

CPUC INDEPENDENT ASSESSMENT OF PG&E AMI PROGRAM

The purpose of this document is to identify actions and assistance from PG&E that would help accelerate the CPUC's investigation of PG&E's AMI Program.

Phase 1:

1. Identification of PG&E and PG&E contractor personnel to support the above:
 - a. Meter Technicians for the removal and resetting of meters from the field including any seals, sealing rings, locking devices or other PG&E required meter mounting hardware/devices
 - b. Meter deployment program management for procedure review and support
 - c. Warehouse personnel for the removal of meters from inventory
 - d. Customer facing personnel for the work stated herein for any customer requested appointments
2. List of all customers who formally complained to PG&E regarding their smart meter installations, and
3. List of all customers who attended the public hearings regarding smart meter installations

Phase 3:

1. Develop a draft plan to schedule appointments with the to be selected customer residences for meter testing.
2. Develop a draft plan for communicating with customers the purpose of this test and the sharing of test results as appropriate.

Phase 4:

PG&E is requested to provide the following:

1. Copies of relevant AMI procedures, processes and operational processes. This would include billing procedures including adjustments to customer bills, AMI communication plans and policy guidelines, AMI training, AMI quality control procedures, relevant information security policy and procedures.
2. A list with of PG&E personnel with a short description of their role in the program who can answer questions relevant to PG&E's current AMI procedures, processes and operational practices. This would include

deployment operations, customer operations (Field, Billing, and Call Center), supply chain QA, AMI IT systems development and management, meter network operations management, information and network security, system testing, customer communications and training.

3. Provide customer information and previous analysis and supporting data relative to PG&E's AMI system related high bill investigations.

Phase 5:

1. Identify the specific rates and billing calculations used for the customers whose meters have been selected;
2. Provide VEE procedures and associated algorithms for these customers used by the MDMS.
3. Provide documentation on the specific components of the AMI system where meter data may pass through and be manipulated
 - a. AMI Head End System
 - b. MDMS
 - c. CIS
4. Identify PG&E resources familiar with PG&E's residential tariffs to assist as appropriate
5. Identify PG&E's AMI IT resources to support the testing of
 - o MDMS
 - o AMI System
6. Identify how the integrity of the sample meter data being processed by PG&E's AMI systems is not tampered or adjusted by PG&E.

Additional Questions and Data Requests

1. Please define where the AMI meters by type have been deployed to-date.
2. Please describe the methodology used to randomly sample and test meters that come from the factory to the warehouse.
3. How many meters are stored in PG&E's or Installer's warehouses on average.