

**PACIFIC GAS AND ELECTRIC COMPANY  
Bakersfield Customers' Issue  
Data Response**

|                        |                            |                   |                                 |
|------------------------|----------------------------|-------------------|---------------------------------|
| PG&E Data Request No.: | DRA_004                    |                   |                                 |
| PG&E File Name:        | Bakersfield_DR_DRA_004-Q10 |                   |                                 |
| Request Date:          | October 23, 2009           | Requester DR No.: | 10/23/09                        |
| Date Sent:             | March 5, 2009              | Requesting Party: | Division of Ratepayer Advocates |
| PG&E Witness:          | N/A                        | Requester:        | Chris Danforth                  |

**QUESTION 10**

For what percentage of meters has PG&E encountered access issues (e.g., locked gates, fences, dogs, etc.). How does this compare with what PG&E expected when it assembled its AMI business case? For how many of these customers are bills estimated?

**ANSWER 10**

On a project-to-date basis, PG&E has encountered SmartMeter™ deployment access-related issues on approximately 1% of installations (including electric meters and gas modules). The access related issues falls within the PG&E business case expectation of 3% for all types of vendor unable-to-complete installations. PG&E currently forecasts that access-related issues may increase over the remaining deployment period as urban installations commence.

PG&E makes multiple attempts to contact a customer with access-related issues to perform a SmartMeter™ installation. If a meter reading office is due for complete closure, PG&E may put some of the access-related issue customers on partial estimated billing until the SmartMeter™ technology can be installed. In the Sacramento meter reading office, PG&E put 362 customers onto partial estimation. Partial estimation process is 2 months of estimated reads with a manual meter read every third month. Of the 362 customers on partial estimation, 21 of the customers remain with outstanding installations.

More recently, as the SmartMeter™ deployment team has left the area, the Sacramento office has returned these 21 accounts to manual meter reading routes. PG&E has not yet determined if any additional customers with access-related issues will be put on partial estimation in other deployment areas.