

From: Caron, Jennifer
Sent: 10/22/2010 2:18:24 PM
To: Lokey, Felecia K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=FKL3);
Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Cc:
Bcc:
Subject: outreach timeline

Hi Felecia,

It was great meeting you yesterday. I have a follow-up question to our conversation. Can you provide a graph with a timeline showing how smart meter outreach coincided with smart meter rollout? A break down by quarters starting when ME&O planning first began will be great. I want to see how the two evolved either in conjunction or separately. I'm hoping to gain some sense of the following from the graph, (and the graph will do, there's no need for a narrative!).

- Prior to and during rollout, how much time did the ME&O group have for developing a strategy, materials, doing research, & getting materials out the door to customers?
- How long did it take to repeat that process when the meter upgrade happened and when complaints came in from Bakersfield?

It would be great if you could provide this in the first half of next week. If not just let me know when you can have it!

Thanks,

Jennifer
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