

From: Mitchell, Lavern
Sent: 2/20/2010 10:32:12 AM
To: 'zaf@cpuc.ca.gov' (zaf@cpuc.ca.gov)
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]
[Redacted]
Bcc:
Subject: RE: Marzia customer referral; [Redacted]

Thanks. We just have to keep doing what we can for the customer. Have a good a weekend. Lavern

From: Zafar, Marzia <zaf@cpuc.ca.gov>
To: Mitchell, Lavern
Cc: [Redacted]; Dietz, Sidney
Sent: Sat Feb 20 08:33:54 2010
Subject: RE: Marzia customer referral: [Redacted]

thank you all very much. the more I read this stuff and hear about it, it just really is depressing, because people can't afford their bills anymore; the rates are just too high. anyway, thanks so much.
marzia

-----Original Message-----

From: Mitchell, Lavern [mailto:LRM4@PGE.COM]
Sent: Sat 2/20/2010 6:19 AM
To: Zafar, Marzia
Cc: [Redacted]; Dietz, Sidney
Subject: FW: Marzia customer referral: [Redacted]

Marzia:

Here's the most recent discussion with [Redacted] [Redacted] spoke to her on my behalf. Lavern

-----Original Message-----

From: [Redacted]
Sent: Friday, February 19, 2010 6:13 PM
To: Mitchell, Lavern
Subject: Marzia customer referral: [Redacted]

FYI - spoke to [Redacted] today. Explained that her gas meter required replacing after PG&E did some work, so we automatically set a SmartMeter, even though the network isn't up in her area yet. Her electric usage did increase in the October/November timeframe as well, but has nothing to do with the meter, because it's the same wathour meter that has been there since 5/1/01. Discussed her electric load and any changes in usage to try to identify what the increased load was that she might be able to cut down.

Ms. [Redacted] became frustrated at that because she didn't know who Marzia was, but thought her inquiry would lead to someone figuring out what the problem was and reducing her bill for her. She didn't want PG&E to tell her that it is actually her usage and in order to reduce her bill, she should stop using something.

She has a new baby and is not working right now (teacher), so sounds a little stressed. She did say they are doing more laundry so using the dryer more, and using a humidifier all night now. However, she didn't think that should account for \$100 increase in her bill over last year. She is using about 200-300 kwh more in recent months than she used last year. I think her increased usage is related to the baby, as she already identified (dryer, humidifier, etc). I went over our tiered structure and told her she is getting into Tier 4 now, where she was always in Tier 3 before. She does not qualify for CARE.

However we agreed to test the meter, just to be sure isn't a "problem". I advised her to utilize the experience and expertise of our field meter technician to help her isolate her highest energy users and find ways to be more efficient (ie, check circuit breakers, thermostat settings or suggest programming for less hours of operation).

We scheduled a meter test for Friday 2/26 between 10a-12p.

[Redacted]

-----Original Message-----

From: [Redacted]

Sent: Friday, February 12, 2010 5:59 PM

To: [Redacted]

Cc: Mitchell, Lavern

Subject: CPUC inquiry - [Redacted]

Michele -

The CPUC recently contacted two customers because she saw something posted on line from them. Asking PG&E to investigate, but didn't provide address or phone number. I found one of them.

1) [Redacted] - can you look for his account?

2) [Redacted]

Customer is complaining of "astronomical bills" following October 2009 SmartMeter installation. There was a gas SmartMeter module installed on 10/21/09. Looks like gas meter change read error created a high bil in November that was corrected. Gas usage after that is a little high; can you double check the reads she was billed for 11/16, 12/16 and 1/16?

But the reason her bills are higher this year is because her electric

usage is higher (see below). But there is no meter change indicated for the electric meter. Can you or Theresa confirm if an electric SmartMeter was installed here? Otherwise, it looks like usage went up in October 2009 on the same watt-hour meter?

Why install gas and not electric SmartMeter?

Redacted

Gas Usage:

Start Date	End Date	Days	Status	Charges	Therms	ADU
12/16/2009	1/16/2010	31	Frozen	\$140.64	114	3.68
11/16/2009	12/16/2009	30	Frozen	\$145.50	118	3.93
10/15/2009	11/16/2009	32	Frozen	\$78.88	64	2.00
SmartMeter Module installed 10/21/09						
10/15/2009	11/16/2009	32	Canceled	\$364.38		
9/16/2009	10/15/2009	29	Frozen	\$25.73	23	0.79
8/17/2009	9/16/2009	30	Frozen	\$20.27	19	0.63
7/17/2009	8/17/2009	31	Frozen	\$25.82	23	0.74
6/17/2009	7/17/2009	30	Frozen	\$18.54	17	0.57
5/18/2009	6/17/2009	30	Frozen	\$23.94	23	0.77
4/17/2009	5/18/2009	31	Frozen	\$35.54	33	1.06
3/18/2009	4/17/2009	30	Frozen	\$57.97	51	1.70
2/17/2009	3/18/2009	29	Frozen	\$44.18	79	2.72
1/15/2009	2/17/2009	33	Frozen	\$128.72	98	2.97
12/16/2008	1/15/2009	30	Frozen	\$155.07	121	4.03
11/14/2008	12/16/2008	32	Frozen	\$104.91	87	2.72
10/16/2008	11/14/2008	29	Frozen	\$49.42	37	1.28
9/16/2008	10/16/2008	30	Frozen	\$25.48	18	0.60

Electric Usage:

Start Date	End Date	Days	Charges KWH	ADU
12/16/2009	1/16/2010	31	\$192.98	797 25.71
11/16/2009	12/16/2009	30	\$148.87	691 23.03
10/15/2009	11/16/2009	32	\$89.62	524 16.38
9/16/2009	10/15/2009	29	\$47.67	340 11.72
8/17/2009	9/16/2009	30	\$31.77	255 8.50
7/17/2009	8/17/2009	31	\$72.61	441 14.23

6/17/2009	7/17/2009	30	\$39.39	309	10.30
5/18/2009	6/17/2009	30	\$45.18	337	11.23
4/17/2009	5/18/2009	31	\$50.60	371	11.97
3/18/2009	4/17/2009	30	\$45.40	357	11.90
2/17/2009	3/18/2009	29	\$60.66	418	14.41
1/15/2009	2/17/2009	33	\$69.45	479	14.52
12/16/2008	1/15/2009	30	\$74.48	478	15.93
11/14/2008	12/16/2008	32	\$71.01	478	14.94
10/16/2008	11/14/2008	29	\$53.41	377	13.00
9/16/2008	10/16/2008	30	\$41.89	325	10.83

-----Original Message-----

From: Mitchell, Lavern
 Sent: Thursday, February 11, 2010 8:54 PM
 To: 'zaf@cpuc.ca.gov'
 Subject: Re: Higher PGE bills

Marzia:

Just leaving the
 Berkeley event. Will do. Lavern

----- Original Message -----

From: Zafar, Marzia <zaf@cpuc.ca.gov>
 To: Mitchell, Lavern
 Sent: Thu Feb 11 20:34:54 2010
 Subject: RE: Higher PGE bills

Hi Lavern,
 See below - This is also from the [Redacted] and is
 alarming. I am afraid that Bakersfield saga could continue in Berkeley.
 Please look into this customer as well as Rich's info and let me know by
 Tuesday, Feb 16th.
 Marzia

-----Original Message-----

From: [Redacted]
 Sent: Thursday, February 11, 2010 4:39 PM
 To: Zafar, Marzia <zaf@cpuc.ca.gov>
 Subject: Re: Higher PGE bills

Hi,

Our Smart Meter was installed end of October 2009.

Our November bill was originally billed at over \$400 and then they
 rebilled us for \$157.74 Nov. of 2008 = \$170.20

Dec. TY = \$294.37 Dec. LY = \$175.92
 Jan 10' = \$ 333.62 Jan LY = \$229.55

WOW, now that I look at it like this I realize that something must be
 VERY wrong. These bills are significantly higher. Would love your

input.

Thanks-Dana

On Thu, Feb 11, 2010 at 4:28 PM, Zafar, Marzia <zaf@cpuc.ca.gov> wrote:

> Hello,
> definitely. can you tell me what your bill was the month after your
> Smart meter was installed? also, your bill for the same month last
> year.

>
> thanks,
> marzia

>
> -----
> *From:* [Redacted]
> *Sent:* Thursday, February 11, 2010 4:27 PM
> *To:* [Redacted]
> *Cc:* Roscow, Steve; Zafar, Marzia
> *Subject:* Re: Higher PGE bills

>
> Thanks Rich for the update.
> Marzia, I am very interested to see what you find out. Pls keep me
> posted.

>
> Dana-
>
> On Thu, Feb 11, 2010 at 4:05 PM, [Redacted]
> [Redacted] wrote:

>
>> Hi Dana,
>>
>>
>>
>> I've been getting a lot of responses from my BPN post with similar
>> stories. I was also contacted by Marzia from the CA Public Utilities

>> Commission who saw the post. She was going contact PG&E on my
>> behalf. The e-mail address of her and her colleague are included
>> above, and her number is [Redacted] in case you are interested in
>> exploring this further.

>>
>>
>>
>> Thanks,

>>
>>
>>
>> Rich

>>
>>
>>
>> P.S. Good luck with the new baby!

>>
>>

>> -----

>> Date: Wed, 10 Feb 2010 09:29:35 -0800

>> Subject: Higher PGE bills

>> From: [Redacted]

>> To: [Redacted]

>>

>>

>> Yes, I have had two really high bills since my Smart Meter was installed.

>> The first one was astronomical and I asked them to re-read and they found a mistake. The next one was also quite high but we have a new baby and have been using the dryer, air purifier and so on a bit more

>> so we thought maybe it was just the change in our lifestyle. That being said it was about 30% higher than LY which seems quite a bit. Would love to know what else you find out and if you are going to file a complaint.

>>

>> Thanks-Dana

>>

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