

From: Mitchell, Lavern
Sent: 2/16/2010 5:50:09 PM
To: Zafar, Marzia (zaf@cpuc.ca.gov)
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Bcc:
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 watt-hour 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™ module already pre-installed so essentially all gas meter changed and sets should be with a SmartMeter™.

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 - 415-703-1997