

From: Cherry, Brian K
Sent: 9/19/2011 1:18:24 PM
To: pac@cpuc.ca.gov (pac@cpuc.ca.gov)
Cc:
Bcc:
Subject: FW: Can You Be Shut Off for Refusing a Smart Meter?
FYI. For your reading pleasure...

From: Mark Toney, TURN [<mailto:turn@mail.democracyinaction.org>]
Sent: Monday, September 19, 2011 11:16 AM
To: watconsult@sbcglobal.net
Subject: Can You Be Shut Off for Refusing a Smart Meter?



Dear Ann,

Does your utility have the right to shut off your electricity if you refuse a smart meter?

In response to inquiries on the possibility of PG&E shutting off customers who refuse smart meters, we took a closer look at the issue.

TURN now questions whether PG&E has the right to shut off customers who refuse smart meters. While that may be PG&E's view, on further examination of the rules, TURN is unconvinced that PG&E has that authority. Thus far, customers who don't want smart meters have been put on a wait list, rather than penalized.

What PG&E CAN do if you refuse a smart meter is to send you "estimated" bills without running afoul of the three-month "backbilling" limit. This means PG&E could retroactively bill you for past use when they do read your meter. So be sure and check every once in a while whether PG&E's "estimate" corresponds to your meter read.

Customers who don't want a smart meter installed in their home should call their utility and ask to be put on the delay list. **Anyone who has a meter forced on them, or is shut-off after refusing a smart meter, should contact TURN immediately.**

• **PG&E customers can call the installation delay hotline: 877-743- 7378.**

• **For other utilities, call customer service:**

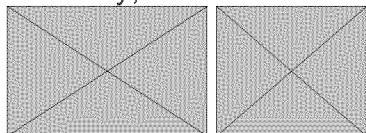
So Cal Edison: (800) 655-4555

SDG&E: (800) 411-7353

JOIN US!

TURN has been fighting smart meters since 2005, and has been standing up for California consumers for over 35 years. As a TURN member you will be part of a statewide network of activists that are holding PG&E and the other utilities accountable, and demanding fair rates and a livable planet. Members receive priority assistance with their consumer complaints, up-to-date news on utility issues and tools for saving money.

Sincerely,



Mark Toney
TURN Executive Director

The Utility Reform Network Email News and Updates

268 Bush Street #3933, San Francisco, 94104 | 415 929 8876

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Update your preferences or contact information here: <http://www.turn.org/profile>
(Note: The first time you go to update your preferences, you must first create a login and password.)

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