

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

PG&E Data Request No.:	ED_024		
PG&E File Name:	DR_ED_024-Q01		
Request Date:	January 26, 2010	Requester DR No.:	1/26/10
Date Sent:	March 5, 2010	Requesting Party:	Energy Division
PG&E Witness:	N/A	Requester:	Bruce Kaneshiro

QUESTION 1

The Energy Division has been contacted by a customer who is concerned that, despite his having around sixty solar panels on his roof, he will be pressured to have a SmartMeter installed. What procedures does PG&E have in place to avoid installing a SmartMeter for someone with solar, when the functionality for second channel data collection is not yet ready to be deployed? Please also provide the specific circumstances for the customer (Account 2681168398-1).

ANSWER 1

PG&E does not plan to implement second channel data collection and therefore net billing until late 2010. 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.

Attachment ED_024-01-1 is the work procedure entitled RFI-39 that documents the procedure in the unlikely event that a solar customer is discovered during the field installation work. In the few circumstances where a customer's new incorporation of solar energy has coincided with the electric SmartMeter™ installation, PG&E has returned and replaced the electric SmartMeter™ with a legacy net meter.

PG&E contacted the customer noted in the question above regarding his concerns about a SmartMeter™ installation despite his account being a net energy account, and

his general concerns over the technology. PG&E's account service representative informed the customer 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 with the customer the general concerns raised in the media and the fact that the CPUC would be conducting an independent investigation into the public concerns regarding the SmartMeter™ program. The customer was assured that he would not receive a SmartMeter™, electric or gas, until after the CPUC has commenced its independent investigation and the system is capable of collecting and billing net solar data.