

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