

From: Caron, Jennifer  
Sent: 11/19/2010 10:19:28 AM  
To: [Redacted]  
Cc: Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3);  
Lokey, Felecia K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=FKL3);  
Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Bcc:  
Subject: RE: past smart meter customer education research

Hi [Redac]

Sorry, I forgot you are off on Friday as well. Ideally I'd like the list by Wednesday the 24th. Thanks!

**From:** [Redacted]  
**Sent:** Thursday, November 18, 2010 5:43 PM  
**To:** Caron, Jennifer  
**Cc:** Lokey, Felecia K; Dietz, Sidney; Nwamu, Chonda (Law)  
**Subject:** RE: past smart meter customer education research

Hi Jennifer,

We are on it. The only problem is your deadline of the end of next week for part 1 of your request. That would be Wednesday, November 24, due to the Thanksgiving Holiday, which is four working days from now. Or did you mean the end of the following week, December 3? Please let us know. Thanks.

[Redacted]

**From:** Caron, Jennifer [mailto:jennifer.caron@cpuc.ca.gov]  
**Sent:** Thursday, November 18, 2010 5:26 PM  
**To:** [Redacted] Lokey, Felecia K  
**Subject:** past smart meter customer education research  
**Importance:** High

Hi [Reda]

I have a follow up question to PG&E's October 8th response to Marzia Zafar's data request. Your original response includes a great deal of information on the research that PG&E did on Smart Rate, Smart AC, PDP and the Smart Meter research that has been done since the end of 2009 (communication materials, smart meter customer experience, and the See Your Power ads). There is also some research on smart meter communications done in 2006.

I'd like to have a list of research that PG&E did on marketing and customer education materials related to smart meters between 2006 and 2009 by the end of next week. Please include the quarters and year that you did the research and a very general description of the focus of the research ( eg., Q3 2009: revised smart meter collateral). Please send any results you have from the research by December 10.

Thanks,

Please let me know if you have any questions.

Jennifer

355-5499