

From: Zafar, Marzia
Sent: 5/14/2010 8:55:14 AM
To: [Redacted] Danforth,
Christopher (christopher.danforth@cpuc.ca.gov); Roscow, Steve
(steve.roscow@cpuc.ca.gov); Deal, Matthew (matthew.deal@cpuc.ca.gov);
Campbell, Andrew (andrew.campbell@cpuc.ca.gov); Gupta, Alope
(aloke.gupta@cpuc.ca.gov); Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov);
Serizawa, Linda (linda.serizawa@cpuc.ca.gov); Kaneshiro, Bruce
(bruce.kaneshiro@cpuc.ca.gov); Walsh, Natalie (natalie.walsh@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); [Redacted]
[Redacted]
Bcc:
Subject: RE: Bakersfield Customer Issues / Response to DR ED_017 Q01 Supp (Complaints)

hi there,

two questions.

1. I noticed that a lot of customers are denying access to install the new meters; what happens when a customer denies access?
2. there are some customer complaints that claim that their smart meters are somehow interfering with other household equipment. what happens in this case and also can you specify the equipment that is interfering with the smart meter or vice versa?

thanks,
marzia

From: [Redacted]
Sent: Friday, May 14, 2010 8:49 AM
To: Zafar, Marzia; Danforth, Christopher; Deal, Matthew; Campbell, Andrew; Gupta, Alope; Roscow, Steve; Kahlon, Gurbux; Walsh, Natalie; Serizawa, Linda; Kaneshiro, Bruce
Cc: Dietz, Sidney; [Redacted] Nwamu, Chonda (Law)
Subject: Bakersfield Customer Issues / Response to DR ED_017 Q01 Supp (Complaints)

All:

PG&E's **supplemental** response to Data Request ED_017, Question 1 is attached. Specifically, the May 13, 2010 SmartMeter™ Complaint Report is attached, for the period May 1, 2010 through May 7, 2010. The High Bill Complaint and Installation Complaint Reports are shown on separate worksheets in the file. Also attached are usage data for the new customer accounts listed in the High Bill Complaint Report. The usage information for each account is shown on a separate worksheet in the file.

Please note that the attachments contain confidential customer-specific information and are being submitted under CPUC Code Section 583.

Redacted

<<SM Complaint Report 05-13-10.xls>>

<<SM High Bill Complaint Usage Data 05-13-10.xls>>