

Pacific Gas and Electric Company's SmartMeter™ Program Report

February 12, 2010



Draft – For Discussion Purposes Only

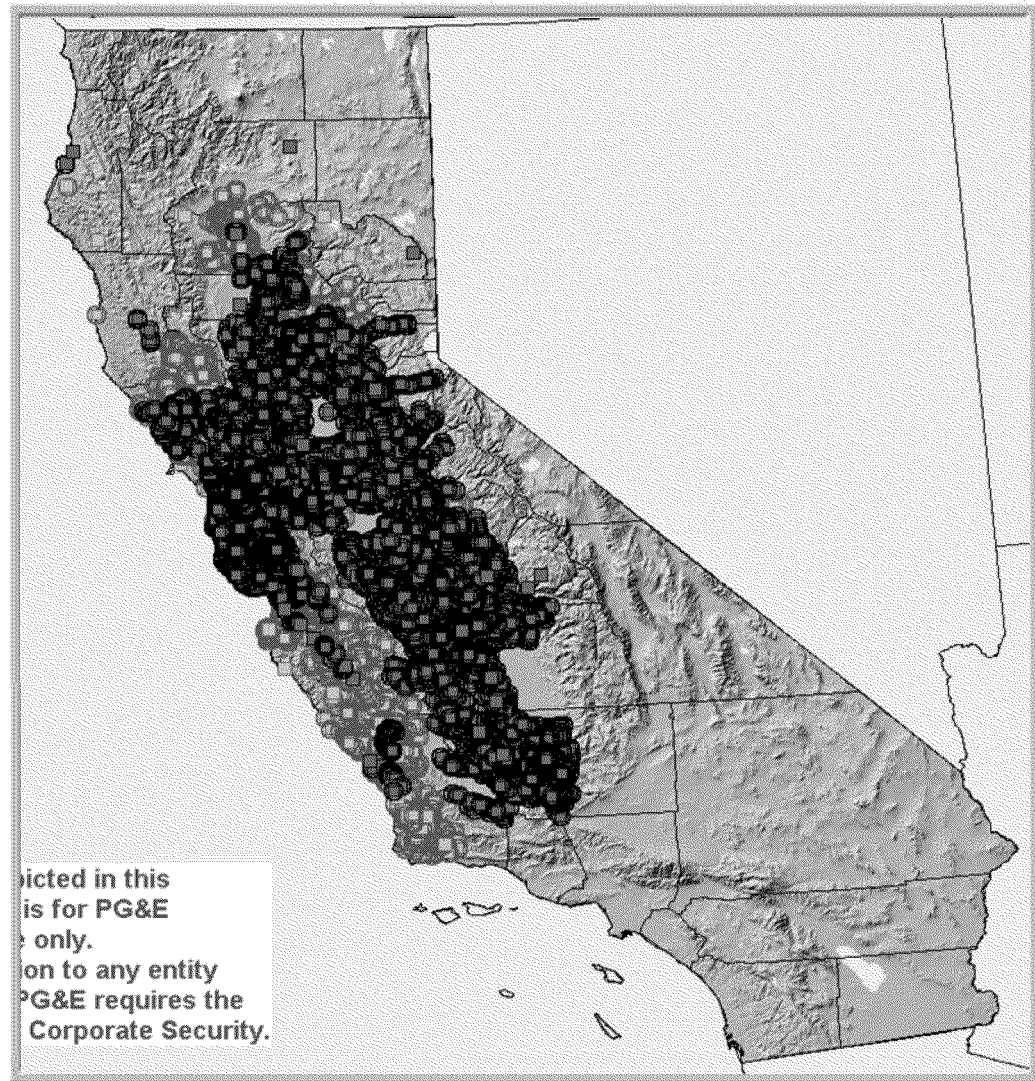
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Current Status of Field Deployment

**Electric System
Silver Spring Networks
5220 Nodes* Installed
Total thru 1/31/10**

- Angels Camp
 - Antioch
 - Auburn
 - Bakersfield
 - Bayhill
 - Coalinga
 - Colusa
 - Concord
 - Corcoran
 - Cupertino
 - Davis
 - Dinuba
 - Fremont
 - Fresno
 - Half Moon Bay
 - Hayward
 - Jackson
 - Lemoore
 - Livermore
 - Los Banos
 - Los Gatos
 - Madera
 - Manteca
 - Mariposa
 - Marysville
 - Merced
 - Napa/Vallejo
 - Newman
 - Oakdale
 - Oakhurst
 - Oakland/East Oakland
 - Placerville
 - Richmond/Berkeley
 - Roseville/Lincoln
 - San Carlos
 - San Francisco
 - San Jose
 - Santa Cruz
 - Santa Rosa (et al)
 - Selma
 - Sonora
 - Stockton
 - Taft
 - Tracy
 - Vacaville
 - Wasco
- New MROs start in Feb '10:*
- *Gilroy*
 - *Lakeport*
 - *Oroville*
 - *Red Bluff*
 - *Salinas*
- * 933 Access Points
and 4287 Relays
- Status:
(Completed)
(Active)



Aclara Gas System
3,622 DCUs Installed
Total thru 1/31/10

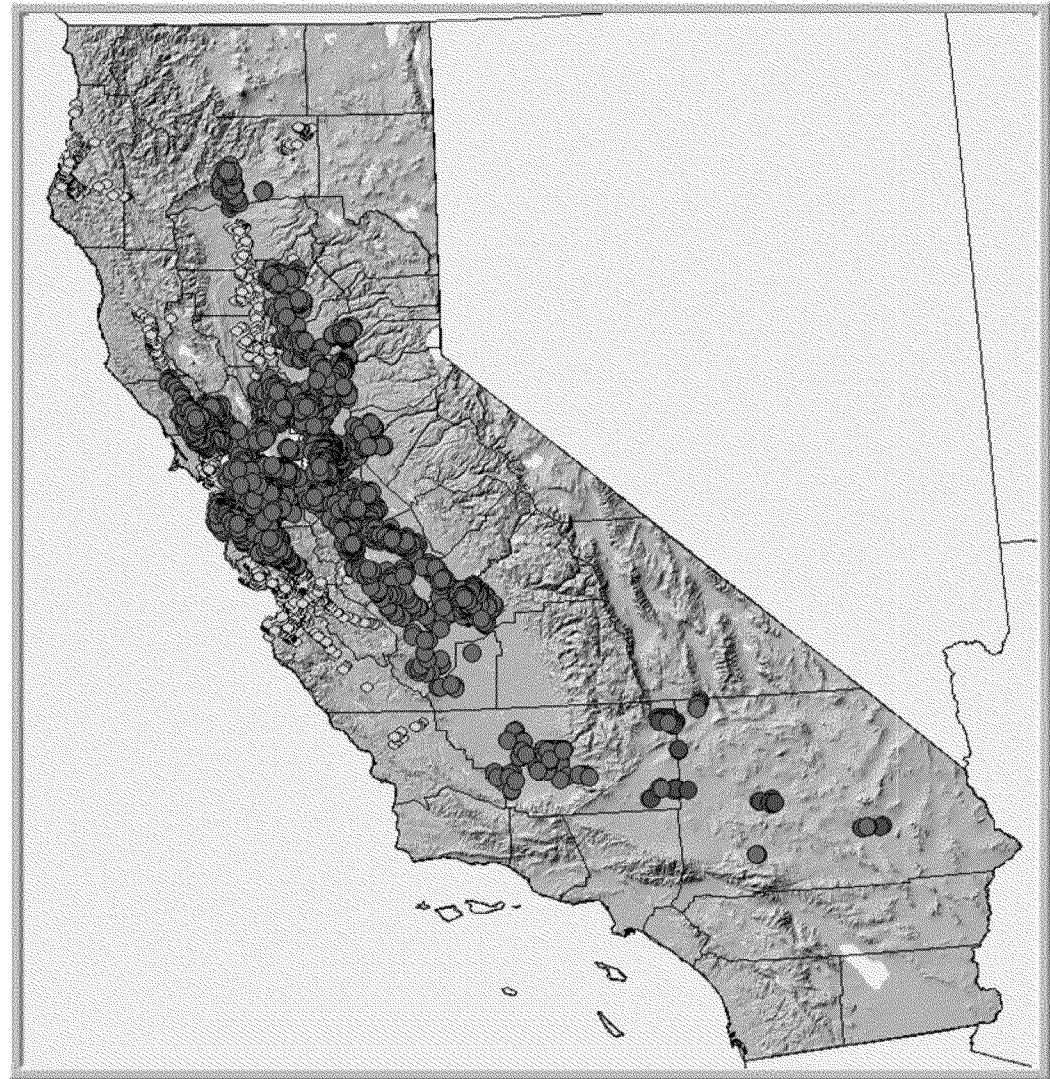
- Angels Camp
- Auburn
- Bakersfield
- Bayhill
- Berkeley
- Coalinga
- Concord/Antioch
- Cupertino
- Davis
- Fremont
- Fresno
- Half Moon Bay
- Hayward
- Jackson
- Livermore
- Manteca
- Merced
- Modesto
- Napa/Vallejo
- Newman
- Oakdale
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- Placerville
- Redding
- Richmond
- Ridgecrest
- Roseville/Lincoln
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- San Carlos
- San Jose
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- Stockton/Lodi
- Taft
- Tracy
- Turlock
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- Wasco

Status:

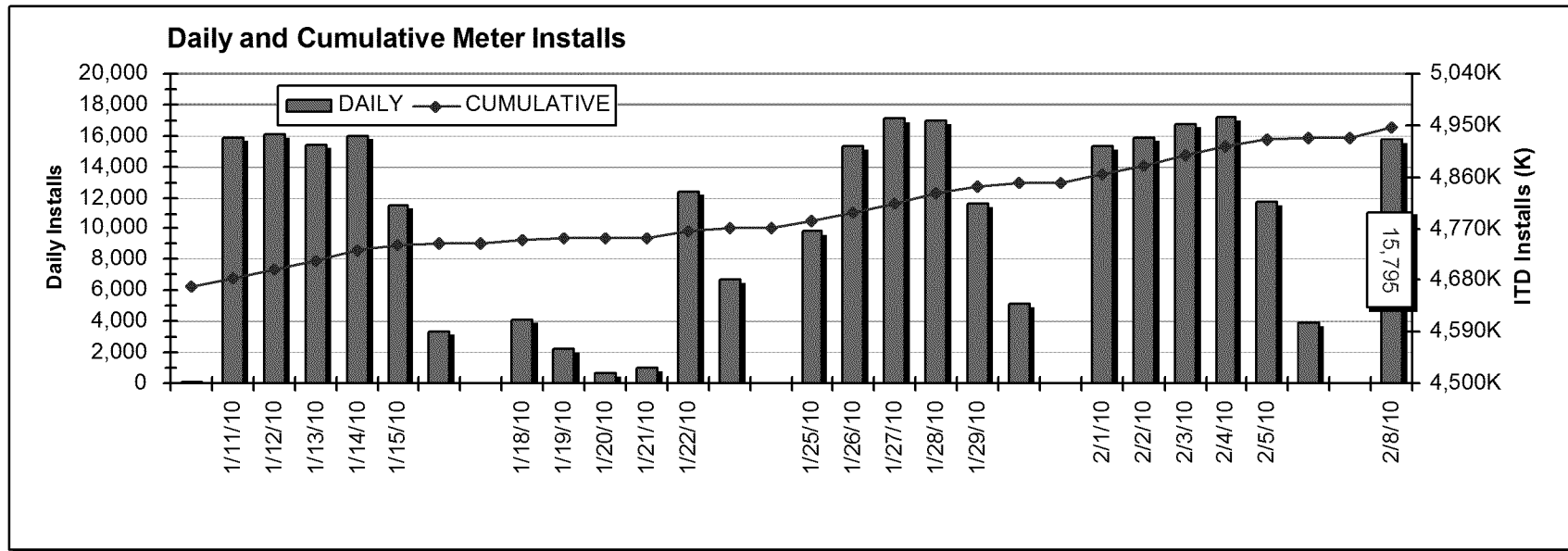
- (Completed)
- (Active)

New MROs start in Feb '10:

- ***Santa Cruz***
- ***Colusa***
- ***Red Bluff***
- ***Orland***



Daily and Cumulative Meter Installs



Customer Outreach Plan

Current SmartMeter™ Customers Community Groups

Approach:

Engaged community leaders on outreach plans and to build grassroots support

Bakersfield Customer Advisory Group

- 12 residential customers (participants in Senator Florez's Town Hall Meeting or have complained to the media in the past)

Bakersfield Community Advisory Board

- 12 community leaders (elected officials and representatives from economic development and community based organizations)

Community/Retail Partnership Events

- Partnered with Home Depot in December in Bakersfield and Fresno to demonstrate SmartMeter™ as a tool to understand and control energy use

Fresno Customer Advisory Group

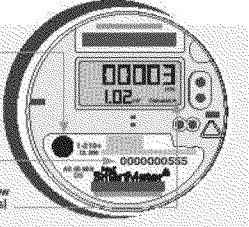
- Based on success of Bakersfield model, Customer Advisory Group currently being formed in Fresno.

Current SmartMeter™ Customers Outreach Materials

- Approach: Developed enhanced outreach materials to more clearly explain what a SmartMeter™ is and how the technology can benefit customers
- Tested new outreach materials with Bakersfield Customer Advisory Group

Welcome to the PG&E

How to read your GE-brand electric meter.

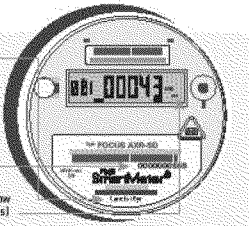


- GE Logo:** Confirm you have a GE-brand meter.
- Meter Number:** This is the number shown in the Electric Account Detail of your energy statement under the heading Meter #.
- Digital Display Window:** Check your energy use (see below and right for display descriptions).

Your GE SmartMeter™ electric meter automatically cycles through four displays.

- Five-digit number:** The five-digit number at the top is the amount in kilowatt hours (kWh) of energy you have used to date since the installation of the meter. For reference, if you leave a 100-watt light bulb on in your home for one hour per day for 30 days, the energy used is 100 watts × 30 hours = 3,000 watt hours, or 3 kWh. The three-digit number at the bottom is the actual amount of energy you're using right now. For instance, 1.02 means you're using 1.02 kilowatts—or 1,020 watts.
- 88888:** The number 88888 with all the elements lit verifies that the display is working properly. The three-digit number at the bottom is the actual voltage for electrical potential right now.
- 00043 on/off:** On indicates the switch is closed, and power is being delivered. Off indicates the switch is open, and power is not being delivered.
- 00043 Off:** All for Advanced Distribution Infrastructure displays when the meter is communicating with the on-board SmartMeter™ module. Delivered, at the bottom right of the displays, indicates use. If there is no power being used, it doesn't display.

How to read your Landis+Gyr-brand electric meter.



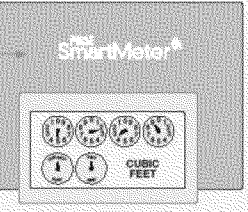
- Landis+Gyr Logo:** Confirm you have a Landis+Gyr-brand meter.
- Meter Number:** This is the number shown in the Electric Account Detail of your energy statement under the heading Meter #.
- Digital Display Window:** Check your energy use (see below and right for display descriptions).

Your Landis+Gyr SmartMeter™ electric meter automatically cycles through either three or five displays, depending on your model.

- Five-digit number:** This five-digit number is the amount in kilowatt hours (kWh) of energy you have used to date since the installation of the meter. If you leave a 100-watt light bulb on in your home for one hour per day for 30 days, the energy used is 100 watts × 30 hours = 3,000 watt hours, or 3 kWh.
- 888888:** The number 888888 with all the elements lit verifies that the display is working properly.
- 00043999:** This six-digit number is the actual amount of energy you're using right now. For instance, 001.939 means you're using 1.939 kilowatts—or 1,939 watts.
- VLT 242594 CLS:** VLT indicates voltage for electrical potential is being delivered. CLS indicates the switch is closed and power is being delivered. These displays are not available on all models.
- VLT 000000 OPN:** VLT reading of zeroes indicates voltage is not being delivered. OPN indicates the switch is open and power is not being delivered. These displays are not available on all models.

Read the bottom section on the back to find out how to track your hourly electric use online.

How to read your SmartMeter™ residential gas meter.



The odometer-like mechanical dials on your gas meter measure the therms of gas that have traveled through the meter into your home.

Your gas meter uses multiple clock hands and typically has four dials to read. The first and third dials spin counter clockwise, while the second and fourth dials spin clockwise. When reading the meter, if the dial is between two numbers, use the lower number. For instance, the meter pictured here reads 5, 2, 3, 9.

The two dials without numbers are used by PG&E when testing the meter for accuracy.

Read the next section to find out how to track your daily gas use online.


How to track your energy use online.

Now for the first time ever, you can see exactly how much gas and electricity you're using up to the previous day and when you're using it. Knowing how much energy you're using puts you in control of your energy use, and allows you to make smarter energy choices.

With SmartMeter™ technology, you can track your energy use history online. If you don't already have an online account, you can set one up in just a few minutes:

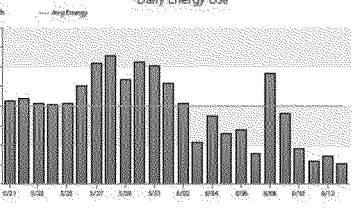
- Go to: www.pge.com/myaccount
- The first time, you will click on 'Sign Up'
- Fill in the required information. You'll need your PG&E account number and the primary phone number on your account.

Once you've established your online account, you can 'Login' and access your gas and electric energy use history right up to the previous day at www.pge.com/myaccount.



Once you've logged in, click on 'Usage' on the left navigation bar.

Select 'Usage History' to see your month-by-month energy use and compare your monthly bills. Clicking on 'Hourly/Daily Usage' will show you hour-by-hour electric or day-by-day gas energy use information (example shown below).



Daily Energy Use

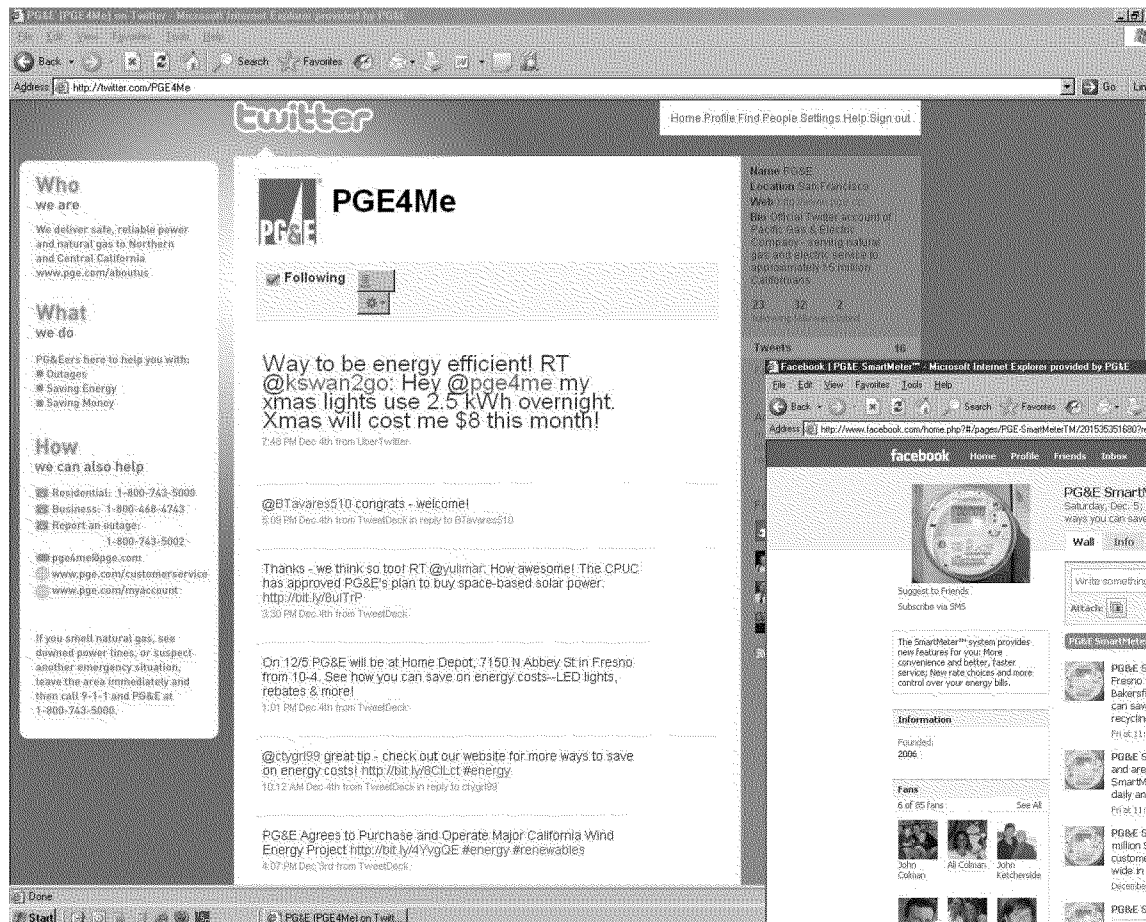
The chart shows energy usage in kWh over a 24-hour period. The y-axis ranges from 0 to 100 kWh. The x-axis shows hourly intervals from 0:01 to 23:00. Usage is relatively stable around 40-50 kWh during the day, peaks at approximately 70 kWh around 12:00, and then decreases to about 10-20 kWh in the evening.

For more information about the SmartMeter™ program, visit www.pge.com/smartmeter or call 1-866-743-0263.

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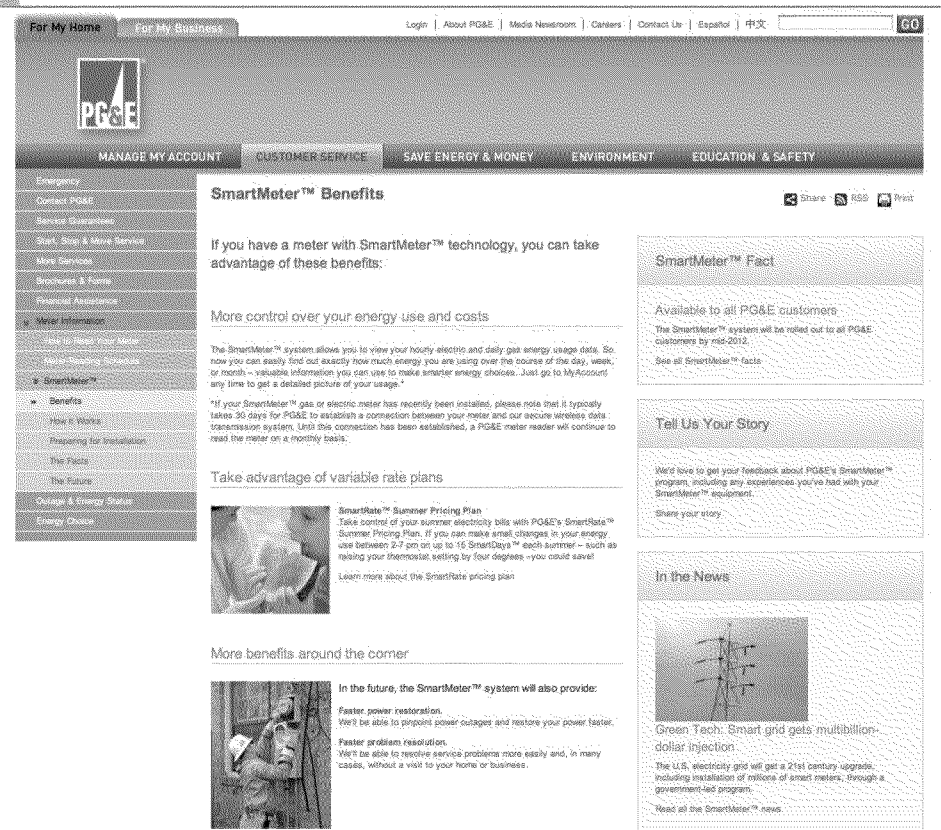
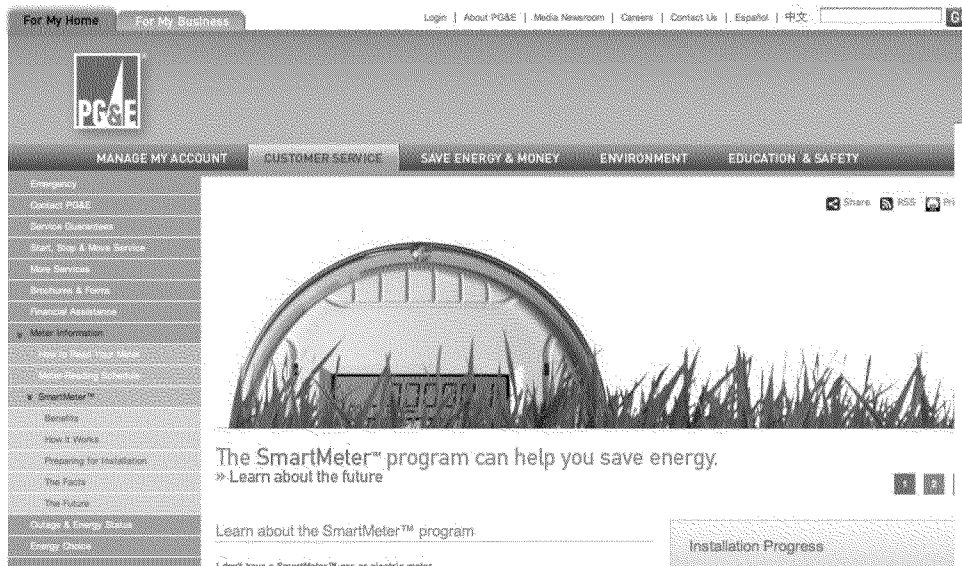
Current SmartMeter™ Customers Social Media Channels

Launched social media channels 11/24/09 to leverage third-party voices, spread customer success stories, answer customer concerns



Current SmartMeter™ Customers Enhanced Online Content

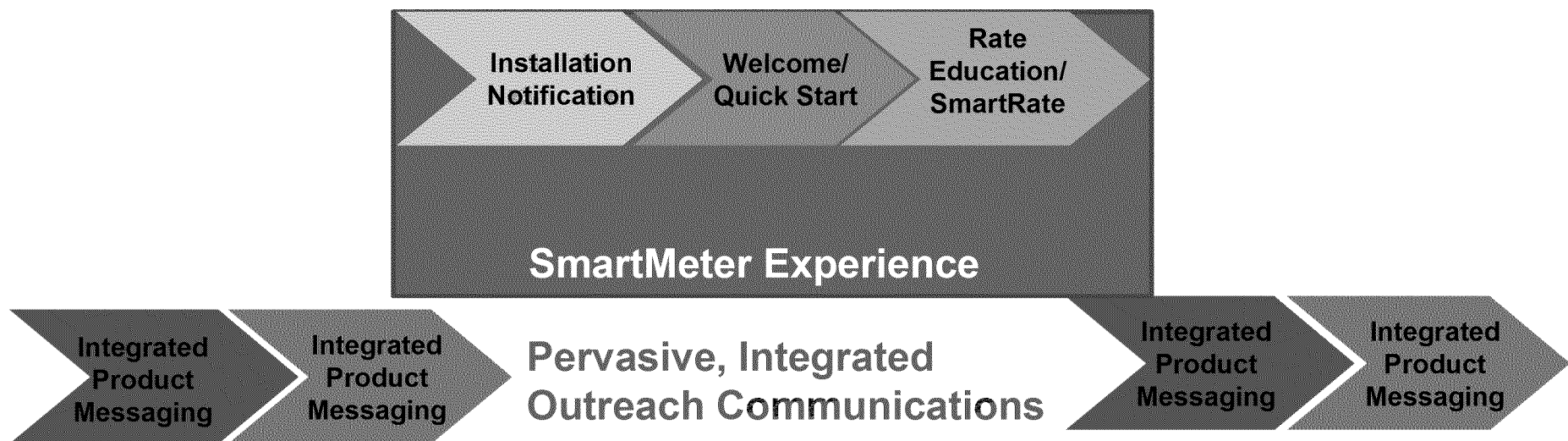
- Phase 1 of Web work completed on 12/4/09 to focus on customer perspective, more clearly communicate benefits, prepare customers for installation experience



Integrated and Sustained Customer Education Plan

Approach: Sustained multi-touch outreach

1. Prepare new customers with information on “what is” a SmartMeter™
2. Build excitement and anticipation for SmartMeter™
3. Deliver sustained and integrated educational outreach on the benefits of the SmartMeter™ tool



Prepare New Customers for Rollout

Approach: Multiple timely direct contacts with customers

1. **Installation notification and insert**
 - 2 – 6 weeks before meter installation
 - Contains information necessary for installation, high-level program benefits (immediate and future)
2. **Door hanger**
 - At installation
 - Contains information on how to read the meter
3. **Welcome kit**
 - When customer transitions to SmartMeter™-read, approximately 30 days after installation
 - Contains information on how to read the meter, go online to view energy use, FAQs, rate education and energy use log
4. **Rate education**
 - 3 months after installation or seasonal for existing customers
 - General rate education for all, SmartRate information for top prospects, availability of alerts

Installation Notification

- Received approximately 2 – 6 weeks before meter installation
- Timing: Began going out 1/4/2010

PG&E
P.O. Box 770000
San Francisco, CA 94177-0001

PG BOX 770000
Mail Code B27L
San Francisco, CA 94177-0001

DATE:
[Customer Name1]
[Customer Name2, if exists]
[Mailing Address1]
[Mailing Address2, if exists]
[Mailing Address City, State Zip]

Re: Account ID XXXXXXXXX

Dear Primary Customer First Name and Last Name (e.g., JOHN SMITH):

Pacific Gas and Electric Company (PG&E) is excited to inform you that we'll soon be installing SmartMeter™ technology on gas and electric meters in your neighborhood. PG&E's SmartMeter™ program will empower you to take greater control of your energy consumption, use less energy, and save money.

In the next several weeks, PG&E or our authorized representative (Wellington Energy) will upgrade meter(s) listed on page two for the account shown above. Here's what you can expect when we stop by:


- Your meter upgrade will only take place during daylight hours (Monday – Saturday).
- We'll knock on your door before starting the work.
- You don't need to be home as long as we have access to the meter(s).
- If no one is home, we'll leave a note on your door following our visit.
- Installation is simple and quick. We will replace your existing electric meter with a digital electric meter, and add a small module to your gas meter. The upgrade doesn't require an interruption to your gas service, but your electric service could be interrupted for approximately five minutes. If so, you may need to reset digital clocks on your appliances or equipment. We apologize for this inconvenience.

If you operate life support or other sensitive medical equipment in your home, please call us immediately at 1-866-743-0263.

With SmartMeter™ automated meter-reading technology, you will no longer have to wait for a monthly bill to know how much energy you use. Within approximately 30 days of installation you will be able to log on to www.pge.com/myaccount to see and track your hourly electric and daily gas energy use.¹ Until your meter is read remotely by the SmartMeter™ system, a PG&E meter reader will continue to read your meter on a monthly basis just as they do now.

Utilities throughout the nation and around the world are using SmartMeter™ technology with great success. At the end of 2009, over 76 million advanced metering devices were deployed world-wide, and that number is expected to double by 2013. In the long run, the SmartMeter™ program is expected to benefit our environment by decreasing demand on the power grid, better utilizing renewable energy sources and reducing the need for additional fossil-fuel power plants.

We've enclosed more information about how you can use SmartMeter™ technology to better manage your energy use and costs, and how the program can benefit you in the future. If you have questions about the SmartMeter™ program, or would like to learn more, visit www.pge.com/smartmeter, or call us at 1-866-743-0263.

Sincerely,

William F. Devesaux
SmartMeter™ Program, Senior Director
Pacific Gas and Electric Company

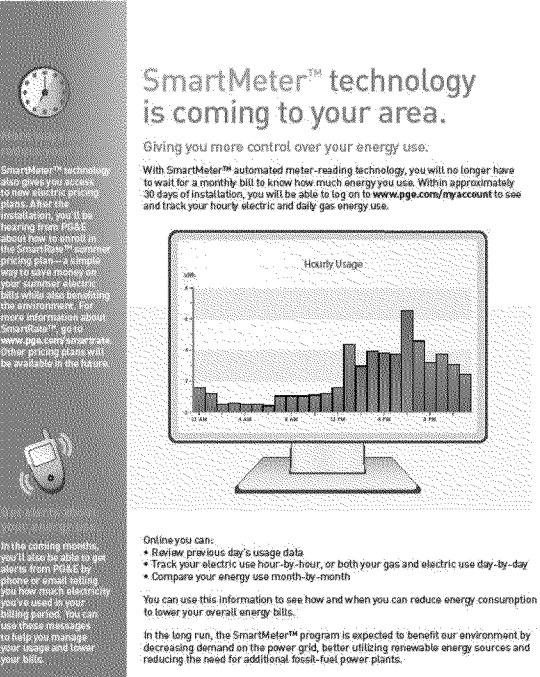
MJARESFMGE

¹ Online energy use information is available from the previous day.

Para más información o para solicitar estas materias en español, por favor llamar a 1-800-460-8789, o ir a www.pge.com/espanol.

欲知詳情或索取中文相關資料，請撥1-800-893-9555或上網址www.pge.com/chinese。

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SmartMeter™ technology is coming to your area.
Giving you more control over your energy use.

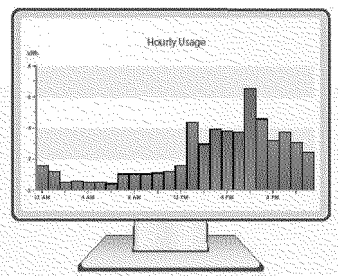
SmartMeter™ technology also gives you access to new electric pricing plans. After the installation, you'll be hearing from PG&E about how to enroll in the SmartMeter™ summer pricing plan—a simple way to save money on your summer electric bills while also benefiting the environment. For more information about SmartMeter™, go to www.pge.com/smartmeter. Other pricing plans will be available in the future.

Online you can:

- Review previous day's usage data
- Track your electric use hour-by-hour, or both your gas and electric use day-by-day
- Compare your energy use month-by-month

You can use this information to see how and when you can reduce energy consumption to lower your overall energy bills.

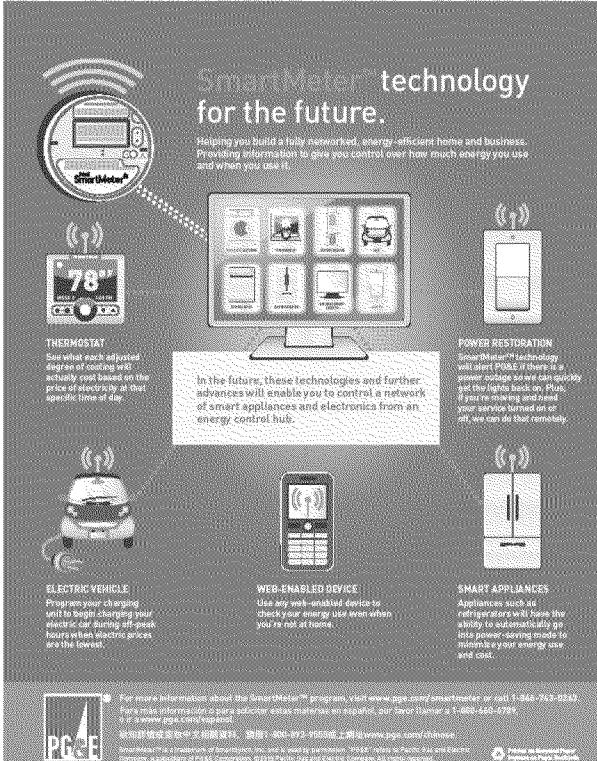
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PG&E

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SmartMeter™ technology for the future.
Helping you build a fully networked, energy-efficient home and business. Providing information to give you control over how much energy you use and when you use it.

In the future, these technologies and further advances will enable you to control a network of smart appliances and electronics from an energy control hub.

THERMOSTAT
See what each adjusted degree of cooling will actually cost based on the price of electricity at that specific time of day.

POWER RESTORATION
SmartMeter™ technology will alert PG&E if there is a power outage so we can quickly get the lights back on. Plus, if you're having equipment your service turned on or off, we can do that remotely.

ELECTRIC VEHICLE
Program your charging unit to begin charging your electric car during off-peak hours when electric prices are the lowest.

WEB-ENABLED DEVICE
Use any web-enabled device to check your energy use even when you're not at home.

SMART APPLIANCES
Appliances such as refrigerators will have the ability to automatically go into power-saving mode to minimize your energy use and cost.

PG&E

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- Received upon gas or electric (or both) meter installation
- Timing: Will replace existing door hanger as existing supplies run out (est. end of February)

How to Read Your New Electric Meter

General Electric-brand meter

- Oil Logo: Confirm you have a GE-brand meter.
- Meter Number: Match to the number shown in the Electric Account Detail of your energy statement under the heading Meter #.
- Digital Display Window: Check your energy use.

Your General Electric SmartMeter™ electric meter automatically cycles through four displays. Use the display that you see the most frequently. You can learn about the remaining screens at www.pge.com/smartmeter.

The five-digit number at the top is the amount of energy you have used to date since the installation of the meter. For instance, if you saw a 100-watt light bulb in your home for one hour per day for 30 days, the energy used is 100 watts × 30 hours = 3,000 watt-hours, or 3 kWh.

The three-digit number at the bottom is the actual amount of energy you're using right now. For instance, 1.00 means at the current level, you're using 1.00 kilowatts—or 1,000 watts—per hour. If you have a 100-watt light bulb on in your home for one hour per day for 30 days, the energy used is 100 watts × 30 hours = 3,000 watt-hours, or 3 kWh.

Learn about other display screens at www.pge.com/smartmeter.

Landis+Gyr-brand meter

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- Meter Number: Match to the number shown in the Electric Account Detail of your energy statement under the heading Meter #.
- Digital Display Window: Check your energy use.

Your Landis+Gyr SmartMeter™ electric meter automatically cycles through either three or five displays, depending on the model of meter that you have. Please use the screen that you see the most frequently. You can learn about the remaining screens at www.pge.com/smartmeter.

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Learn about other display screens at www.pge.com/smartmeter.

There was a brief power outage during the installation. Please check your electronic equipment, appliances and sprinkler system to reset timers and clocks. We apologize for this inconvenience.

Your SmartMeter™ Gas Module

A module outfitted with a radio frequency transmitter and receiver allows your existing meter and the rotary dial with no interruption in service. The module records daily meter reads and then transmits the reads to P&E.

Today we installed new smart meter technology

Spanish

Chinese

www.pge.com/smartmeter
1-866-743-0263

Door Hanger Trifold: 5" x 19.5" Folded - side 1

How to Read Your New Electric Meter

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Today we installed new smart meter technology

Spanish

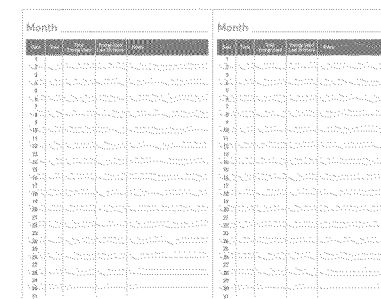
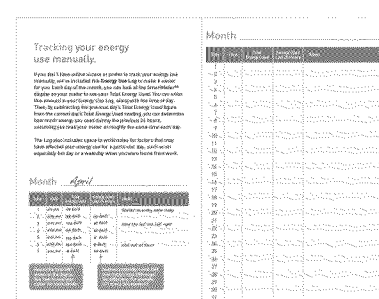
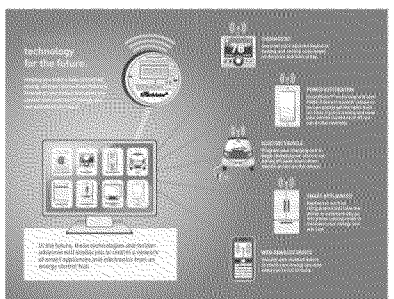
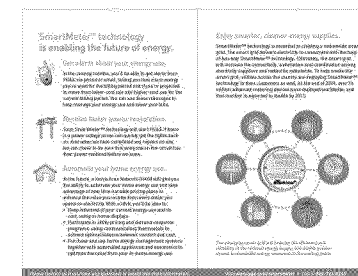
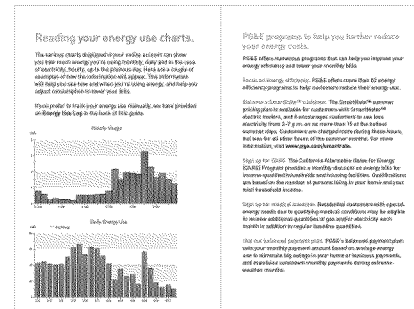
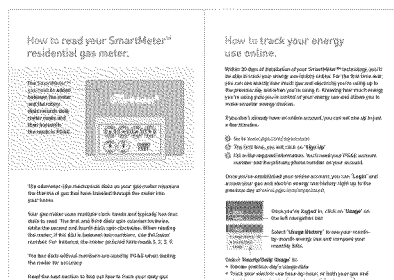
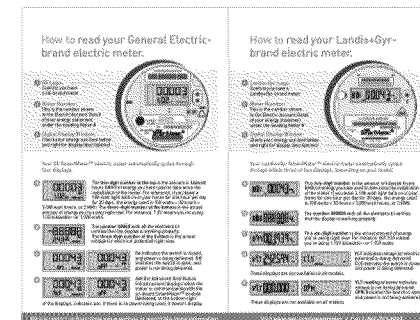
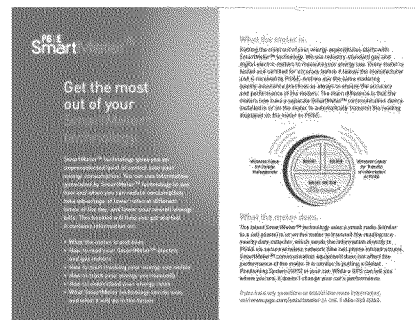
Chinese

www.pge.com/smartmeter
1-866-743-0263

Door Hanger 4-Panel: 5" x 19.5" Folded - side 2

Welcome Kit

- Received upon transition to SmartMeter™-read (approximately 30 days after installation)
- Estimated to begin going out end of February



Alerts Program

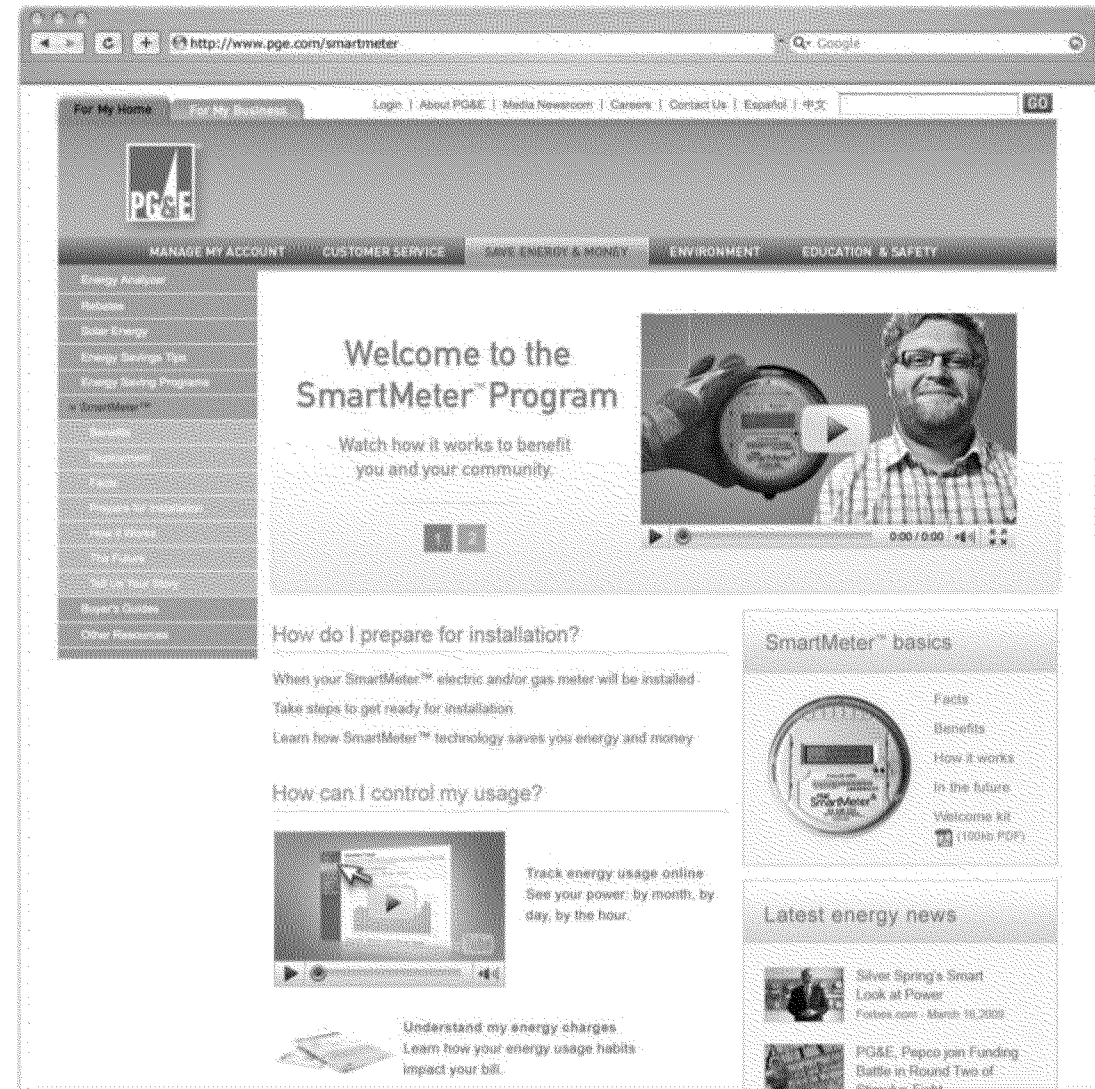
Approach: Alert customers through IVR phone call, e-mail or SMS (text) message that they are moving through the tiers of energy use to a higher cost for electricity

- From SmartMeter™ learning, many customers do not understand the tiered rate system and feel that PG&E does not communicate enough with customers about the impact of that system on their energy bills
- Messaging about Alerts Program is included in current Installation Letter and Welcome Kit as a benefit coming soon
- Developing program
 - Estimated Timing: May 2010

Enhanced Web Content on SmartMeter™ Program and Rates

Enhanced content and tools available on www.pge.com

- Phase 2 of enhanced web content (showcase customer testimonials, third-party voices, further define program benefits)
 - Estimated Timing: 2/22/10
- Improvements to online tools for customers to view and understand energy use (including dollar amounts on daily and hourly intervals of energy use, bill amount to date, usage to date, forecasted bill amount)
 - Estimated Timing: 3/31/10



Create Excitement and Build Anticipation

Approach: Grassroots outreach, testimonials and earned media

Community outreach

- Provide Government Relations, Service and Sales and Community Relations with tools to leverage at stakeholder events
 - Timing: Ongoing
- Create “mobile tour” to engage and excite customers with wrapped vehicles, pop-up tents, interactive displays to create positive buzz in communities before SmartMeter™ deployment begins
 - Estimated Timing: Mid-March 2010

Use of social media channels

- Twitter and Facebook to spread positive customers stories, publicize customer engagement events
 - Timing: Ongoing
- Proactive response to blog posts to correct misinformation, provide customer service offerings
 - Timing: Ongoing

Action Taken Since Bakersfield Town Hall

SmartMeter™ Action Plan List of Activities

- Instituted new in-field random sample testing program for SmartMeters™
- Developed strategy for a third-party to audit meter manufacturer QA results and perform additional acceptance testing
- Analyzed legacy meter test data to validate accuracy results
- Analyzed and confirmed 2009 QA test results for new meters
- Hired an industry expert on statistical testing methods to validate testing approach
- Developed approach to provide in-field meter tests to all customers at the Bakersfield October 5 meeting and those who visited Senator Florez office prior to the meeting
- Set-up side-by-side displays of SmartMeter™ and electromechanical meters in Answer Centers and in homes of Customer Advisory Board
- Contracted with manufacturers to perform accelerated meter testing on removed meters with SmartMeter™ technology
- Authorized additional meter test equipment for use at PG&E meter plant
- Revised the Customer Outreach Plan
- Staffed the CPUC hosted outreach centers in Oakland, Bakersfield and Fresno

Data Requests Status

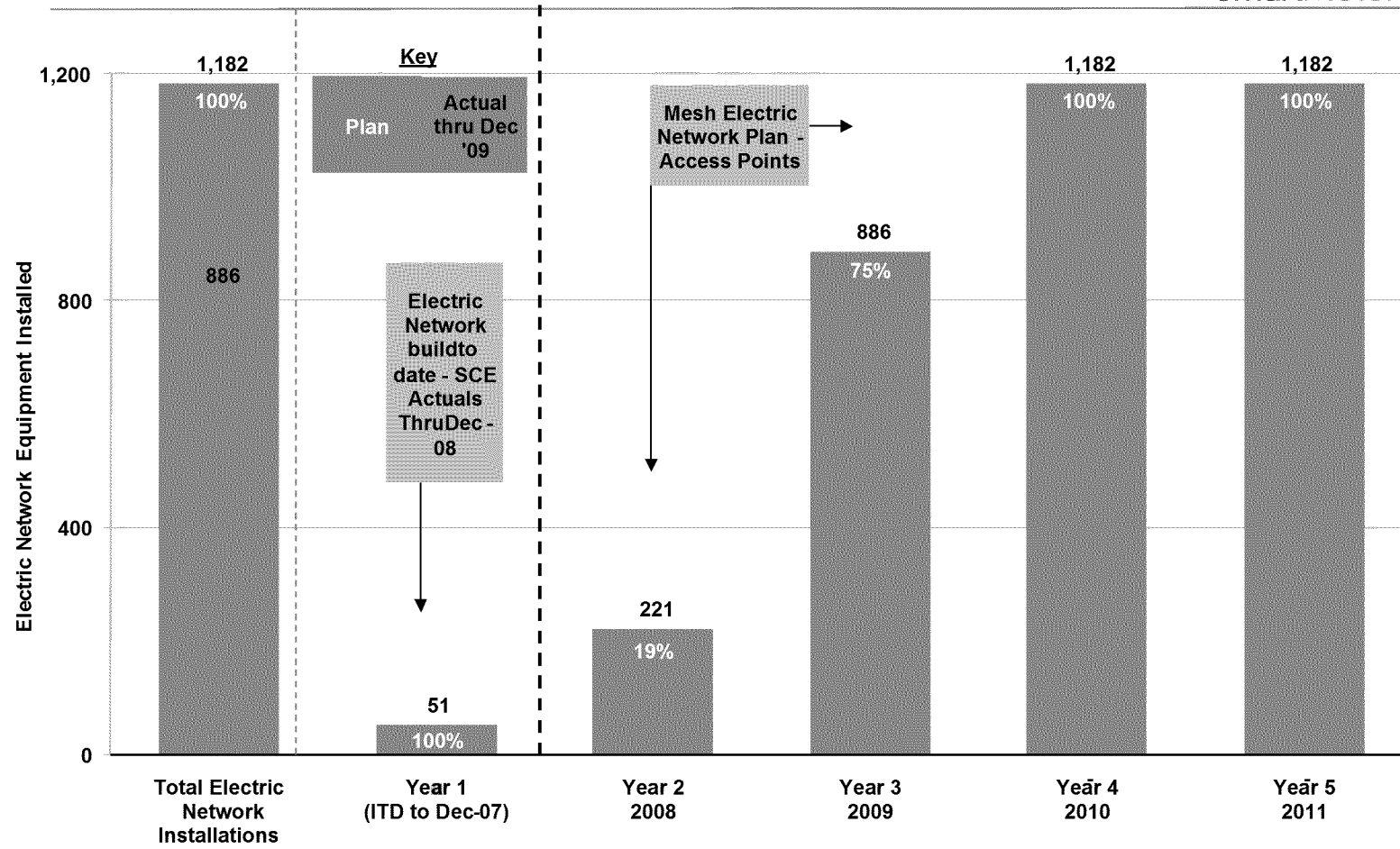
Data Requests Status

	Total DR Questions Asked Since 10/1/09	Responses Submitted to CPUC	Responses Outstanding	Responses Outstanding and Overdue
ConsumerAdvisory Branch	12	0	12	0
CommissionAdvisors	12	12	0	0
DRA	33	28	5	5
Energy Division	56	52	4	3
TOTAL	113	92	21	8
Percent of Total Questions Asked	100%	81%	19%	7%

Deployment, Costs, and Benefits

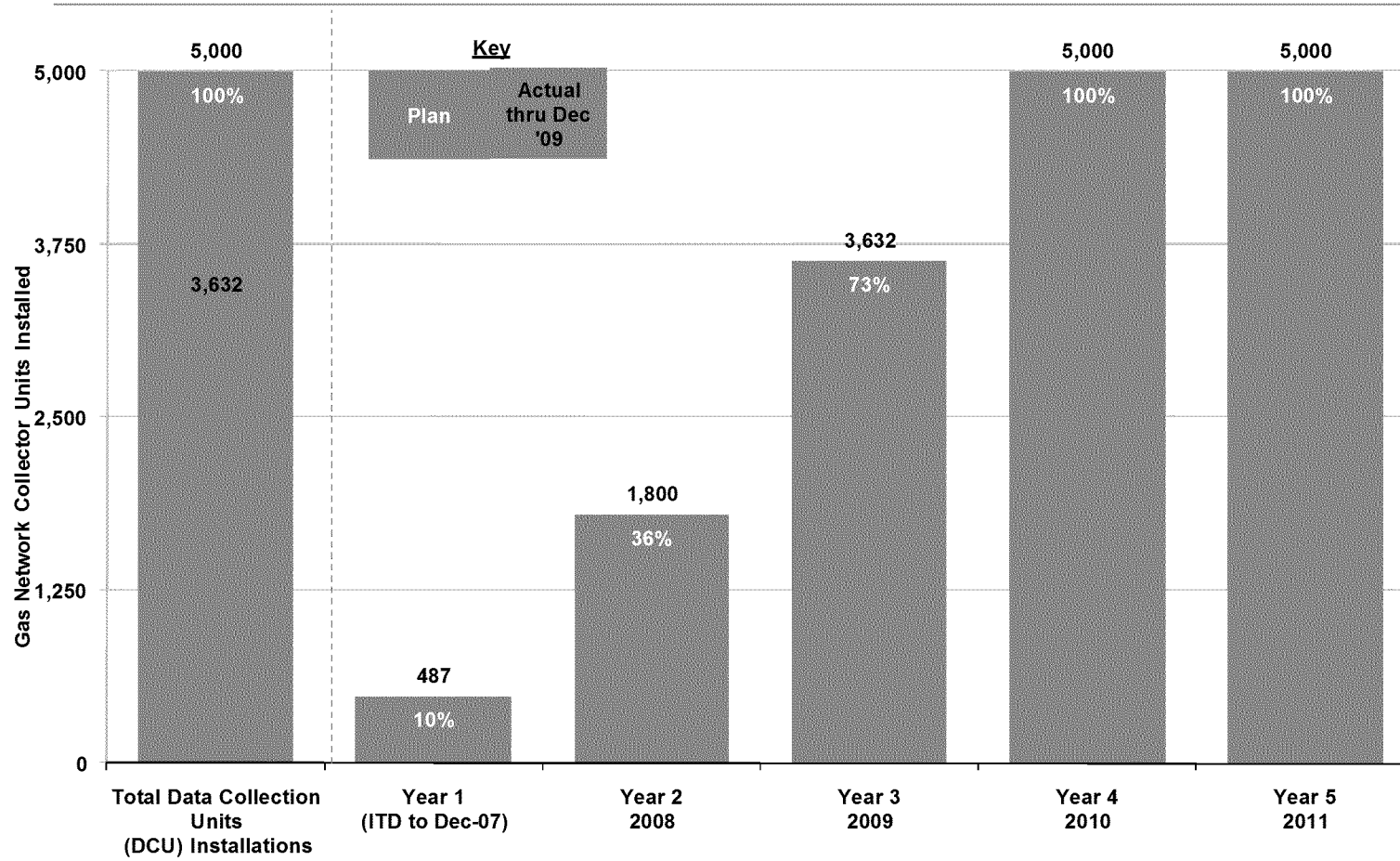
SmartMeter™ Project Status – Electric Network Installations

Cumulative Electric Network Installations: Substation Communication Equipment (SCE) & RF Mesh Access Points



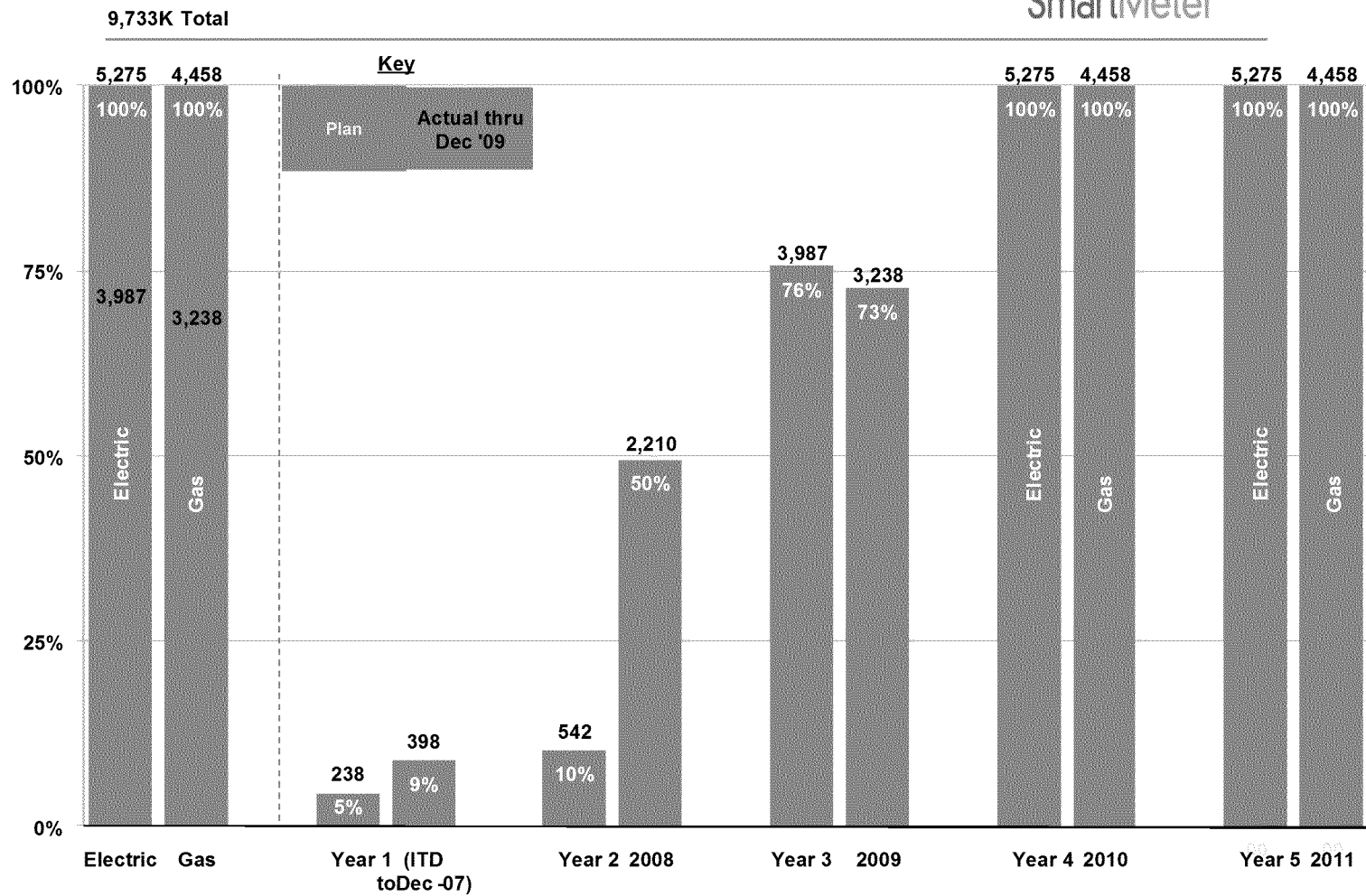
SmartMeter™ Project Status – Gas Network Installations

Cumulative DCU Network Installations



SmartMeter™ Project Status – Cumulative Network Enabled Locations

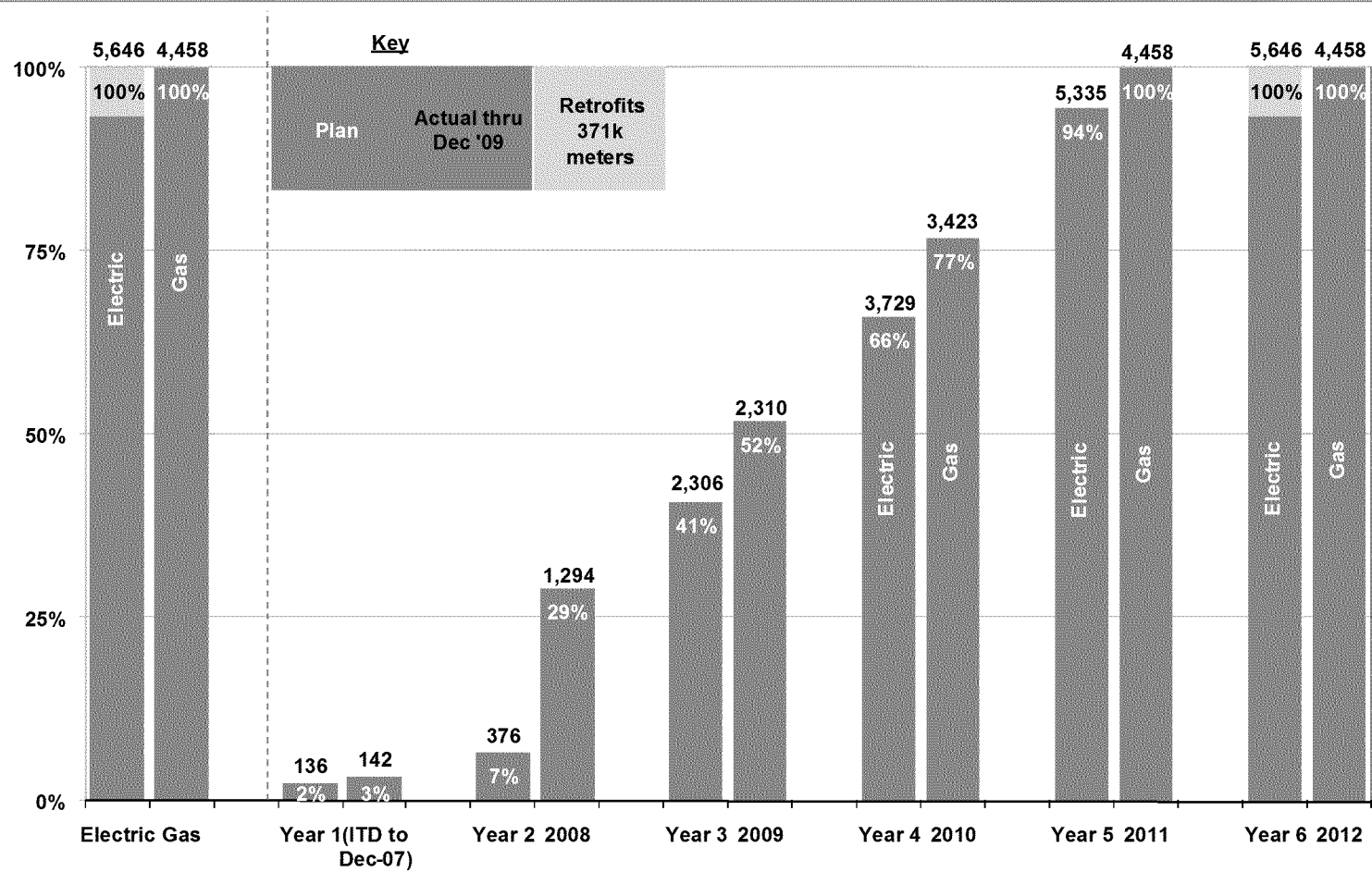
Cumulative Network Enabled Locations (in 000s)



SmartMeter™ Project Status – Endpoint Installations

Cumulative Meter-Module Installations (in 000s)

10,104K Total

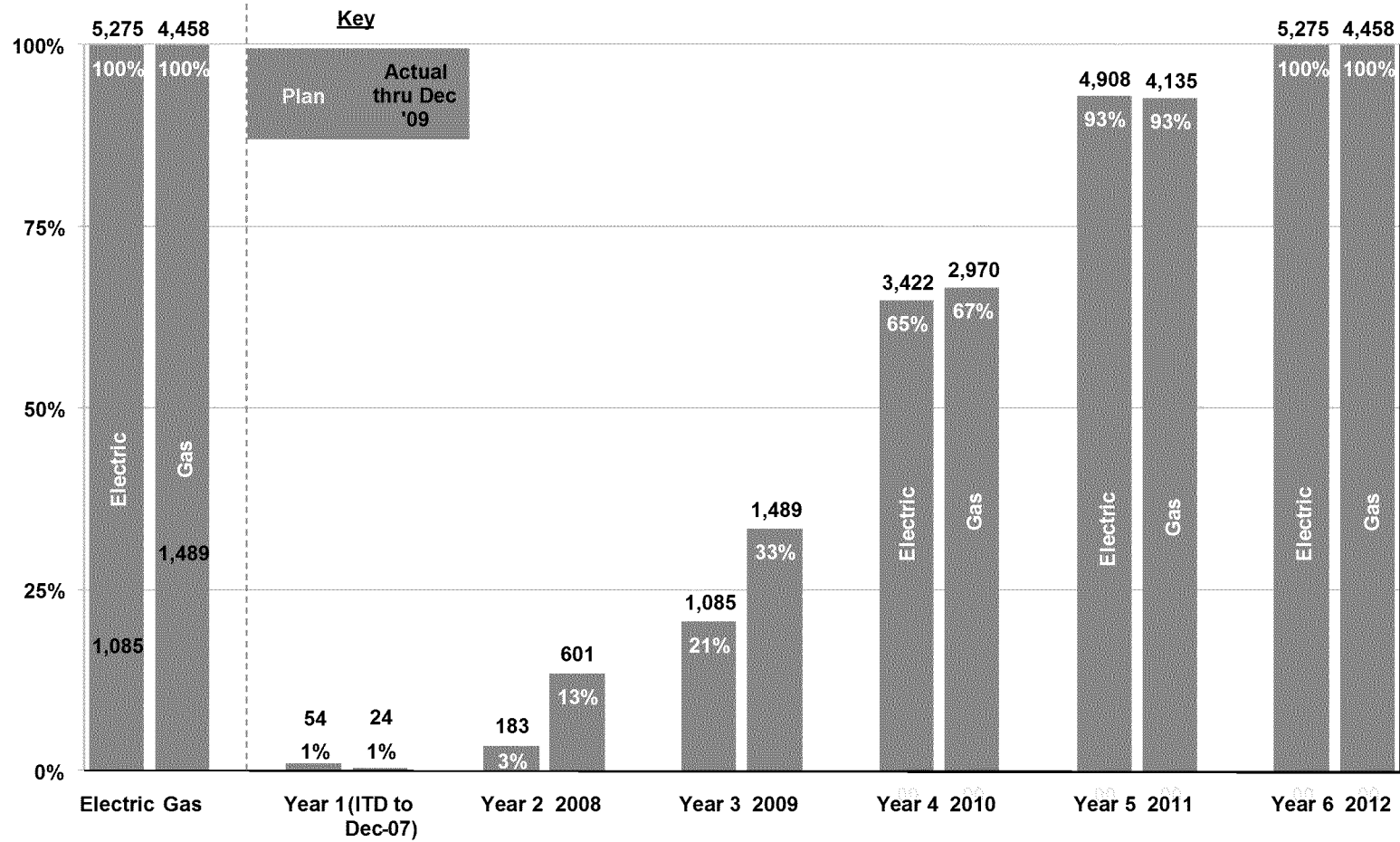


SmartMeter™ Project Status – Activated Meters

Cumulative Meter-Modules Activated (in000s)

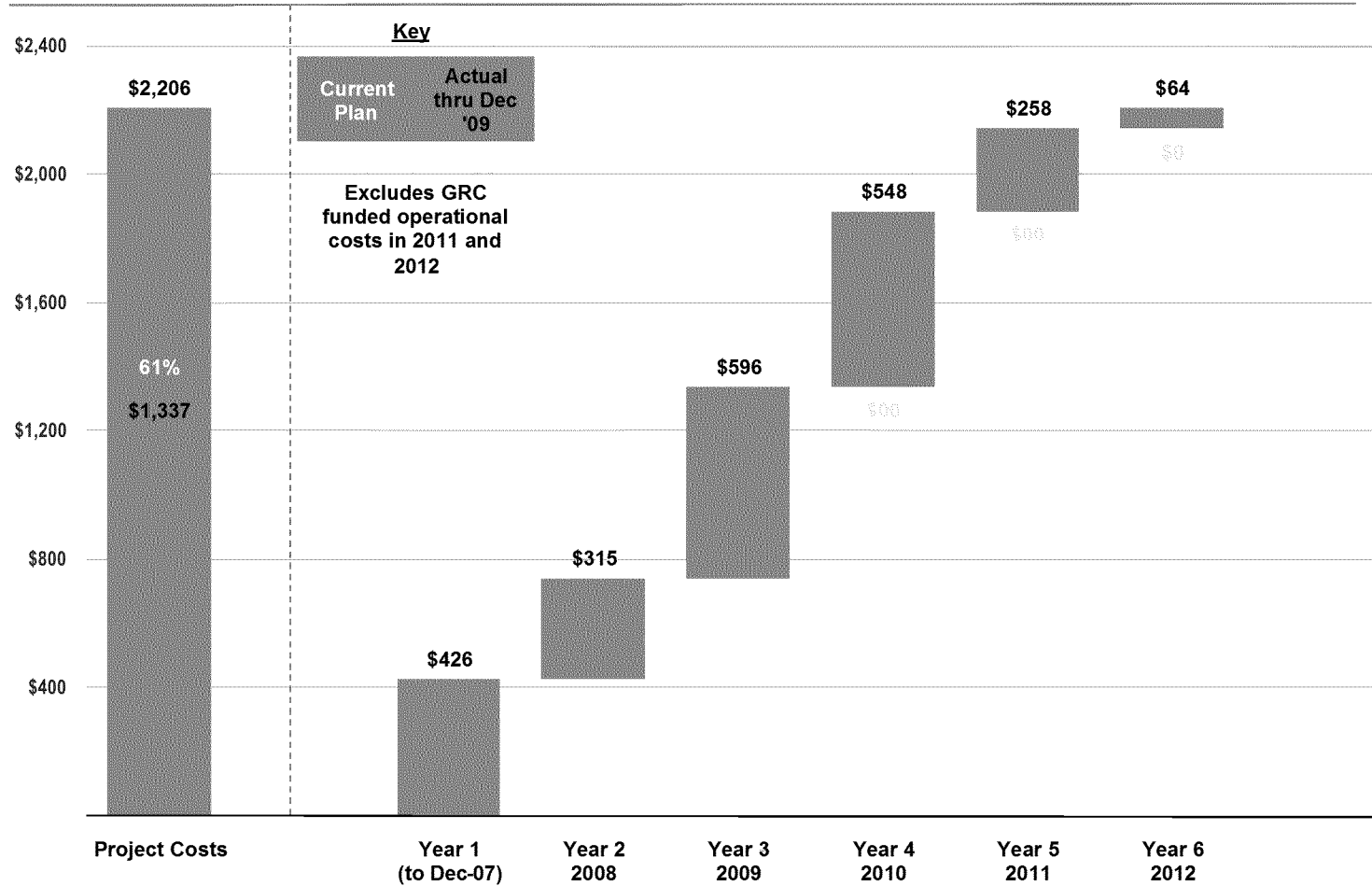


9,733K Total



SmartMeter™ Project Status – Total Project Costs by Year

Total Project Costs By Year (\$ Millions)



SmartMeter™ Project Status – 4 Year Benefits

Total Meter Benefits by Year (\$ Millions)

