



## Pacific Gas and Electric Company

### SmartMeter™ Technology Advisory Panel Charter

11/3/2010

PG&E is establishing a SmartMeter™ Advanced Metering Infrastructure (AMI) "Technology Advisory Panel", or TAP, drawing from the expertise of regulatory agencies, industry technology experts, other business partners and customer representatives across the spectrum of AMI-related technologies. The purpose of the TAP is to provide advice and input to PG&E regarding the SmartMeter™ customer and program needs in a cooperative and collaborative fashion for the professional exchange of ideas, advice and feedback.

The TAP also provides a forum for input and collaboration with the stakeholders served by the SmartMeter™ program and its related deployment. The TAP will work with PG&E so that PG&E's ongoing SmartMeter™ program design and deployment considers the "best available practices" and "best available technologies" and encourages customer acceptance of the new services enabled by the SmartMeter™ deployment. Topics of discussion should include, but are not limited to, the following:

- Review and discussion of best practices as defined by the Structure Group and PG&E's action plans for their implementation
- Meter deployment practices, status, and issues
- SmartMeter™ operations and billing practices
- Presentation and delivery of usage information
- Transition to interval-based billing and time-based rates
- Customer privacy
- Data security
- Customer outreach and education
- Review of issues matrix in monthly PG&E Smart Meter Steering Committee reports, as well as status and use of risk contingency funds
- Practices for resolving customer inquiries and complaints
- Future integration with Demand Response programs
- Future integration with Distribution Automation programs

The California Energy Commission, the CPUC Energy Division, CPUC Division of Ratepayer Advocates (DRA), and The Utility Reform Network (TURN) will be invited to be members of the TAP, but are not required to serve. PG&E may select additional TAP members, but participation will be voluntary and there will be no formal voting rules or designation of voting and non-voting members. Each TAP member will need to devote the time necessary to meet and confer with PG&E during ongoing program implementation and when appropriate, TAP members may provide written comments to PG&E.



On an annual basis, the TAP will provide written feedback and recommendations in the form of an annual report to PG&E on PG&E's progress in deploying SmartMeter™, and SmartMeter™ enabled programs, such as price-sensitive rate tariffs, HAN feedback and conservation outreach. PG&E agrees that the TAP'S annual report will be included with PG&E's annual progress report that will be submitted to the CPUC Energy Division if received sufficiently in advance of PG&E's required submission date. The TAP's annual report will include one section to cover points on which TAP members concur, and a section for independent comments from each TAP member.

TAP members will provide advice and feedback to PG&E, but will not have any independent decision-making or contracting authority. PG&E is expected to work with the TAP throughout the remainder of the SmartMeter™ deployment process and to initially meet quarterly with the TAP, and subsequently at least bi-annually. While input from the TAP will not necessarily be agreed to by PG&E (or even among TAP members), the goal of this advisory panel is that it will serve as a forum for introducing new ideas and identifying opportunities for improvement specific to PG&E's development and deployment of the SmartMeter™ program and AMI-related services and, thus, narrow the scope of differences considerably. Also, TAP members will not, in any way, relinquish their rights to participate in other proceedings or comment on PG&E filings in any CPUC proceeding. Finally, PG&E will not use comments of TAP members as an endorsement of PG&E actions without obtaining the specific approval all TAP members.

Information presented at TAP meetings will be available to the public, but the public will not be invited to regular meetings, or allowed to participate in specific meetings without prior notice to PG&E and TAP members. TAP meetings are intended to facilitate discussion and exchange between TAP members and PG&E, and accordingly, PG&E should establish appropriate protocols for obtaining comments from public participants during those meetings, including taking comments or questions from the "floor." PG&E will provide information to TAP members in advance of meetings with sufficient time for review, moderate the discussion and provide written minutes of the meetings to the TAP members. The TAP will be in place at least through expected final deployment of the AMI project in 2012 and will meet no less than twice per year. The TAP may be extended by mutual consent of the members.

PG&E will provide TAP members with periodic updates on program implementation activities and proposed material program changes, and take other steps to ensure that TAP members have an opportunity to review the information and work with them to improve program implementation. It is PG&E's responsibility to arrange for meeting space and conference call dial-in numbers, reproduce and distribute meeting materials and provide other administrative support for these meetings to the TAP. For those TAP members who are eligible for intervenor compensation, PG&E and DRA will not oppose any reasonable intervenor compensation requests for their participation in the SmartMeter™ TAP.

The formation of this TAP is not precedent setting nor does it imply that this advisory structure applies to any other PG&E initiative beyond the SmartMeter™ program.