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Sent: 7/13/2010 4:49:10 PM  
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Subject: FW: IOU Metrics

Hello:

Hope everyone is enjoying their summer. I would like to follow up on our meeting re AML metrics and get a consensus on how we move forward.

1. Is there agreement that the attached slides, provided by PGE, reflect the outcome of the last meeting?
2. Are all IOUs prepared to eventually report all proposed metrics (on pages 2 & 3) at some frequency? Is there agreement to do this at least quarterly (PGE expects to report some of these on a monthly basis)?
3. Are SCE & SDGE ready to begin reporting on some subset of above metrics, as soon as say August (this could be for 2Q2010, for example)?
4. How should we follow up to finalize the metrics on the last page (is there something already in progress between the IOUs)?

PGE expressed concerns about challenges in defining a complaint metric that is meaningful and comparable between utilities. Alternatively, PGE suggested reporting the # of meter retests requested (and/or offered) and their results.

We do believe that some proxy of a complaint metric (if not the complaints themselves) would be needed. Back in April, ED issued a data request to SCE/SDGE that included the following two items:

- \* How many smart meter related complaints have been received to date by the IOU?
- \* What is the breakdown of these complaints between "high bill" issues (as asserted by the customer) and all other issues (installation, power disruption, etc.) as classified by the IOU?

Both utilities were able to respond to the inquiry, although there may be differences in the methodology/classifications between the two. Also, PGE has been required to report complaints to ED on a weekly basis.

So, this suggests that it may be possible to agree on some type of a direct complaint metric and that would be our preference (but we are open to discussion). Also, this metric probably needs to be included in the initial set (not deferred to later). Similarly, please comment on how we reach closure on the other benefit metrics and approximately when would these be reportable.

Based on the feedback here, we would like to reach an agreement on a reporting plan/schedule in the very near term.

Thanks.  
Aloke

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