



**Pacific Gas and  
Electric Company®**

**Brian K. Cherry**  
Vice President  
Regulatory Relations

Pacific Gas and Electric Company  
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**CONFIDENTIAL SUBJECT TO PUC CODE SECTION 583**

April 29, 2011

Julie Fitch, Director  
Energy Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Re: Smart Meter Performance

Dear Ms. Fitch:

In your letter to PG&E dated April 22, 2011, PG&E was directed to provide the following information by April 29, 2011:

- A description of the approach PG&E proposes to use to adjust customer bills.
- A proposed schedule for replacing all malfunctioning meters.
- A description of PG&E's outreach plan.
- An explanation of how PG&E intends to identify and track the expenses of the meter replacement.

Attached are PG&E's responses to the above requests for information. As directed, PG&E will provide you with the supplemental information required in item #3 of your letter by May 9, 2011.

Please contact me should you have any questions.

Respectfully yours,

  
Brian K. Cherry  
VP, Regulatory Relations

cc: Nancy Ryan  
Terrie Prosper

**Pacific Gas and Electric Company  
Energy Division Data Request Dated April 22, 2011  
Data Response Dated April 29, 2011**

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**QUESTION 1**

PG&E must provide prompt refunds to affected customers and avoid further erroneous bills by replacing the defective meters as soon as possible. To support that objective, by April 29, 2011, please provide the following:

- A description of the approach PG&E proposes to use to adjust customers' bills, including the method for determining energy use during intervals with invalid usage data and the timeframe in which appropriate refunds will be issued.
- A proposed schedule for replacing all malfunctioning meters.
- A description of how PG&E intends to explain the meter malfunction and corrective measures to affected customers, communities, elected officials, and the news media. Please provide drafts of any letters, media advisories/releases, telephone scripts, and other materials to be used for this purpose.

**ANSWER 1**

Redacted

Pacific Gas and Electric Company  
Energy Division Data Request Dated April 22, 2011  
Data Response Dated April 29, 2011

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Redacted

**QUESTION 2**

PG&E's customers should not bear the expense of meter replacement. PG&E's shareholders must absorb any costs that the company cannot recover from Landis and Gyr. Also by April 29, 2011, please provide an explanation of how PG&E intends to identify and track these expenses.

**ANSWER 2**

Redacted



***Pacific Gas and  
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External Communications Department  
77 Beale Street  
San Francisco, CA 94105  
415/973-5930

*NEWS*

**CONFIDENTIAL  
DRAFT – FOR DISCUSSION PURPOSES ONLY**

Date

CONTACT: PG&E External Communications - (415) 973-5930

Redacted

MORE

Redacted



***Pacific Gas and  
Electric Company***

TBD Address  
TBD Address  
CITY, CA XXXXX

<Date>

CONFIDENTIAL  
DRAFT – DISCUSSION PURPOSES ONLY

<Customer\_Name>

< Address>

<City\_State\_ZIP>

Dear <Customer Name>,

Redacted

Sincerely,

Greg Kiraly  
Vice President, SmartMeter™ Operations  
Pacific Gas and Electric Company

CONFIDENTIAL

DRAFT

**SmartMeter™**  
**Outbound Call Scripts**  
**April 29, 2011**

**Script**

Redacted

Redacted