Smart Meter Opting Out”</i>: http://www.wcpo.com/money/consumer/dont-waste-your-money/duke-energy-to-allow-smart-meter-opting-out 2. Indiana, 2017: <i>“Early 2017 was 'perfect storm' for Duke Energy. President says several issues led to blizzard of complaints”</i> http://www.tribstar.com/news/local_news/early-was-perfect-storm-for-duke-energy/article_8c4a0f85-e04b-5ebc-b81f-aaeceb0f702e.html 3. Kentucky, 2017: <i>“State PSC OKs Duke Energy Kentucky to deploy smart meters; some customers may opt out”</i> http://www.kyforward.com/state-

	psc-oks-duke-energy-kentucky-to-deploy-smart-meters-some-customers-may-opt-out/
Groups where you can learn more:	<ol style="list-style-type: none">1. Stop Smart Meters Ohio2. Stop Smart Meters North Carolina3. Stop Smart Meters South Carolina and Worldwide4. http://www.raleighes.info/
Utility Commission case records	<ol style="list-style-type: none">1. Ohio: PUCO case record 14-1160-EL-UNC http://dis.puc.state.oh.us/CaseRecord.aspx?Caseno=14-1160&link=PDC2. North Carolina case record: PSC Docket No. E-100, SUB 1413. Kentucky Case File 2012-0004284.