

From: Dietz, Sidney
Sent: 10/19/2010 5:06:05 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4);
'marzia.zafar@cpuc.ca.gov' (marzia.zafar@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: QUESTION

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

Do I seem terse? Blame the thumb keyboard.

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]
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 - 415-703-1997