

From: Mitchell, Lavern
Sent: 2/16/2010 8:57:48 PM
To: 'zaf@cpuc.ca.gov' (zaf@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: Berkeley Parents Network

Marzia:

No worries. I had the same passion everyday for our customers, even before SmartMeters. Our customers deserve the best service we can provide. For me, there's a sense of urgency for resolving all of our customer's issues. We are definitely on the same page. I will keep you updated on these. Thanks, Lavern

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

From: Zafar, Marzia <zaf@cpuc.ca.gov>
To: Mitchell, Lavern
Sent: Tue Feb 16 18:17:46 2010
Subject: RE: Berkeley Parents Network

Great. Thanks again so much! I hope you know that I am being pushy because I don't to read an article about supposed defective smart meters. I will relay your message internally as well. Again, please know that we appreciate the response

Marzia

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

From: Mitchell, Lavern <LRM4@PGE.COM>
Sent: Tuesday, February 16, 2010 5:51 PM
To: Zafar, Marzia <zaf@cpuc.ca.gov>
Cc: Dietz, Sidney <SBD4@PGE.COM>
Subject: RE: Berkeley Parents Network

Hi Marzia:

Here's a summary of what we found so far:

Redacted

Redacted has no electric SmartMeter. Her electric usage on her wathour meter just happened to increase this October vs. last October, so we have to talk to her to help her uncover why the usage increased. The gas SmartMeter module was installed on 10/21/09 when the gas meter was changed due to a gas leak. All new gas meters have a SmartMeter(tm) module already pre-installed so essentially all gas meter changed and sets should be with a SmartMeter(tm).

There is no [Redacted] in our system. We have emailed him with no response yet. Will let you know as soon as we hear from him. I will also let you know how our conversation goes with [Redacted] Thanks,
Lavern

From: Zafar, Marzia [mailto:zaf@cpuc.ca.gov]
Sent: Tuesday, February 16, 2010 4:25 PM
To: Mitchell, Lavern
Cc: Dietz, Sidney
Subject: RE: Berkeley Parents Network

hey guys,

what's the word? I want to get back to these folks. is there something wrong with their meter and you guys are trying to fix it?

marzia

From: Zafar, Marzia
Sent: Tuesday, February 16, 2010 9:37 AM
To: 'Mitchell, Lavern'
Cc: Dietz, Sidney
Subject: Berkeley Parents Network

Hi Lavern,

any news on the two Berkeley customers that inquired about their bills?

thanks,
marzia

Marzia Zafar - Zaf@cpuc.ca.gov <<mailto:Zaf@cpuc.ca.gov>> - 415-703-1997