

From: Gupta, Alope  
Sent: 4/21/2011 12:28:27 PM  
To: Meadows, James L (/O=PG&E/OU=Corporate/cn=Recipients/cn=J7M2); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc:  
Bcc:  
Subject: Data Request / SM temperature-related issues

Sid, Jim:

Per our last meeting, we request PG&E to follow up as follows:

1. Provide immediately a complete root cause analysis of the recently discussed temperature-related issue with the smart meters.
2. As soon as possible, provide an analysis of the potential impact on historical customer usage and bills due to all recorded error events for the meters found to have the temperature issue. Please provide details at the monthly level and cumulative level (for both the usage and any credit amounts that may be due). The analysis should be done assuming a median error in accuracy and the maximum error (found to date in the on-going testing) in accuracy. For the meters where the actual error value is known, please conduct the analysis at the actual value as well.
3. Provide weekly updates on the meter testing progress and data collection, starting with 4/25/11.

Assuming #1 item has been sent to us by tomorrow, I would like to meet with PG&E Engineering to further discuss the failure mechanism, preferably morning of 4/25 at PG&E's HQ. Please have details available on the specific board components believed to be problematic.

Please confirm receipt of this request. Thanks.

Aloke Gupta

CPUC

**From:** Gupta, Aloke  
**Sent:** Tue 4/19/2011 12:23 PM  
**To:** Dietz, Sidney; Meadows, James L  
**Subject:** RE: Smart meter temperature-related inaccuracies

FYI, JF and Molly Sterkel, and perhaps Bruce Kaneshiro are expected to be at this meeting, at least for a short time. It might be make sense to start with a summary overview re the problem scope and potential recovery plan (say 1/2 hr). We can move on to the detailed discussion re the precise failure mechanism and the rationale for the distinction between the problematic meters and others from the same batch.

Aloke Gupta

**California Public Utilities Commission**

O: 415.703.5239  
[aloke.gupta@cpuc.ca.gov](mailto:aloke.gupta@cpuc.ca.gov)

**From:** Gupta, Aloke  
**Sent:** Tuesday, April 19, 2011 11:48 AM  
**To:** Dietz, Sidney; Fitch, Julie A.; Cherry, Brian K  
**Subject:** RE: Smart meter temperature-related inaccuracies

The room was already set up. We will start the meter problem meet in Room 5209 at 2pm (after the communication meeting is concluded) and switch to another room later to continue as needed.

Aloke

**From:** Dietz, Sidney [mailto:SBD4@pge.com]  
**Sent:** Tue 4/19/2011 10:59 AM  
**To:** Fitch, Julie A.; Cherry, Brian K  
**Cc:** Gupta, Alope  
**Subject:** RE: Smart meter temperature-related inaccuracies

Julie --

Great, see you this afternoon. We are meeting from 100p-200p in room 5100, I've cc'd Alope to see if he can get that space for 200p as well.

yours,

sid

**From:** Fitch, Julie A. [mailto:julie.fitch@cpuc.ca.gov]  
**Sent:** Tuesday, April 19, 2011 10:53 AM  
**To:** Dietz, Sidney; Cherry, Brian K  
**Subject:** RE: Smart meter temperature-related inaccuracies

Yes, I can do that, at least for 2-2:30. Thanks. That's even better.

Julie

**From:** Dietz, Sidney [mailto:SBD4@pge.com]  
**Sent:** Tuesday, April 19, 2011 10:50 AM  
**To:** Fitch, Julie A.; Cherry, Brian K  
**Subject:** RE: Smart meter temperature-related inaccuracies

Julie --

Yes, we can meet with you tomorrow at 100p.

We are also coming by this afternoon at 100p to talk about SmartMeter communications, and afterwards have a more technical briefing with Alope on the engineering aspects of the problem with the 1500 meters. Would you like to join us for that meeting as well?

yours,

sid

**From:** Fitch, Julie A. [mailto:julie.fitch@cpuc.ca.gov]  
**Sent:** Tuesday, April 19, 2011 10:45 AM  
**To:** Cherry, Brian K; Dietz, Sidney

**Subject:** Smart meter temperature-related inaccuracies

Hi Sid and Brian,

Aloke Gupta informs me that PG&E informed him yesterday that there are 1500 and potentially up to 500K meters in the central valley that are now found to be malfunctioning and overestimating usage. He sent the message to a wide group here at the PUC (including 5<sup>th</sup> floor folks), and now I'm trying to avert a disastrous overreaction by asking for you guys to come over quickly and give a briefing on what the actual problem is and what you're doing about it. Could that happen perhaps at 1 p.m. tomorrow afternoon?

Julie