

From: Zafar, Marzia
Sent: 11/12/2011 3:04:26 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Cc:
Bcc:
Subject: Fwd: Kwh Usage 2010-2011.xls attached

FYI

Marzia

Begin forwarded message:

From: "Zafar, Marzia" <marzia.zafar@cpuc.ca.gov>
Date: November 12, 2011 3:03:28 PM PST
To: "Susan Morse" <susan@mosaicfp.com>
Cc: <frank.morse@yahoo.com>
Subject: Re: Kwh Usage 2010-2011.xls attached

Hi there,

PG&E will be contacting you to replace your meter. If the new meter shows a lower usage then they will credit you for the past 3-4 months.

The smart meters do not obviously increase your usage; it may be that you had a defective meter (those are extremely rare but just like anything else there is always a chance that one could be defective). It also may be that your old meter was defective; also very rare but it could happen. Your analog meter was first placed at your house in 1963, so anything is possible.

My usage is about 450kwh to 500 kwh. By the way, once your new meter is installed you should check out PG&E's 'My Energy'. It has a lot of useful info in terms of your usage and helpful hints.

If PG&E doesn't call you by Tuesday, please let me know. I am also curious to hear your opinion of their overall customer care.

Marzia

On Nov 11, 2011, at 9:48 AM, "Susan Morse" <susan@mosaicfp.com> wrote:

Many thanks for your help w/this.
Susan

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]

Sent: Friday, November 11, 2011 08:38 AM
To: Susan Morse
Subject: RE: KWH Usage 2010-2011.xls attached

Good Morning,

I'm working with PG&E and asking them to investigate this case further and also see if you can get a different meter. I will be in touch.

marzia

From: Susan Morse [mailto:susan@mosaicfp.com]
Sent: Thursday, November 10, 2011 2:09 PM
To: Zafar, Marzia
Subject: RE: KWH Usage 2010-2011.xls attached

Marzia,

Thank you for your VERY prompt response to my email of last night.

Yes, please do speak w/PG&E on our behalf. If you need anything from us like account numbers or something, just let me know.

They (two PG&E guys) were out last Thursday to check the meter and said it was fine. They did say that PG&E would call us back this week (I am not exactly sure why), but we haven't heard from them.

Many thanks for your help with this.

Best regards,

Susan Morse

Susan S. Morse, CFA, CFP®

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From: Zafar, Marzia [<mailto:marzia.zafar@cpuc.ca.gov>]
Sent: Thursday, November 10, 2011 9:35 AM
To: Susan Morse
Cc: frank.morse@yahoo.com
Subject: RE: kWh Usage 2010-2011.xls attached

Good Morning,

Thanks for the attachment. The usage especially in August, September, and October of 2011 as compared to 2010 for the same period seems unusually odd; I'm assuming that you did not double the square footage of your house and/or didn't add extremely large electric equipment.

If you don't mind, may I please speak to PG&E on your behalf in order to get the full picture? All things being equal from 2010 to 2011 this usage doesn't make sense.

Also, I would like to call you after talking to PG&E, is that okay? But first I'd like your permission to speak with PG&E.

Thanks,

marzia

From: Susan Morse [<mailto:susan@mosaicfp.com>]
Sent: Wednesday, November 09, 2011 9:48 PM
To: Zafar, Marzia
Cc: 'frank.morse@yahoo.com'
Subject: kWh Usage 2010-2011.xls attached

Marzia,

Janet Econome was kind enough to help me track down w/whom I could speak at the CPUC about concerns that we have with a new Smart Meter that was installed at our home in mid-July 2011. We were not quite sure what the appropriate next step could be so we appreciate her suggesting your name. We appreciate any assistance that you can provide.

Since the installation of the new meter, our kilowatt hour utilization is now being measured at around 3 times our average utilization. PG&E came to our house recently to check and has indicated that the meter is correct. We think that may not be the case as there are now only 2 of us at home, with no air conditioning, a gas furnace, and limited time at home as I work full time and my husband is only home periodically during the day. There is no reason for the spike in kwh since mid-July 2011.

I have attached an Excel spreadsheet that shows in a line graph the spike in utilization. On a separate sheet in the Excel file are the actual kwh numbers as reported on our PG&E bills.

When time permits, I would love to speak with you about any possible ideas for next steps. Is it possible to ask the utility to install our old meter or a different Smart Meter or is there an alternate approach?

Thank you for your time and thoughts.

Sincerely,

Susan S. Morse

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