

List of 13 Summary

As of: 9/29/2011

All customers on this list came from the original list of customers who visited the CPUC 5 or more times (provided by Regulatory Relations).

Calls were placed to all 13 customers, and the following is the current status as of the above-referenced date:

All customers are in PG&E's system as having either a valid electric SmartMeter™ or gas SmartMeter™ module

- 9 customers have both electric and gas SmartMeters™
- 4 customers have electric SmartMeters™ only

Out of the 13 customers:

- 3 appointments have been scheduled with customers to replace their SmartMeters™
- 5 premises reported no issue with SmartMeter technology and stated they had not been to the Commission (one customer has two properties)
- 2 Customers were left messages for a return call (2 messages left for each customer)
- 2 telephone numbers are currently being researched (1 is a mobile number that is no longer in service)
- 1 Customer requested removal of 22 SmartMeters™ at her apartment complex. Customer stated they were willing to obtain signatures from the other tenants supporting removal due to health concerns. PG&E offered to remove this customer's meter; however, the customer states this would be ineffective, since this cluster of meters (22) are in proximity to her child's bedroom.