

From: Cherry, Brian K  
Sent: 9/30/2011 3:27:24 PM  
To: 'Miller, Karen' (karen.miller@cpuc.ca.gov); Zafar, Marzia (marzia.zafar@cpuc.ca.gov); Brown, Carol A. (carol.brown@cpuc.ca.gov)  
Cc: Jinbachian, Varoujan (varoujan.jinbachian@cpuc.ca.gov)  
Bcc:  
Subject: RE:

I'd ask for ID's next time.

**From:** Miller, Karen [mailto:karen.miller@cpuc.ca.gov]  
**Sent:** Friday, September 30, 2011 3:22 PM  
**To:** Cherry, Brian K; Brown, Carol A.; Zafar, Marzia  
**Cc:** Jinbachian, Varoujan  
**Subject:** RE:

Hi Brian,

This is really bizarre. Of course we do not check IDs and people could give us fake names, but having more than one is really weird. I do not know what to say at the moment.

Karen

**From:** Cherry, Brian K [mailto:BKC7@pge.com]  
**Sent:** Friday, September 30, 2011 2:56 PM  
**To:** Brown, Carol A.; Zafar, Marzia; Miller, Karen  
**Subject:** FW:

Marzia, Karen and Carol - here is an update on where we are on dealing with the SmartMeter issues. I would like to point your focus on the second item. You provided us with a list of people who attended the PUC meetings. We identified 13 who presented themselves to the PUC 3 or more times. These were the people who we promised to change their meters out. Please note that we contacted all 13 and 5 of the 13 claimed they had no problem with their SmartMeter nor had they ever attended

a Commission meeting. I'm not sure if you are checking for identification, but the people claiming to be these people are not one and the same.

Attached are 3 items:

- [REDACTED] Word document summarizing our research and current status into the 13 customers identified by the CPUC. This list is limited to only the customers with SmartMeters. All other customers on the initial list have been eliminated because they either do not currently have a SmartMeter or are not customers of record.
- [REDACTED] Excel spreadsheet providing names, addresses and status of our engagement with each of the 13
- [REDACTED] Word document summarizing our research into the status of the 60 customers who have either contacted Tom (14), Sid (45), or our contact centers (1), as a result of the blog posting.