

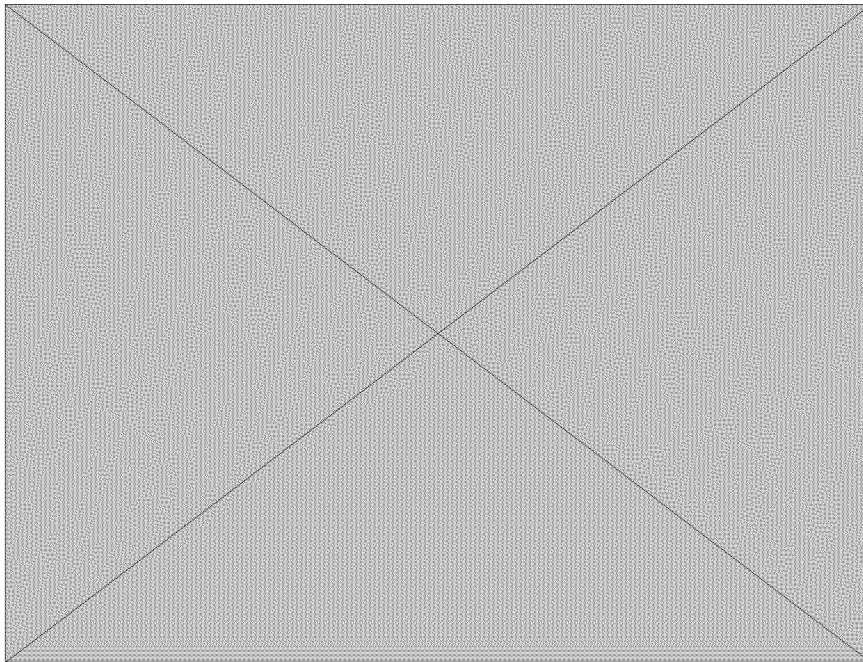
From: Dietz, Sidney
Sent: 9/8/2011 2:50:11 PM
To: 'Zafar, Marzia' (marzia.zafar@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: SmartMeter Weekly Update

Marzia --

As of this week, we have 4.5M electric and 3.9M gas SmartMeters installed. So, a total of 8.4M out of the total of 9.7M meters in our system. We plan to finish deployment in 2012 with 'mass deployment' done by April of next year. Right now, the solar customers have an 'Enet' meter, but starting in Nov, new solar customers will be given a SmartMeter, and then we'll have to go out and switch the Enet meters over to SmartMeter. See our weekly updates below. I can send you a completion map if you'd like it.

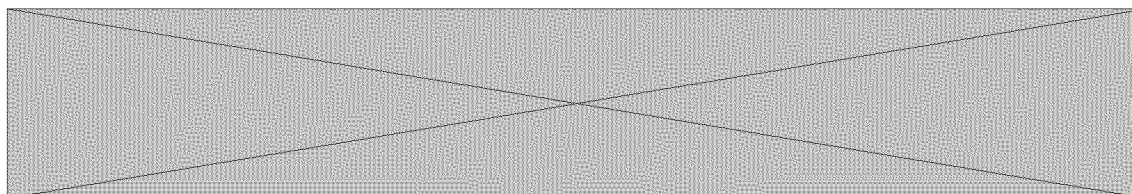
yours,

sid



From: Grisham, Gary S
Sent: Thursday, September 08, 2011 2:37 PM
To: Dietz, Sidney
Subject: FW: SmartMeter Weekly Update

From: A Message from Al Torres
Sent: Thursday, September 08, 2011 10:23 AM
To: All PG&E Mail Recipients; All PGE Corp Employees
Subject: SmartMeter Weekly Update



Installation Progress

8,488,074

Total meters/modules in-service

7,119

Daily average meters/modules installed

Team:

As I take on the role of directing the transition of the SmartMeter™ program into our normal business operations, I want to start by recognizing Greg Kiraly for his leadership and dedication over the past year. Thanks to his guidance, the program has not only progressed on schedule, but has also built a solid foundation for a smooth transition into the [Customer Operations](#) organization.

Our mission is to deliver an exceptional experience to each and every customer. We are deeply committed to realizing the benefits of our SmartMeter™ program and I am confident that we will bring these to life for our customers.

Open Communication

One of the vital factors of our transition is providing the information that our teams need to collaborate successfully. We need to keep thinking about how to add value for our customers by using the information provided by SmartMeters™. It will take the expertise of many to create effective processes for transforming the massive amount of data from SmartMeters™ into information that we can use to benefit our customers. To that end, we plan to continue highlighting transition progress and issues through these weekly updates until the mass SmartMeter™ upgrade is complete. We will provide updates on the transition of key teams and functions, essential milestones and the success stories we expect to see along the way.

Empowering Employees

If you would like to hear more about a particular topic in the coming weeks, or if you have a suggestion or comment about the SmartMeter™ upgrade, please let us know through the [Employee Insight](#) form. You can also continue to find the latest news at the [SmartMeter Employee Resource](#) page, which includes a link to the [SmartMeter™ 101 Training](#). The Customer Operations team is absolutely committed to our customers, to improving our relationships with them and

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:

9/7-8 — PG&E Payment Center (Meadow View Dr.), Redding

9/8 — Anderson City Hall, Anderson

9/9 — Lowe's (E. Arques Ave.), Sunnyvale

9/13 — PG&E Payment Center (Folsom St.), San Francisco

9/14 — Holiday Market, Chester

Mobile Tour:

9/10-11 — Ghirardelli

rebuilding their trust. To learn more about our team, please visit our home page by clicking [here](#).

Be a Customer Advocate

I look forward to working with you to create exceptional SmartMeter™ experiences with our customers. We can do this by helping them see and manage their power more effectively than ever before, by being an advocate for each of our unique customers, talking to them in language they understand and empowering each other to serve them. And if you plan to be in San Francisco this weekend, please stop by and say hello to the SmartMeter™ Mobile Tour teams conducting customer outreach at the locations shown on the list to the right. By getting out into the community, we make ourselves available for conversations that create opportunities—to put a face on PG&E and show our passion for serving our customers.

Please always work safely and keep thinking about everything we do through the eyes of the people we are privileged to serve: our customers.

Thank you,

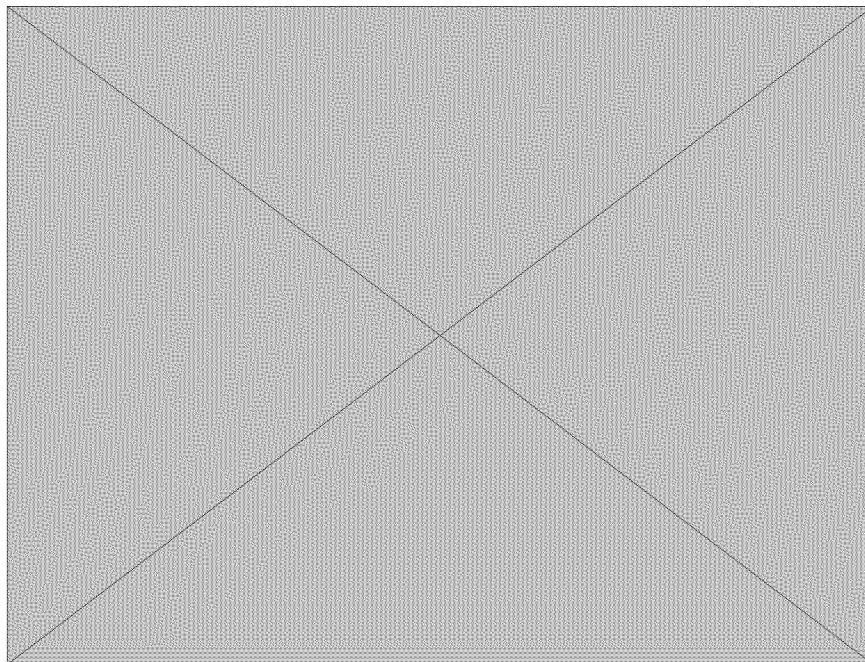
Al Torres

Vice President, Customer 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, September 8, 2011
Data through Friday, August 26, 2011



Installations⁽¹⁾

Installed last week:

Total 35,597

Installed 2011, year-to-date:

Total 1,139,831

2011 Target 2,000,000

Installed, project-to-date:

Electric 4,513,257

Gas 3,974,817

Total 8,488,074

Target at project completion 9,709,644

Transitioned⁽³⁾ to SmartMeter™ Billing

Transitioned project-to-date 7,645,566

Target at project completion 9,709,644

Let us know how we can improve this communication: email SmartMeterChangeMana@pge.com.

Footnotes

(1) Installation and transition data through August 26, 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

Square Chocolate Factory,
San Francisco

9/10-11 — Autumn Moon
Festival, Chinatown, San
Francisco

Power a Brighter Future:

9/16-18 — California
Home, Garden & Gourmet
Show, San Mateo Event
Center, San Mateo

9/21-23 — League of
California Cities
Conference, Moscone
West, San Francisco

Employee Outreach

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

Deployment Outreach:

None currently scheduled