

From: Dietz, Sidney
Sent: 4/6/2011 5:02:33 PM
To: 'bsk@cpuc.ca.gov' (bsk@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: Demand meter problem -- fix and rebill status?

Bruce --

Thanks for meeting with us today. See Robin's note below -- she reports that the fix and the credits are complete. Let me know if you'd like more detail.

yours,

sid

Do I seem terse? Blame the thumb keyboard.

From: Christensen, Robin M
Sent: Wednesday, April 06, 2011 04:37 PM
To: Dietz, Sidney
Cc: [Redacted]
Subject: RE: Demand meter problem -- fix and rebill status?

Hi Sid-

Let me know if you want more detailed information, but here is a quick run down:

- The software fix to the meters was done in December
- Bill credits were issued in February and March
- The majority of customers received a proactive call (unless we couldn't get a phone number or the amount insignificant)
- A handful of customers called back after our outreach to inquire about the credits
- We did not experience any escalated concerns or inquiries to our specialist

Thanks,
Robin

From: Dietz, Sidney
Sent: Wednesday, April 06, 2011 4:28 PM
To: Christensen, Robin M
Subject: Demand meter problem -- fix and rebill status?

Robin --

Can you give me an update on where we are with that clock issue with the demand customers with SmartMeter? I know we got the patch out and started to fix bills, but I didn't hear the wrap up. A commission staffer asked me about it today. Thanks!

yours,

sid