

From: Mitchell, Lavern  
Sent: 2/11/2010 9:07:15 PM  
To: 'zaf@cpuc.ca.gov' (zaf@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Consumer Workshop Tonight

Marzia:

It was very successful. We had about 75 to 80 people come through tonight. The Dept of Consumer Affairs is planning 4 more of these events this year. Lavern

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

From: Zafar, Marzia <zaf@cpuc.ca.gov>  
To: Mitchell, Lavern  
Sent: Thu Feb 11 21:00:27 2010  
Subject: RE: Higher PGE bills

Hi,  
How was the event? Successful or no?

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

From: Mitchell, Lavern <LRM4@PGE.COM>  
Sent: Thursday, February 11, 2010 8:54 PM  
To: zaf@cpuc.ca.gov <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 Berkeley Parents Network 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 [Redact]

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 [Red] for the update.

> Marzia, I am very interested to see what you find out. Pls keep me posted.

>

> [Redac]

>

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

>

>> Hi [Red]

>>

>>

>>  
>> 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 415-703-1997 in case you are interested in exploring this further.

>>  
>>  
>>  
>> Thanks,

>>  
>>  
>>  
>> Redacted

>>  
>>  
>>  
>> 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 Redacted

>> -----  
>> Hotmail: Free, trusted and rich email service. Get it now. <<http://clk.atdmt.com/GBL/go/201469228/direct/01/>>

>>  
>  
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