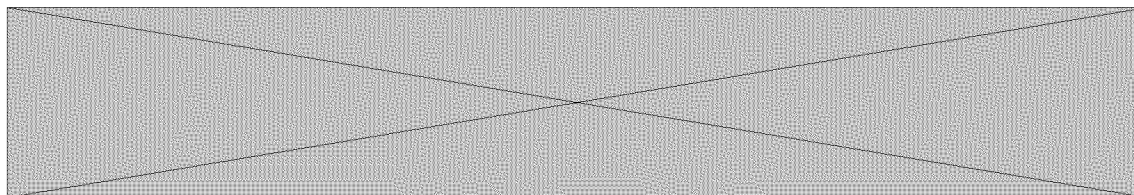


From: Cherry, Brian K  
Sent: 7/28/2011 10:34:50 AM  
To: 'mpl@cpuc.ca.gov' (mpl@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Fw: SmartMeter Weekly Update  
FYI

**From:** A Message from Greg Kiraly  
**Sent:** Thursday, July 28, 2011 10:06 AM  
**To:** All PGE Corp Employees; All PG&E Mail Recipients  
**Subject:** SmartMeter Weekly Update



### Installation Progress

**8,277,006**

Total meters/modules in-service

**7,337**

Daily average meters/modules installed

Team:

A common question customers and employees ask is why there's a delay between their SmartMeter™ installation and when they can see their energy usage data online. It typically takes 60–90 days after installation for online access to become available. While this may seem like a long time, in the background SmartMeter™ teams are completing essential activities within a SmartMeter™ “transition” process.

Installation is the first in a series of stages within this transition process, which validates the quality of our SmartMeter™ data and ensures that after moving to automatic meter reading, our customers' bills are accurate and timely, right from the start. As meter readers continue to manually read the installed SmartMeters™, the transition process completes the following stages:

- **Building out the network:** Our electric network relies on meters communicating locally with each other to link to network equipment that gathers the data and delivers it to PG&E. Completion of a significant percentage of meter installations in a neighborhood is required to ‘build out the network’ and meet network performance standards.
- **Quality control:** Testing is completed over an extended period, to ensure the quality of the automatic reads from each meter.
- **Customer notification:** Customers are notified when their meter has transitioned.

The SmartMeter™ project has already transitioned over 7.5 million meters, or over 90 percent of installed SmartMeters™. As part of our ongoing customer outreach activities, this week we provided 500,000 residential SmartMeter™

#### Deployment Map

View the deployment progress and future deployment areas:  
[Installation Map -](#)

#### Customer

Showcasing the SmartMeter™ technology and customer benefits.  
[\(complete listing\)](#)

#### Education Answer Centers:

7/28-29 — Home Depot, Vallejo

7/29 — Lowe's, San Francisco

7/30 — Home Depot, Los Osos

#### Mobile Tour:

Over 10 events in the next 2 weeks, including:

7/25-31 — California State Fair, CAL EXPO

customers with [additional information](#) on the Energy Alerts program—highlighting how easy it is to take advantage of one of the benefits provided by the SmartMeter™ technology.

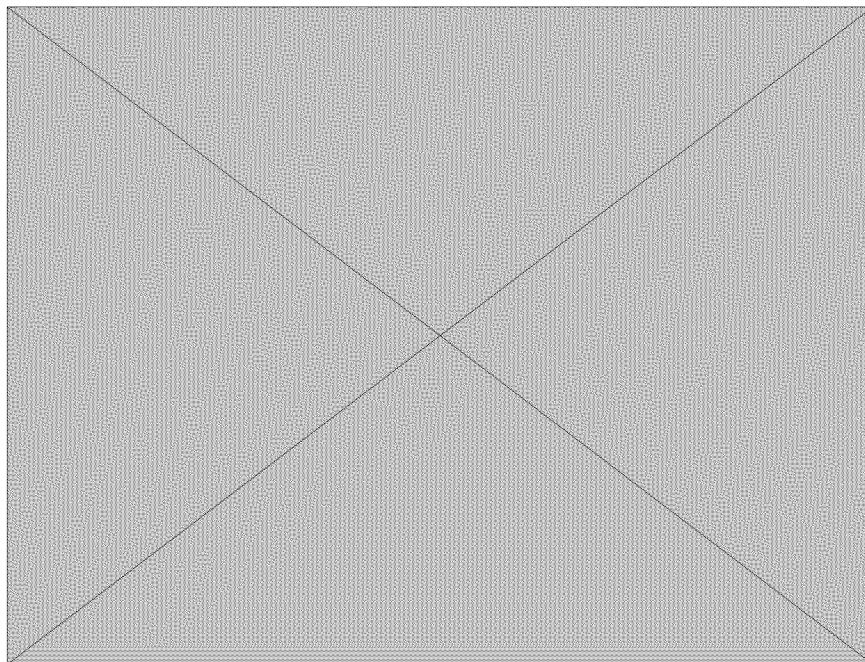
I encourage you to consider signing up for the Energy Alerts program. As ambassadors of PG&E, it's an easy way to support SmartMeter™ and learn how you can encourage your friends, family and members of your community to use the numerous benefits that SmartMeter™ has to offer.

Greg Kiraly  
V.P. - SmartMeter™ Operations

Please refer to the [frequently asked questions \(FAQ\)](#) to help you effectively use this SmartMeter™ update. For the latest SmartMeter™ information please visit our [internal website](#).

## SmartMeter™ Weekly Data Sheet

Reporting Date: Thursday, July 28, 2011  
Data through Friday, July 15, 2011



### Installations<sup>(1)</sup>

**Installed last week:**

Total 36,683

**Installed 2011, year-to-date:**

Total 927,882

2011 Target 2,000,000

**Installed, project-to-date:**

Electric 4,371,447

Gas 3,905,559

Total 8,277,006

Target at project completion

## Transitioned<sup>(3)</sup> to SmartMeter™ Billing

Transitioned project-to-date 7,471,559

Target at project completion 9,709,644

Let us know how we can improve this communication: email [SmartMeterChangeMana@pge.com](mailto:SmartMeterChangeMana@pge.com).

### Footnotes

(1) Installation and transition data through July 15, 2011. 2011 installation data includes retrofit installations.

(2) "Meters/Modules Installed" includes the installation of electric meters and gas meter modules that utilize SmartMeter™ technology.

(3) "Transitioned" meter/modules use SmartMeter™ systems to generate billing data for customer bills. Customers can access SmartMeter™-enabled functionalities such as online daily/hourly usage data and Energy Alerts after the SmartMeter™ transition process is completed.

## Deployment Map

### geographic deployment

#### Outreach

Fairgrounds, Sacramento

7/25-31 — California Mid-State Fair, Paso Robles  
Event Center, San Luis Obispo

8/3-7 — Solano County Fair, Solano County Fairgrounds, Vallejo

8/4-7 — Redwood Empire  
Fair, Redwood Empire  
Fairgrounds, Ukiah

**Employee  
Outreach**

All the things you wanted  
to know about the  
SmartMeter™ technology:  
(complete listing)

**Deployment Outreach:**

*None currently scheduled*