

From: Zafar, Marzia  
Sent: 9/27/2011 3:20:43 PM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Gleicher, Cliff (SmartMeter) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJGf); Michael.Hoover@sce.com (Michael.Hoover@sce.com); Blattner, William (WBlattner@semprautilities.com); Kenneth.Devore@sce.com (Kenneth.Devore@sce.com)  
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Bcc:  
Subject: Smart Meter Opt-out program

Hello Utilities,

We are still getting calls about the delay list process and procedure as well as handling of customers. After talking with both Carol Brown, and ALJ Yip-Kikugawa we feel that a short conference call would be appropriate for later this week. The purpose of the call is to ensure that we are all on the same page regarding the following issues:

1. Each utility has a delay list in place
2. Communication with customers who call your consumer rep dept. to ask to be put on the delay list
3. Pres Peevey's comments at the Commission meeting last Thursday

Also, in addition to the putting customers who currently have an analog meter on the delay list (once they've asked to put on the delay list), we would like each utility to also turn off the radio for those customers who have a smart meter, but for whatever reason think that it is a surveillance device or harmful to their health. We need to discuss whether the utilities will volunteer to do this or do we need a Commission order.

I propose to have the conference call at either 10am or 2pm on Friday. Also, on the conference call we would like to have present each IOUs Director of Smart Meter/Smart Connect as well as Director of your Consumer Affairs Department (of course, others are welcome).

Please tell me which time works for the three IOUs collectively and then I will send out the conference call number.

Regards,

marzia

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