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Sent: 9/28/2010 2:10:08 PM  
To: Devereaux, William  
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Bcc:  
Subject: RE: Welcome to the PG&E SmartMeter Technology Advisory Panel

Thank you Bill for the invitation. Tom Roberts and I will be there on October 5th. Please add Tom to your future email communications since he will be attending more often than me on behalf of DRA.

**From:** Devereaux, William [mailto:WFD4@pge.com]  
**Sent:** Tuesday, September 28, 2010 11:34 AM  
**To:** Gupta, Alope; Danforth, Christopher; [Redacted];  
David.Hungerford@energy.ca.gov; Erich W. Gunther  
**Cc:** Nwamu, Chonda (Law); Dietz, Sidney; Meadows, James L; [Redacted]; Kiraly, Gregory;  
Lokey, Felecia K; DeRosa, Darleen  
**Subject:** Welcome to the PG&E SmartMeter Technology Advisory Panel

Welcome and thank you for agreeing to participate in the PG&E SmartMeter™ Technology Advisory Panel (SM-TAP).

We look forward to reviewing the current status of the PG&E SmartMeter™ program with you and our plans for the future. While we are nearing the 70% completion mark in terms of meter deployment, we are about to tackle some of the most technically challenging of deployment areas and beginning to focus on building out the advanced capabilities for which the SmartMeter™ serves as the foundation.

Additionally, the last 12 months have been a challenge for PG&E's SmartMeter™ program. We have not provided our customers with timely, adequate information about SmartMeter™ operations and benefits. In particular, our customer outreach efforts did not shift and adapt as quickly as necessary to address increased consumer awareness and concern about SmartMeter™ and the SmartGrid. Likewise, we have not maintained the high levels of customer service that our customers deserve and expect. We have implemented significant customer outreach and customer service improvements to address these shortcomings and we look forward to additional feedback from this group.

This group is intended to serve as another vehicle to help guide PG&E as it completes the rollout of its

SmartMeter™ program. Our purpose is to provide a collaborative forum for the exchange of ideas to help PG&E identify and implement, where applicable, AMI technology and deployment best practices, and to do so in a manner that is understandable and compelling to our customers. Further, in many areas, there are no best practices as of yet and PG&E with the assistance of the SM-TAP will need to develop innovative new processes as we bring the 15 million Californians we serve to a greater awareness and control over the energy they use.

We would like to schedule our kick-off meeting for the SMTAP on October 5<sup>th</sup> from 1:00 – 2:30 PDT at PG&E on 77 Beale St. in San Francisco. We will also have a conference call for those that can't join us in person. In this first session we would like to review and finalize with you the charter for the SM-TAP and provide an overview of the current status of the PG&E SmartMeter™ program. We will also like to schedule a second session of the SM-TAP for later in October to walk through the results of the CPUC/Structure independent assessment of the PG&E SmartMeter™ program and review PG&E's preliminary plans to address the items raised in the assessment.

Please reply to confirm your availability for the kick-off on October 5<sup>th</sup>.

We look forward to working with you on the SmartMeter™ program!

Thanks,

Bill

**William F. Devereaux**

Senior Director - Smart Meter

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