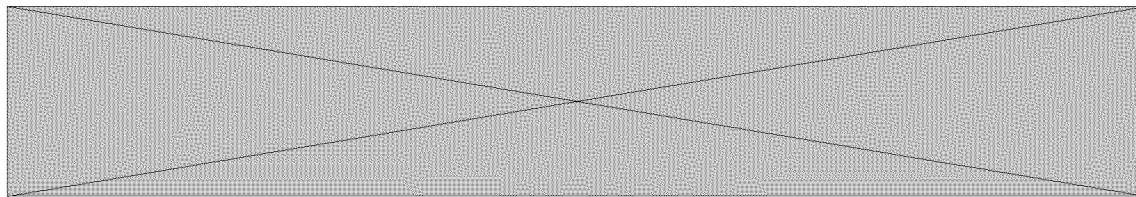


From: Cherry, Brian K
Sent: 10/10/2010 12:48:28 PM
To: 'pac@cpuc.ca.gov' (pac@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: SmartMeter Program Weekly Update

FYI. We just started doing this.

From: Redacted
To: All PGE Officers Directors; CC SMARTMeter ELT; CC SmartMeter VP All Employees
Cc: All PGE Director Assistants (Corp & Utility); All PGE Officer Assistants (Utility)
Sent: Sat Oct 09 18:00:11 2010
Subject: SmartMeter Program Weekly Update



Installation Progress

6,917,707

Total meters/modules installed

10,808

Daily average meters/modules installed

This communication contains the most current information about the SmartMeter™ program, including:

- Installation Performance
- Transition to SmartMeter™ Billing Performance
- SmartMeter™ Billing Performance

Please encourage your leaders to share this information with their teams and to participate in SmartMeter™ program outreach events and change management activities.

SmartMeter™ Weekly Data Sheet

Reporting Date: Friday, October 8, 2010
Data Thru Friday, October 1, 2010

Deployment Map

View the deployment progress and future deployment areas...
Installation Map -

Customer

See Your Power Mobile Tour, showcasing the SmartMeter™ technology and customer benefits:

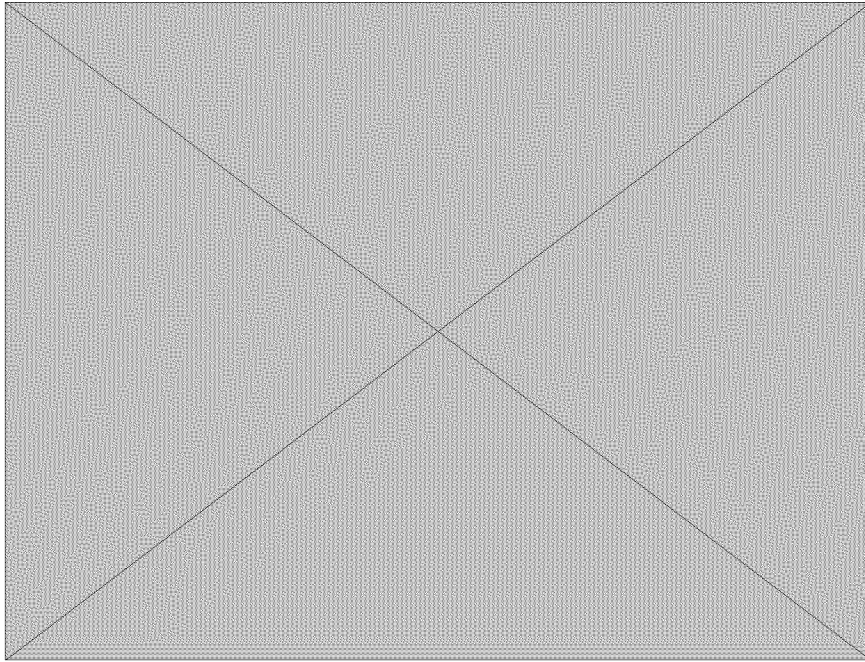
Oct. 16 - 17:
Big Fresno Fair

Oct. 16:
Day on the Bay
Multicultural Festival,
Santa Clara

Oct. 16 - 17:

Employee Engagement

All the things you wanted



Installations⁽¹⁾

Installed last week:

Total 54,039

Installed 2010, year-to-date:

Total 2,539,305

2010 Target 3,200,000

Installed, project-to-date

Electric 3,485,487

Gas 3,432,220

Total 6,917,707

Target at project completion 9,694,252

Transitioned⁽³⁾ to SmartMeter™ Billing

Transitioned project-to-date 5,683,559

Target at project completion 9,694,252

SmartMeter™ Billing Performance

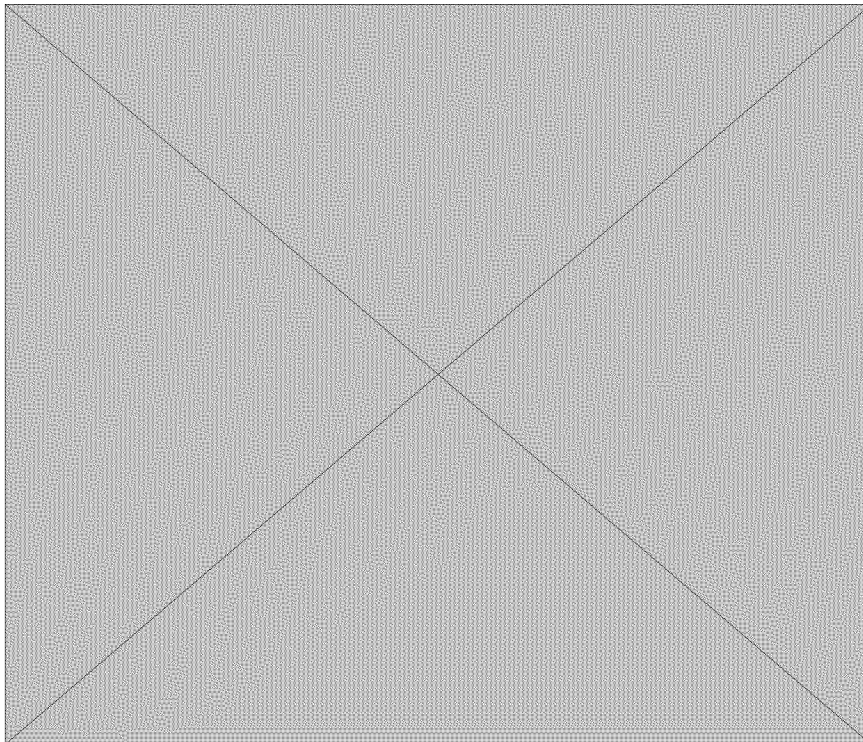
Deployment Map

View the deployment progress and future deployment areas...
[Installation Map -](#)

Customer

See Your Power Mobile Tour, showcasing the SmartMeter™ technology and customer benefits:

Oct. 16 - 17:
Big Fresno Fair



**% Estimation,
Combined⁽⁴⁾**

SmartMeter™ 0.10%
 Non-SmartMeter™ 1.22%

% Timely, Combined⁽⁵⁾

SmartMeter™ 99.81%
 Non-SmartMeter™ 99.60%

SmartMeter™ Tools — Customer Usage⁽⁶⁾⁽⁷⁾

Online SmartMeter™ usage "Energy Alerts" Enrollment
 data inquiries

296,075

19,365

Footnotes

- (1) Installation and transition data through October 1, 2010; Billing and SmartMeter™ Tools data period: August 2010.
- (2) "Meters/Modules Installed" includes the installation of electric meters gas meter modules that utilize SmartMeter™ technology.
- (3) "Transitioned" meter/modules use SmartMeter™ systems to generate billing data for customer bills. Customers can access SmartMeter™-enabled functionalities such as online daily/hourly usage data and Energy Alerts after the SmartMeter™ transition process is completed.
- (4) "% Estimated" expresses billing charges calculated using estimated usage data, as a percentage of all completed bill charges calculated.
- (5) "% Timely" expresses meters billed within 35 days of last billing date as a percentage of all active meters.
- (6) Monthly web views of Total Load and Rate Analysis chart pages by pge.com account users with SmartMeter™ devices.
- (7) SmartMeter™ customers enrolled in the "Energy Alert" program receive a text message, e-mail or automated phone call when their electric use is moving toward a higher-priced tier. The program began on June 10, 2010.

geographic deployment

Outreach

Oct. 16:
 Day on the Bay
 Multicultural Festival,
 Santa Clara

Oct. 16 - 17:
 Ukiah Pumpkin Festival

**Employee
 Engagement
 Zones (EEZ)**

All the things you wanted
 to know about the
 SmartMeter™
 technology...ask the
 experts at an EEZ near
 you

Oct. 12:

Salinas, E Alisal St.

Oct. 14:

Hayward, O'Neil Ave.