

**PACIFIC GAS AND ELECTRIC COMPANY  
SmartMeter™ CPUC Staff Inquiry  
Data Response**

PG&E Data Request No.:	DRA_005		
PG&E File Name:	SM CSI_DR_DRA_005-Q01		
Request Date:	July 8, 2011	Requester DR No.:	DRA_5
Date Sent:	July 22, 2011	Requesting Party:	DRA
PG&E Witness:	N/A	Requester:	Tom Roberts

***Please note that this response contains confidential information and is being submitted under CPUC Code Section 583.***

**QUESTION 1**

Regarding PG&E's June 30, 2011 SmartMeter™ Issues and Complaints Report:

- a. There are some instances where the complaint says the customer wants the smart meter removed, and the complaint is closed (e.g. line 1627). Was the smart meter removed in these cases?
- b. The entries for "potential Wellington claim" and "Wellington installer" mean what?
- c. The entry for "meter clearance" refers to what?
- d. For the numerous entries showing "access denied" & complaint closed, does that mean PG&E has left the analog meter?
- e. It might be easier to provide a glossary of all classification, assuming one exists.

**ANSWER 1**

- a. When PG&E receives a call from a customer asking that his/her SmartMeter™ be removed, PG&E does not remove the meter. PG&E's representative acknowledges the customer's concern and explains that while PG&E will not remove the meter, the company has submitted an opt-out proposal to the CPUC (i.e., Application 11-03-104) that is pending Commission approval. The representative then records the inquiry as "closed" in the database.
- b. The entry in the Report's "Core Process" column of "Potential Wellington Claim" denotes a customer inquiry regarding alleged damage to the customer's premise by a Wellington installer that could result in a claim. The entry in the "Core Process" column of "Wellington Installer" denotes a customer inquiry regarding the conduct of the Wellington installer. Corresponding entries in the "Nature of Issue" column include "Installer upset animals", "Installer rude to customer", and "Installer left gate open". Inquiries logged in either field in the database initiate an investigation by Wellington.
- c. The entry in the Report's "Core Process" column of "Meter Clearance" denotes a customer inquiry regarding the installation of a SmartMeter™ where the electric meter or gas module is blocking or causing a clearance issue with a customer's cabinet, housing, walkway, or some other physical structure adjacent to the meter.

- d. The entry in the Report's "Core Process" column of "Customer Denies Access" is used when a customer calls to inform PG&E that the customer intends to deny access to his/her property to prevent the installation of a SmartMeter™. If the SmartMeter™ has not yet been installed at the time the customer calls, PG&E explains the Delay List process to the customer and asks if the customer wishes to be placed on the Delay List. If the customer agrees, PG&E places a flag in the Customer Care and Billing (CC&B) system, thereby triggering a notification to the field that the installation should not occur, and records the inquiry as "closed" in the database.
- e. PG&E has not created a glossary of the classifications in the SmartMeter™ Issues and Complaints Report, but is happy to clarify any entries.