



**Pacific Gas and
Electric Company**

Brian K. Cherry
Vice President
Regulatory Relations

Pacific Gas and Electric Company
77 Beale St., Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

415.973.4977
Fax: 415.973.7226

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**

CONFIDENTIAL SUBJECT TO PUC CODE SECTION 583

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

CONFIDENTIAL SUBJECT TO PUC CODE SECTION 583

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
Electric Company***[®]

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