

From: Meadows, James L  
Sent: 3/3/2010 4:34:27 PM  
To: Kaneshiro, Bruce (bruce.kaneshiro@cpuc.ca.gov); Gupta, Alope (aloke.gupta@cpuc.ca.gov)  
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Bcc:  
Subject: RE: PG&E data requests

Bruce: again, very sorry about this mess. I will personally strive to make us more responsive. Below is the story on the solar panel customer. Will also be coming as an answer to a data request.  
Jim

PG&E does not plan to implement second channel data collection and therefore net billing until late 2010 or early 2011. Consequently, until that time, homes with solar energy installations will continue to use their legacy meters, which will be read by meter readers, and will not receive the SmartMeter™ technology. PG&E will return to these homes to deploy SmartMeter™ technology at a later date following the implementation of the second channel data collection and billing.

The typical process followed by PG&E and the contract installer is to exclude any and all customers with net energy meters from the SmartMeter™ technology installation at this time. In the exclusion process the customer would not receive a letter, or if their gas meter is due for installation, would only receive a letter indicating the gas meter installation. If the process inadvertently misses the fact that a customer is a net energy account, PG&E has instructed internal installers and the contract installer, Wellington Energy, to not install the SmartMeter, but rather to mark the account as solar and return the installation order unfulfilled. See attached work procedure entitled RFI-39 which documents the procedure in the unlikely event that a solar customer is discovered during the field installation work.

PG&E contacted the customer noted, [Redacted] regarding his concerns about a SmartMeter™ installation despite his account being a net energy account, and his general concerns over the technology. Our account service representative informed [Redacted] that SmartMeter™ electric meters are not currently being installed on solar accounts, and would not interfere with his recent installation of solar panels. In addition, the PG&E representative discussed the general concerns raised in the media with [Redacted] and the fact that the CPUC would be conducting an independent investigation into the public concerns regarding the SmartMeter™ program. [Redacted] [Redacted] was assured that he would not receive a SmartMeter™, electric or gas, until the CPUC investigation is complete and the system is capable of collecting and billing

net solar data.

**From:** Kaneshiro, Bruce [mailto:bruce.kaneshiro@cpuc.ca.gov]  
**Sent:** Wednesday, March 03, 2010 9:15 AM  
**To:** Meadows, James L; Gupta, Alope  
**Cc:** Dietz, Sidney  
**Subject:** RE: PG&E data requests

Jim- I have to say I was particularly disappointed that PG&E failed to provide the location/times of the various customer education events that it conducted in February. We have staff prepared to attend those events, and now that opportunity is gone.

Regarding data requests, I am flagging a specific one that I sent directly to you that is still outstanding. I'm attaching the email correspondence.

Bruce

**From:** Meadows, James L [mailto:J7M2@pge.com]  
**Sent:** Tuesday, March 02, 2010 6:59 PM  
**To:** Kaneshiro, Bruce; Gupta, Alope  
**Cc:** Dietz, Sidney  
**Subject:** PG&E data requests

Bruce, Alope: we put new energy into the particular data requests that you noted to Julie as being very late today, the high bill complaint log and the customer outreach stops in the next couple of months, for delivery today. We have rededicated a team with the sole mission of answering the requests on a more timely basis. We will now hustle to get all of the outstanding data requests caught up.

Jim