

From: Gupta, Alope  
Sent: 4/26/2011 4:37:56 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); Gleicher, Cliff (SmartMeter) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJGf)  
Cc: Ghaffarian, Pouneh (pouneh.ghaffarian@cpuc.ca.gov); Kaneshiro, Bruce (bruce.kaneshiro@cpuc.ca.gov)  
Bcc:  
Subject: ED Data Request / SM temperature-related issue & other pending matters

PART I:

We understand that PG&E has requested a deferral of an earlier scheduled meeting to discuss the root-cause analysis of the recently disclosed temperature sensitivity associated with L&G smart meters.

In the interim, ED would like to rescind a previously issued data request dated 4/21/11 (see below) and replace it with the following:

We request PG&E to follow up as follows:

1. Provide immediately a copy of the memo dated 2/9/11 and written by L&G discussing the root-cause analysis of the recently disclosed temperature sensitivity associated with L&G smart meters (and shown to ED in a meeting dated 4/19/11).
2. As soon as possible, schedule a technical briefing session between ED and engineers from PG&E and L&G to discuss the same subject (but only after a copy of the 2/9 memo has been provided to ED four hours in advance of the meeting).
3. Please note that item #2 in the earlier data request is superseded by a similar item in Julie Fitch's letter to PG&E dated 4/22/11.

ED believes this data request to be in line with and in support of J. Fitch letter. Given that the 2/9/11 memo already exists, we urge PG&E to produce this document expeditiously and schedule the briefing session immediately thereafter to facilitate a timely understanding of the details around the L&G SM issue.

PART II:

Separately, we again requests a status update on a previously issued data request on behalf of ALJ Division dated 4/13/11 (it's possible this was already sent by PG&E and missed here).

PART III:

We again request a status update on the final resolution of the C&I SM issue that PG&E described to ED Sept/Oct 2010 meetings. The update should include:

1. How many meters were eventually upgraded to resolve the problem and over what time period.
2. How many customers were effected by this issue and for how long.
3. What was the total credit amount estimated and actually provided to customers to compensate for the over-charges due to the problem.
4. A summary of the communications provided on this matter to customers and other stakeholders.
5. What is being done to prevent the re-occurrence of this issue.

PG&E should treat each part independently of the others and respond accordingly.

Aloke Gupta

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**From:** Gupta, Alope  
**Sent:** Thursday, April 21, 2011 12:28 PM  
**To:** Dietz, Sidney; Meadows, James L  
**Subject:** Data Request / SM temperature-related issues  
**Importance:** High

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