

From: Zafar, Marzia  
Sent: 10/19/2010 5:13:44 PM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc:  
Bcc:  
Subject: RE: QUESTION

Yes.  
Thank You,  
Marzia Zafar

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**From:** Dietz, Sidney  
**To:** Zafar, Marzia  
**Sent:** Tue Oct 19 17:11:44 2010  
**Subject:** Re: question

The CD from Friday?

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Do I seem terse? Blame the thumb keyboard.

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**From:** Zafar, Marzia <marzia.zafar@cpuc.ca.gov>  
**To:** Dietz, Sidney  
**Sent:** Tue Oct 19 17:08:07 2010  
**Subject:** Re: question

Hi,  
It is that CD that I got so can't send it electronically. Check out the CD.  
Thank You,  
Marzia Zafar

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**From:** Dietz, Sidney

**To:** Dietz, Sidney ; Zafar, Marzia  
**Sent:** Tue Oct 19 17:06:05 2010  
**Subject:** Re: question

Actually, it seems low. You should send me the DR.

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Do I seem terse? Blame the thumb keyboard.

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**From:** Dietz, Sidney  
**To:** 'Zafar, Marzia' <marzia.zafar@cpuc.ca.gov>  
**Sent:** Tue Oct 19 16:55:43 2010  
**Subject:** FW: question

They say it sounds right if parsed correctly. Can you give me the document to confirm more carefully?

yours,

sid

**From:** Jenab, Reza  
**Sent:** Tuesday,  
October 19, 2010 4:52 PM  
**To:** Dietz, Sidney; Devereaux, William;  
'reza.jenab@us.pwc.com'; Mitchell, Lavern; Redacted  
**Subject:** RE:  
question

It sounds correct if we are focused on SmartMeter escalated high-bill complaints. As long as inquiries and nonSmartMeter related and installation related issues are left out of the count. I can't recall what DR this is in response to. If you have it it would help. We have made sure all complaint related questions are going through us/Lavern's team.

**From:** Dietz, Sidney  
**Sent:** Tuesday,  
October 19, 2010 4:24 PM  
**To:** Devereaux, William; Jenab,  
Reza  
**Subject:** FW: question

Did we really only get 2197 SM  
complaints?

**From:** Zafar, Marzia  
[mailto:[marzia.zafar@cpuc.ca.gov](mailto:marzia.zafar@cpuc.ca.gov)]  
**Sent:** Tuesday, October 19, 2010  
4:14 PM  
**To:** Dietz, Sidney  
**Subject:**  
question

Hi  
Sid,

I'm  
reviewing PG&E's data response and it says that you guys only recorded 2197  
customer complaints on smart meters? that doesn't sound right, is  
it?

Marzia Zafar  
- [Zaf@cpuc.ca.gov](mailto:Zaf@cpuc.ca.gov) -  
415-703-1997