

From: Meadows, James L
Sent: 1/26/2010 6:25:50 PM
To: Kaneshiro, Bruce (bsk@cpuc.ca.gov)
Cc: Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Bcc:
Subject: RE: PG&E Smart Meters and Solar Customers

I'll have our customer support people call the customer, and prepare a report back on the findings.

Jim

From: Kaneshiro, Bruce [mailto:bsk@cpuc.ca.gov]
Sent: Tuesday, January 26, 2010 4:50 PM
To: Meadows, James L
Subject: RE: PG&E Smart Meters and Solar Customers

Jim- Here's the customer's information:

Redacted

He lives in Pleasanton and has, according to him, around sixty solar panels on his roof. He mentioned to me today that was referred to Wellington about his concerns; Wellington told him they will be coming to his home to install the smart meter around May.

Bruce

From: Meadows, James L [mailto:J7M2@pge.com]
Sent: Tuesday, January 26, 2010 3:42 PM
To: Kaneshiro, Bruce
Subject: RE: PG&E Smart Meters and Solar Customers

Bruce: can I get the customers name? We often find there is more to it than meets the eye. I can give you a full report on the conditions of this particular customer.

Jim

From: Kaneshiro, Bruce [mailto:bsk@cpuc.ca.gov]
Sent: Tuesday, January 26, 2010 1:58 PM

To: Meadows, James L
Subject: RE: PG&E Smart Meters and Solar Customers

Jim- Thanks for the explanation. I got a call from a PG&E customer who claims that he has solar, yet he is being pressured by PG&E to have a smart meter installed. He claims that he has informed PG&E that he is solar, but he is told that doesn't matter.

What procedures do you guys have in place to avoid installing a smart meter for someone with solar (and the functionality is not yet ready)?

Bruce

From: Meadows, James L [mailto:J7M2@pge.com]
Sent: Tuesday, January 26, 2010 1:47 PM
To: Kaneshiro, Bruce
Subject: RE: PG&E Smart Meters and Solar Customers

Sorry about that Bruce, I don't think I caught this. The current situation is not a glitch, but rather, we have not turned on the collection of read data over the 2nd channel just yet. It is scheduled for delivery in the summer of 2010. In the way PG&E has phased the functionality rollout, it was determined that the 2nd channel data collection (which measures the delivery of energy from the house back to the grid) could be held off to a future date.

So our plans are to leave or put legacy meters at the home, with continued reading from meter readers. We will return to the homes once the functionality has been implemented in the system.

Jim

From: Kaneshiro, Bruce [mailto:bsk@cpuc.ca.gov]
Sent: Tuesday, January 26, 2010 1:42 PM
To: Meadows, James L
Subject: RE: PG&E Smart Meters and Solar Customers

Hi Jim- Just following up on my inquiry below. Thanks,

Bruce

From: Kaneshiro, Bruce
Sent: Thursday, January 14, 2010 2:20 PM
To: 'Meadows, James L'
Subject: PG&E Smart Meters and Solar Customers

Hello Jim-

I understand from previous PG&E briefings on its Smart Meter rollout that PG&E skips over customers who have solar panels because there is currently a glitch in the smart meter system that would arise for such customers. Is that correct?

If so, can you elaborate more on what the glitch is with solar customers? If there is a glitch, what is PG&E's plan for these customers? Install their smart meters after everyone else has been reached and by that time the glitch has been resolved?

Bruce