

**DATA REQUEST  
PACIFIC GAS & ELECTRIC COMPANY**

**Application No. 10-09-012**

**Date: December 22, 2010**

**To: Sidney Dietz**  
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**From:** Division of Ratepayer Advocates  
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**Request No.:** DRA\_A1009012\_3

**Due Date:** January 5, 2011

**Subject:** PG&E AMI Deployment

Please provide your responses to the originator by the due date. If you are unable to provide the information by this date, please provide a written explanation to the originator by December 28, 2010 as to why the response date cannot be met and your best estimate of when the information can be provided. If you have any questions regarding this data request, please call the originator at the above phone number. Provide all calculations and tables in MS Excel format with all links, macros, and formulas visible and active.

**Requests**

1. Is it possible to install a new electric meter with the meter blades incorrectly engaged with the jaws of a new or like new socket? Has PG&E experienced any examples of this situation during SmartMeter deployment? If so, provide the number of times this has occurred, the resulting impact on customer usage, and PG&E's remedy.
2. Is it possible to install a new electric meter with the meter blades incorrectly engaged with the jaws of a damaged socket? Has PG&E experienced any examples of this situation during SmartMeter deployment? If so, provide the number of times this has occurred, the resulting impact on customer usage, and PG&E's remedy.
3. Provide documentation of the PG&E/Wellington installation QA/QC procedures used to ensure electric meters are correctly installed during initial meter deployment.

4. Provide documentation of the PG&E/Wellington installation QA/QC procedures used to ensure gas meters are correctly installed during initial meter deployment.
5. The September 2010 Monthly SmartMeter Steering Committee mentions “MARA” on page 4, but this acronym is not defined at the end of the report. What is MARA and how does it relate to SmartMeters?
6. Does PG&E have a strategic plan describing how its information technology systems will be revised, modified, updated, or replaced to support operational improvements and California energy policy, including cost control, deployment of smart meters, implementation of dynamic rates, and the smart grid? If so, provide a current copy of the plan.
7. The September 2010 Monthly SmartMeter Steering Committee lists many revisions by letter designation on page 3. Provide the scope of work and deliverables for all revisions completed, in process, and planned.
8. Accurate implementation of PG&E’s SmartMeter program requires modifications to PG&E’s information technology (IT) system.
  - a. Provide logic, data flow, and physical architecture, and any other appropriate diagrams which show PG&E’s IT system prior to adoption of the SmartMeter program.
  - b. Provide logic, data flow, and physical architecture, and any other appropriate diagrams which show PG&E’s IT system upon completion of the SmartMeter program.
9. Describe how the IT requirements, and IT systems to be implemented, differ between gas and electric SmartMeters.
10. Provide the following for each information technology (IT) system addition or modification which will be charged to a SmartMeter account including, but not limited to, date storage, billing, customer support, inventory control, PG&E.com, and web-presentment of usage data:
  - a. PG&E’s name for the IT system,
  - b. The name of any vendors or subcontractors that wrote, modified, or sold software used by this IT system
  - c. Functions performed by this system,
  - d. Initial activation date of this system,
  - e. Description of modifications to this system required due to the SmartMeter program,
  - f. Budgeted costs for these modifications.
11. Provide the following for each information technology (IT) system which has been, or will be added or modified as a result of CPUC authorization of SmartMeter deployment, but which will not be charged to a SmartMeter account including, but not limited to, date storage, billing, customer support, inventory control, PG&E.com, and web-presentment of usage data:
  - a. PG&E’s name for the IT system,

- b. The name of any vendors or subcontractors that wrote, modified, or sold software used by this IT system
  - c. Functions performed by this system,
  - d. Initial activation date of this system,
  - e. Description of modifications to this system required due to the SmartMeter program,
  - f. Budgeted costs for these modifications,
  - g. Account to which this costs will be credited or debited.
12. If not addressed in response to the previous questions above, provide the following in an MS Excel:
- a. The number of customers on each electric rate tariff as of the date PG&E prepares its response to this question,
  - b. The PG&E name of the IT system used to bill customers on each electric rate tariff as of the date PG&E prepares its response to this question,
  - c. The PG&E name of the IT system plans to use to bill customers on each electric rate tariff at the completion of SmartMeter deployment and activation of interval billing and web-presentment,
  - d. The PG&E name of the IT system used to bill customers on each new electric rate tariff currently proposed or planned.
13. If not addressed in response to the previous questions above, provide the following in an MS Excel file:
- a. The number of customers on each gas rate tariff as of the date PG&E prepares its response to this question,
  - b. The PG&E name of the IT system used to bill customers on each gas rate tariff as of the date PG&E prepares its response to this question,
  - c. The PG&E name of the IT system used to bill customers on each gas rate tariff at the completion of SmartMeter deployment and activation of interval billing and web-presentment,
  - d. The PG&E name of the IT system used to bill customers on each new gas rate tariff currently proposed or planned.
14. Prior to July 2010, PG&E appropriated funds from the \$177.7 million contingency account on a monthly basis as issues arose. As of July 2010, the entire \$177.7 million was appropriated. How is PG&E accounting for the estimated costs of risks, issues, and problems with the SmartMeter program? How is the potential for program cost overruns quantified in PG&E monthly and quarterly reports?
15. The November 3, 2010 TAP report describes customer touch points regarding SmartMeter installation and activation. If the day of meter installation is T-0, what is PG&E's planned timing of each touch point relative to T-0. What is the current timing of customer touch points relative to T-0?

16. What was PG&E's customer outreach and marketing budget:
  - a. Following adoption of D.06-07-027?
  - b. Following adoption of D.09-03-026?
  - c. Current data (provide date data was compiled)?
17. Provide an excel file listing all SmartMeter related complaints, and disposition of those complaints. This list should include all complaints summarized in the weekly reports sent in response to Data Request ED\_017, Question 1.
  - a. If complaints are coded as to the type of problem (high bill, low bill, interference, etc.), include the appropriate code for each complaint, as well as a glossary describing the codes.
18. Describe what triggers inclusion of a customer complaint as a Smart Meter complaint:
  - a. Key words or phrases?
  - b. Number of complaints per customer?
19. Define the term "escalated complaint" as it relates to Smart Meters.
20. Has PG&E performed accuracy tests of the Smart Meter measurement and billing system?
  - a. Provide the test protocols which describe and govern this testing, including but not limited to how test subjects are selected, ANSI Z1.4 "Acceptable Quality Level" and other sampling specifications, the specific tests performed, protocols for each test performed, and post-test data processing.
  - b. Provide any reports or testimony which present results of this accuracy testing.
  - c. If accuracy testing is still active, describe any changes to the test plan which have taken place and describe why the changes were made.
21. The November 3, 2010 TAP report states that a "Red Team" will be formed by May 2011:
  - a. What is the charter of this team?
  - b. If May 2011 is the due date to write a charter and assemble the team, why is six months required?
  - c. If May 2011 is the due date for a Red Team deliverable, describe what specifically will be due.
22. The November 3, 2010 TAP report mentions "identified hardware and software potential risks." Describe all currently identified potential risks.
23. Describe what distinguishes the following meters from each other: 4s, 3s, 2k, KV2c and Class 320 2S?
24. What type of customers use the following meters: 4s, 3s, 2k, KV2c and Class 320 2S?