

From: Jenab, Reza
Sent: 10/8/2010 3:34:07 PM
To: Kiraly, Gregory (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=GKK6);
Devereaux, William (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=WFD4); Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3); Lokey, Felecia K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=FKL3); DeRosa, Darleen (/O=PG&E/OU=Corporate/cn=Recipients/cn=DDDR); Meadows, James L (/O=PG&E/OU=Corporate/cn=Recipients/cn=J7M2); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Moniz-Witten, Tanya (/O=PG&E/OU=Corporate/cn=Recipients/cn=TDM0); 'Gupta, Alope' (aloke.gupta@cpuc.ca.gov); 'Danforth, Christopher' (christopher.danforth@cpuc.ca.gov); 'mtoney@turn.org' (mtoney@turn.org); 'tcr@cpuc.ca.gov' (tcr@cpuc.ca.gov); 'Erich W. Gunther' (erich@enernex.com); 'David.Hungerford@energy.ca.gov' (David.Hungerford@energy.ca.gov);
Redacted
Cc:
Bcc:
Subject: Minutes for the 10/5 TAP meeting

Good afternoon,

Attached please find the draft minutes for the meeting from last Tuesday along with the original draft of the charter document and the list of attendees. Please let me know if there is anything missing or misrepresented in the minutes.

I have also copied the action items from the meeting for your reference below. Out of the following four options for the next meeting time slot, please let me know by next week Wednesday if you have a preference for any so we can schedule the next session:

- Monday Oct 25 10-12
- Wednesday Oct 27, 9:30-11:30 or 1:30-3:30
- Thursday Oct 28, 2-4

No Details Owner Due

- Setup rapid set of meetings for deep dives into the various topics of discussion and bring group up to speed. Bill Monthly
- 2. Add to scope an item on practices for dealing with handling customer complaints. Bill 10/15/2010
 - 3. Email Bill any additional thoughts on scope All 10/15/2010
 - 4. Provide Input on Charter document All 10/15/2010
 - 5. Provide additional topics of interest for future sessions All 10/15/2010
 - 6. Next TAP session: SM Program statistics & PG&E action plan and response to the Structure Report Bill Oct 25 Wk
- <<...>> <<...>> <<...>>

From: Redacted On Behalf Of Devereaux, William

Sent: Monday, October 04, 2010 5:17 PM

To: Devereaux, William; Kiraly, Gregory; Meadows, James L; Moniz-Witten, Tanya; Lokey, Felecia K; Nwamu, Chonda (Law); DeRosa, Darleen; Dietz, Sidney; 'Gupta, Alope'; 'Danforth, Christopher'; [Redacted]; 'David.Hungerford@energy.ca.gov'; 'Erich W. Gunther'; 'tcr@cpuc.ca.gov'; Jenab, Reza; 'mtoney@turn.org'

Cc: 'Roberts, Thomas'

Subject: Updated: SmartMeter Technology Advisory Panel

When: Tuesday, October 05, 2010 1:00 PM-2:30 PM (GMT-08:00) Pacific Time (US & Canada).

Where: CR 1411, 245 Market; AudioConf. [Redacted] External)

10/4/10 UPDATE: To confirm, this meeting will take place in CR 1411, 245 Market, S.F. and please note new call-in number.

10/4/10 UPDATE: Please note **new** conference call number:

[Redacted]

External

*** Please note, you will continue to hear a dialing ring tone until the moderator has dialed in.**

From: Devereaux, William

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 5th 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 5th.

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

Thanks,
Bill

William F. Devereaux

Senior Director - Smart Meter
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