

From: Miller, Suzy  
Sent: 4/23/2010 10:20:49 AM  
To: Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov)  
Cc: Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Bcc:  
Subject: RE:

Gurbux,

We are currently working on a response to your questions by early afternoon.

I will keep you posted.

Suzy

**From:** Kahlon, Gurbux [mailto:gurbux.kahlon@cpuc.ca.gov]  
**Sent:** Thursday, April 22, 2010 10:40 AM  
**To:** Miller, Suzy  
**Cc:** Dietz, Sidney  
**Subject:**

Suzy, it was nice talking to you yesterday. Here are some questions that I think I should be prepared to answer in case Senator Florez digs deep into the bill estimating issues.

1. Does PG&E have a written down protocol that prescribes that every meter is to be read every month? Does a written down protocol describe when (reasons/situations) PG&E will estimate bills?
2. Does a CPUC code/rule/statutory mandate require that PG&E must read every meter every month and estimate bills only if no meter read was available? Tariff Rule 9, I believe says meter reading at regular intervals. Does that mean reading a meter every month?

3. Did PG&E actually employ enough meter readers to read every meter every month before the SM installations?

All the following questions relate to bill estimating with smart meters:

4. Is the estimate done only if there is no read recorded by the SM? Is there an automatic bill estimating mechanism that is triggered if no meter reading is received by a certain date?

5. Is the estimate done if the read seems low? Please provide the algorithms that are embedded in the billing system to estimate meter reads and bills.

6. How many consecutive billing periods can PG&E keep estimating and not true up against a meter read?

7. Does the bill say it is an estimated bill? Is the customer notified why the bill is estimated? What do you say to a customer whose usage seemed lower than normal usage?

8. Has number/proportion of estimated bills gone up with SM or gone down? From the data that you provided to the Energy Division it looks like the percentage of estimated bills was high in the initial couple of months. Please explain why that was occurring.

9. What are the reasons/situations for bill estimation with SM?

Thanks.

*Gurbux Kahlon*

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