

From: Zafar, Marzia
Sent: 2/12/2010 10:25:24 AM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Cc:
Bcc:
Subject: RE: SmartMeter - Negative Feedback (KMM11436817V39607L0KM)

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

From: [Redacted]
Sent: Thursday, February 11, 2010 4:12 PM
To: zaf@cpuc.ca.gov <zaf@cpuc.ca.gov>
Subject: FW: SmartMeter - Negative Feedback (KMM11436817V39607L0KM)

In case you are interested, here's the e-mail response I received when I made the complaint on the complain section of the PG&E website. As I mentioned, I hadn't gotten around to calling the number yet.

-R

> Date: Thu, 4 Feb 2010 19:14:30 -0800
> To: [Redacted]
> Subject: Re: SmartMeter - Negative Feedback (KMM11436817V39607L0KM)
> From: BusinessCustomerHelp@pge.com
>
> Dear Richard,
>
> Thank you for contacting us via our website.
>
> We have received your inquiry regarding SmartMeter. Unfortunately, this
> type of inquiry cannot be handled through our online service.
>
> In order to complete your request, please contact our SmartMeter Line at
> 1-866-743-0263.
>
> We apologize for any inconvenience this may cause.
>
> Thank you for using our online services.
>
> To help us improve our service, please take this short survey:
>
> http://pge.modwest.com/surveys/public/survey.php?name=1st_response_v2
>
> Customer Care

> Pacific Gas and Electric Company

>

>

> Original Message Follows:

> -----

>

> (* Remember that all addresses are typed into a form, and are
> unverified)

>

>

> -----

> -

> Subject: SmartMeter

> Sub-category: Negative Feedback

> Message: I had a Smart Meter installed about a month ago. The amount of
> electricity usage assessed this month (\$203) by the meter jumped
> dramatically, almost twice the average (\$113) electricity usage from the
> prior nine months (when we moved in) and 40% higher than our highest
> electric bill (\$148) during the past nine months. There appears to be a
> problem with this meter.

>

Redacted

> -----

> Message received from: pocketplanet@hotmail.com

>

> Referring URL: <http://www.pge.com/mybusiness/customerservice/contact/>

> Host: 68.28.41.228

> IP Address: 68.28.41.228

> Original Recipients: BusinessCustomerHelp@pge.com

>

> -----

>

>

>

Hotmail: Powerful Free email with security by Microsoft.

<http://clk.atdmt.com/GBL/go/201469230/direct/01/>