

From: [Redacted]  
Sent: 2/27/2010 4:21:21 PM  
To: Mitchell, Lavern (/O=PG&E/OU=Corporate/cn=Recipients/cn=LRM4)  
Cc:  
Bcc:  
Subject: FW: CPUC Meter Test: [Redacted]

latest on [Redacted], referred by Marzia (Parents Network customer). Customer thanked me for the billing analysis and understands what I explained (didn't say if he agreed). took me up on my offer for a meter test, to be scheduled. ECI rep left a message for him this morning.

**From:** Lopez, Lena  
**Sent:** Friday, February 26, 2010 3:16 PM  
**To:** [Redacted]  
**Subject:** CPUC Meter Test: [Redacted]

Please call and schedule meter test with him to be present. No need to call me, make sure they put good notes on FAS tag.

[Redacted]

Sure, [Redacted] My cell number is [Redacted]

[Redact]

[Redacted]

**From:** [Redacted]  
**Sent:** Friday, February 26, 2010 3:05 PM  
**To:** [Redacted]  
**Subject:** RE: PG&E bills

Thanks.

- R

Subject: RE: PG&E bills

Date: Fri, 26 Feb 2010 10:54:24 -0800  
From: [Redacted]  
To: [Redacted]

Hi Rich -

I will be out of the office next week, but someone will be calling you to schedule the meter test. We can offer a 2-hour appointment window, but only during business hours (M-F 8a-3p). Hope this works out okay for you, so you can be present and take advantage of the expertise of our meter technician.

Lena

**From:** [Redacted]  
**Sent:** Thursday, February 25, 2010 5:21 PM  
**To:** [Redacted]  
**Subject:** RE: PG&E bills

Hi Lena,

Thank you for taking the time to look into this and to do an analysis of my bill.

As I understand it, the increase in charges for electricity (\$81.05) were due to four more days of electricity usage (~\$18 based on Dec bill), rate increases (~\$8.50 if usage remained same as Dec bill), and a big jump in electricity usage (\$56.55). It's this last one that mystifies me, as we did not have any changes in our electric usage/appliances in Jan. I will be interested to see what this month's bill shows. In the interim, I would appreciate taking advantage of your offer to test the meter. I'm not sure if this could occur on a weekend, but that would be the best for me as I live in Berkeley but work in SF.

I look forward to hearing from you. Thanks again.

-Rich

**Subject:** RE: PG&E bills  
**Date:** Fri, 19 Feb 2010 17:56:11 -0800  
**From:** [Redacted]  
**To:** [Redacted]

Hi [Red] -

Attached is a summary of your gas and electric usage and charges. As I mentioned on the phone, I

wondered if there was a period of vacancy through last winter, as it looks like use of both gas and electricity was low until April 2009, when a pattern of normal usage started.

Both the gas and electric SmartMeters were installed on 1/12/10, so recorded about 20 days of usage on your current bill. At this time, our meter readers are still coming out to read the meter, and the reads appear to be accurate. Looking at the attachment, as you noted, your gas usage in January remained about the same (actually a little less on a daily average). Your electric usage in January only increased about 4 kwh/day over the month before (26.3 kwh/day in January vs 22.52 kwh/day in December). However, the electric charges for January were \$218.82, compared to \$137.77 for December. Several factors contributed to this difference in charges:

- 1) Your current bill includes 33 days of usage, vs 29 days in December
- 2) There was an electric rate increase effective 1/1/10
- 3) Although you only used 3.78 kwh/day more in January than in December, the usage resulted in more electricity being billed at higher tiered rates in January, as compared to December

12/30/09 - 2/1/10 (33 days) \$218.82

	KWH Usage	Rate
Tier 1	323	\$0.12
Tier 2	97	\$0.14
Tier 3	226	\$0.28
<b>Tier 4</b>	<b>222</b>	<b>\$0.41</b>

12/1/09 - 12/30/09 (29 days) \$137.77

	KWH Usage	Rate
Tier 1	284	\$0.12
Tier 2	85	\$0.13
Tier 3	199	\$0.26
<b>Tier 4</b>	<b>85</b>	<b>\$0.38</b>

The electric SmartMeter was tested by the manufacturer on 8/31/09. We are happy to test it again and can schedule an appointment with you. Please give me a call back when you have a moment to review this information and discuss any questions you may have.

Hope you have a great weekend, and look forward to hearing from you next week.

Redacted

## PG&E Customer Relations

Redacted

**From:** Redacted  
**Sent:** Tuesday, February 16, 2010 4:11 PM  
**To:** Redacted  
**Subject:** RE: PG&E bills

Hi Lena,

Sure, Redacted. My cell number is Redacted. Daytime is best, but my schedule varies daily so I don't have a particular time that is best.

Thanks for looking into this.

-Rich

Subject: PG&E bills  
Date: Tue, 16 Feb 2010 12:42:26 -0800  
From: Redacted  
To: Redacted

Mr. Redacted

I understand you are questioning your recent PG&E bills. Can you please provide your address and/or PG&E account number so I can look into it? Also, a contact phone number and best time to reach you. Thanks very much!

Redacted

PG&E Customer Relations

Redacted

Hotmail: Trusted email with powerful SPAM protection. [Sign up now.](#)

Hotmail: Trusted email with Microsoft's powerful SPAM protection. [Sign up now.](#)

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