

From: Forsgard, Karen
Sent: 11/30/2011 8:50:33 AM
To: 'Roberts, Thomas' (thomas.roberts@cpuc.ca.gov)
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Gleicher, Cliff (SmartMeter) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJGf); Gupta, Alope (aloke.gupta@cpuc.ca.gov); Chan, Cherie (cherie.chan@cpuc.ca.gov); Meadows, James L (/O=PG&E/OU=Corporate/cn=Recipients/cn=J7M2)
Bcc:
Subject: RE: Feedback on My Energy site

Tom,

Thanks for your note. We'll treat these questions as a data request, but no need for any further action on your part. We'll number this DRA-006, which my records show as the next DR in order. (I emailed the response to DRA_005 on July 22).

Karen

From: Roberts, Thomas [mailto:thomas.roberts@cpuc.ca.gov]
Sent: Tuesday, November 29, 2011 1:10 PM
To: Meadows, James L
Cc: Gupta, Alope; Chan, Cherie; Gleicher, Cliff (SmartMeter); Forsgard, Karen
Subject: RE: Feedback on My Energy site

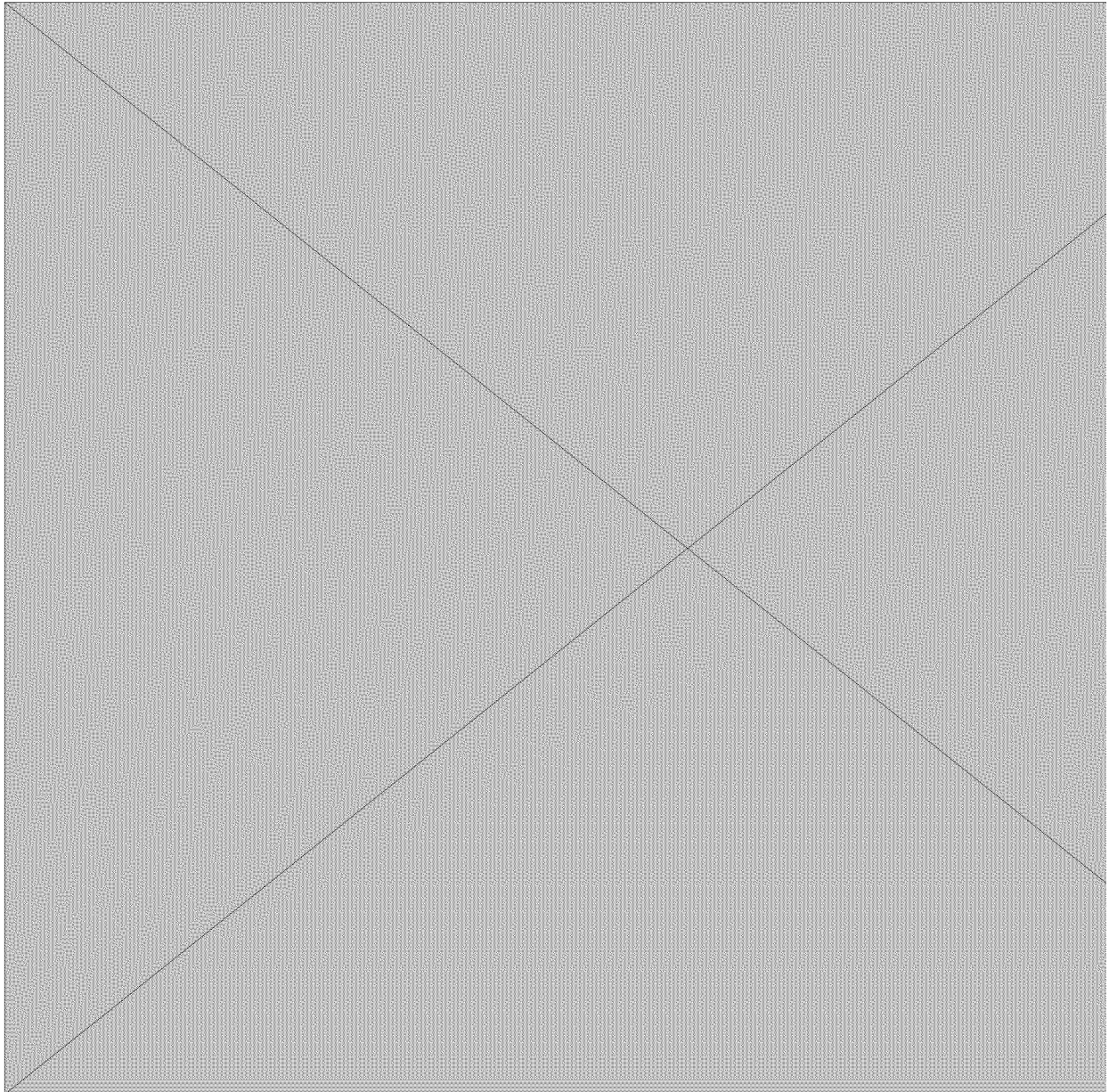
Thanks Jim,

Please let me know if the following additional questions need to be in a data request:

1. As of today, I can only see electric data for Nov. 25, or 4 days ago. When to you anticipate getting this back to 24 hour delay?
2. There is no gas cost data (see below), when will this change? If not, can you eliminate this option from the drop-down menu?
3. Data is exported as a zip file, even though the files are only 1 kb. Will this be changed? If so, when?

4. Electric hourly data is exported with all kwh data in a single column. It was much better before when weekly data was in a matrix by hour. Will this be changed? If so, when?

Tom



From: Meadows, James L [mailto:J7M2@pge.com]
Sent: Saturday, November 26, 2011 4:57 PM
To: Roberts, Thomas
Cc: Gupta, Alope; Chan, Cherie; Gleicher, Cliff (SmartMeter)
Subject: RE: Feedback on My Energy site

Tom: i fowarded this our web 'mechanic'. I'll get you an update.

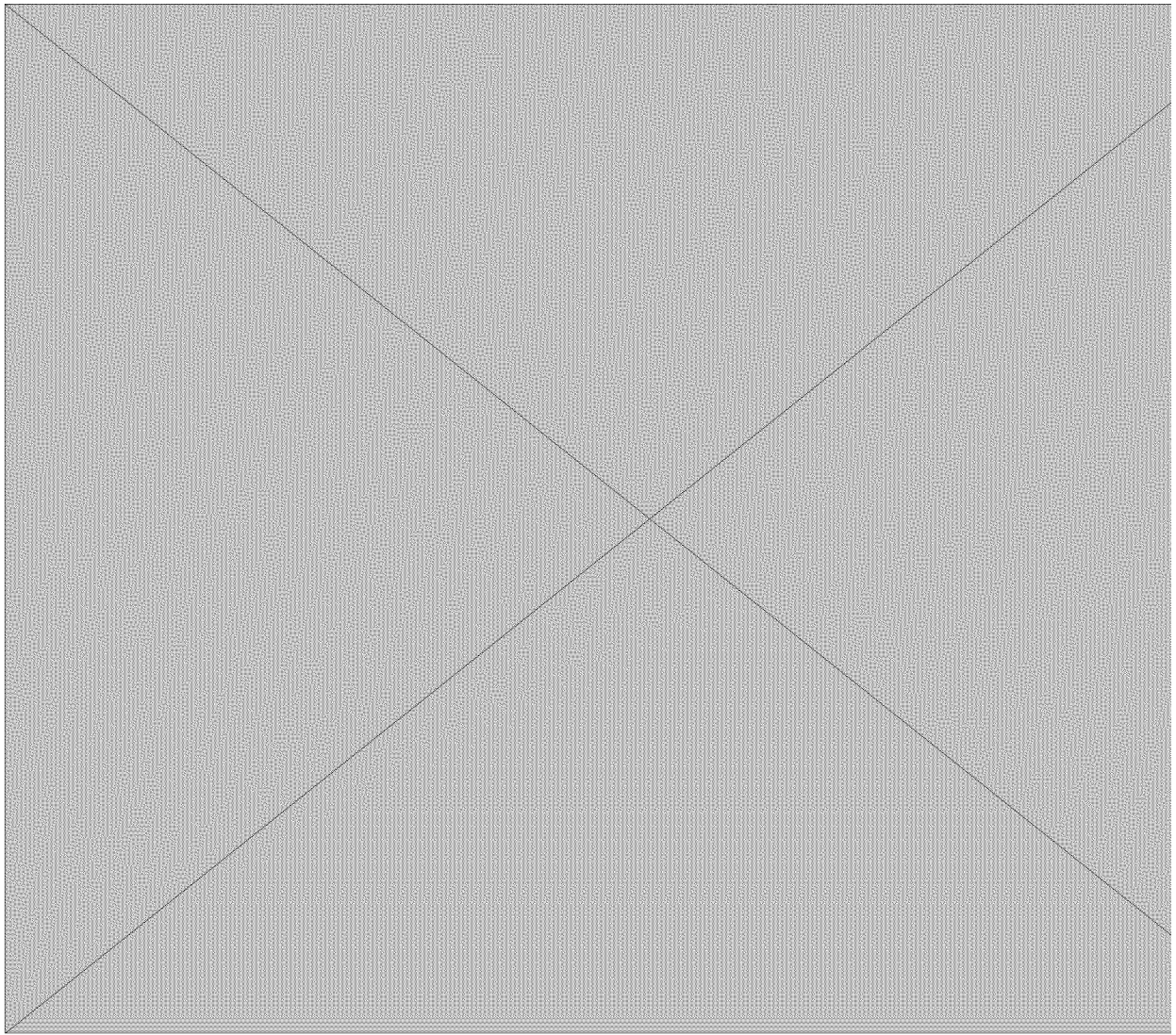
Jim

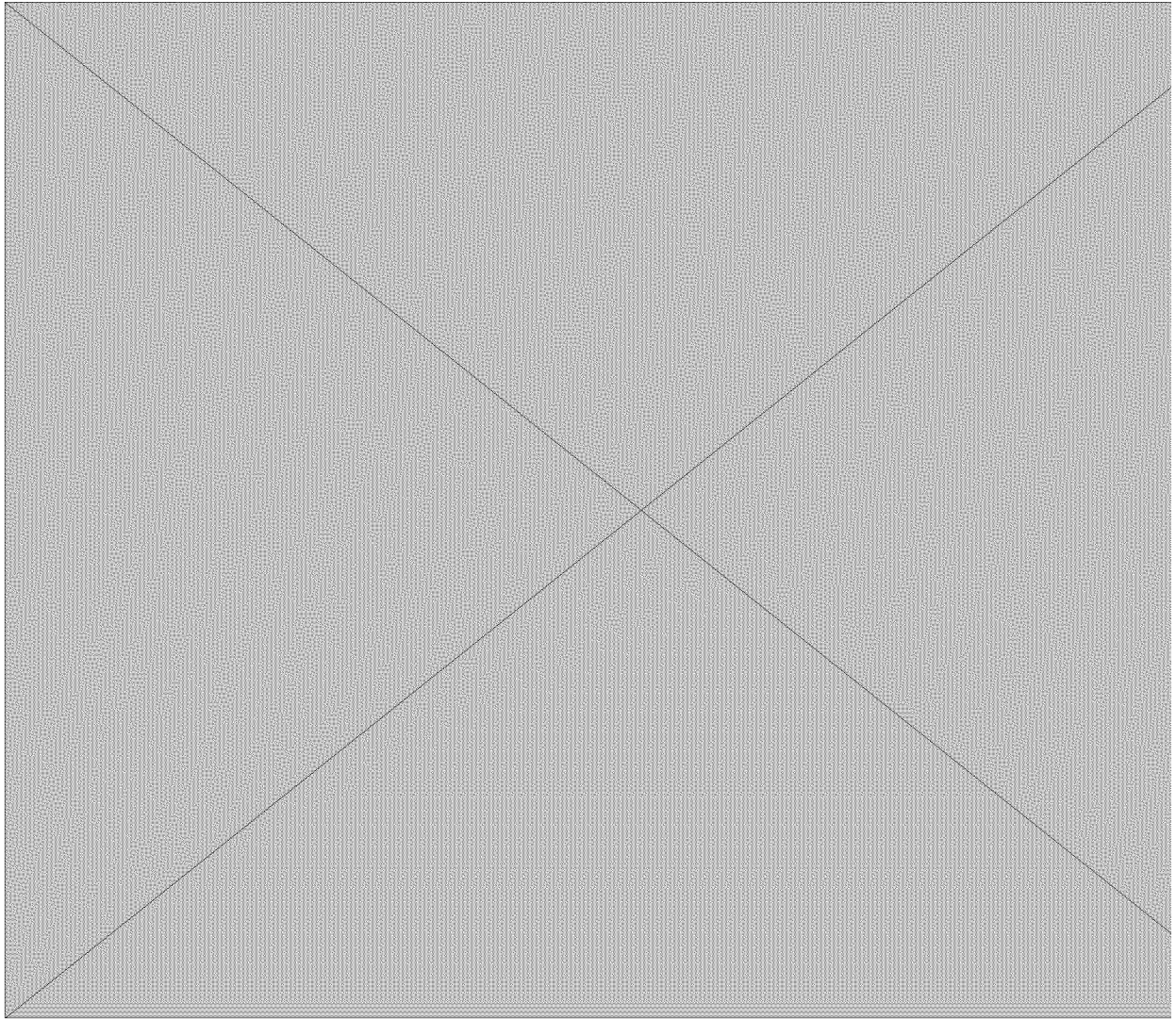
From: Roberts, Thomas [mailto:thomas.roberts@cpuc.ca.gov]
Sent: Wednesday, November 23, 2011 9:43 AM
To: Meadows, James L
Cc: Gupta, Alope; Chan, Cherie
Subject: Feedback on My Energy site

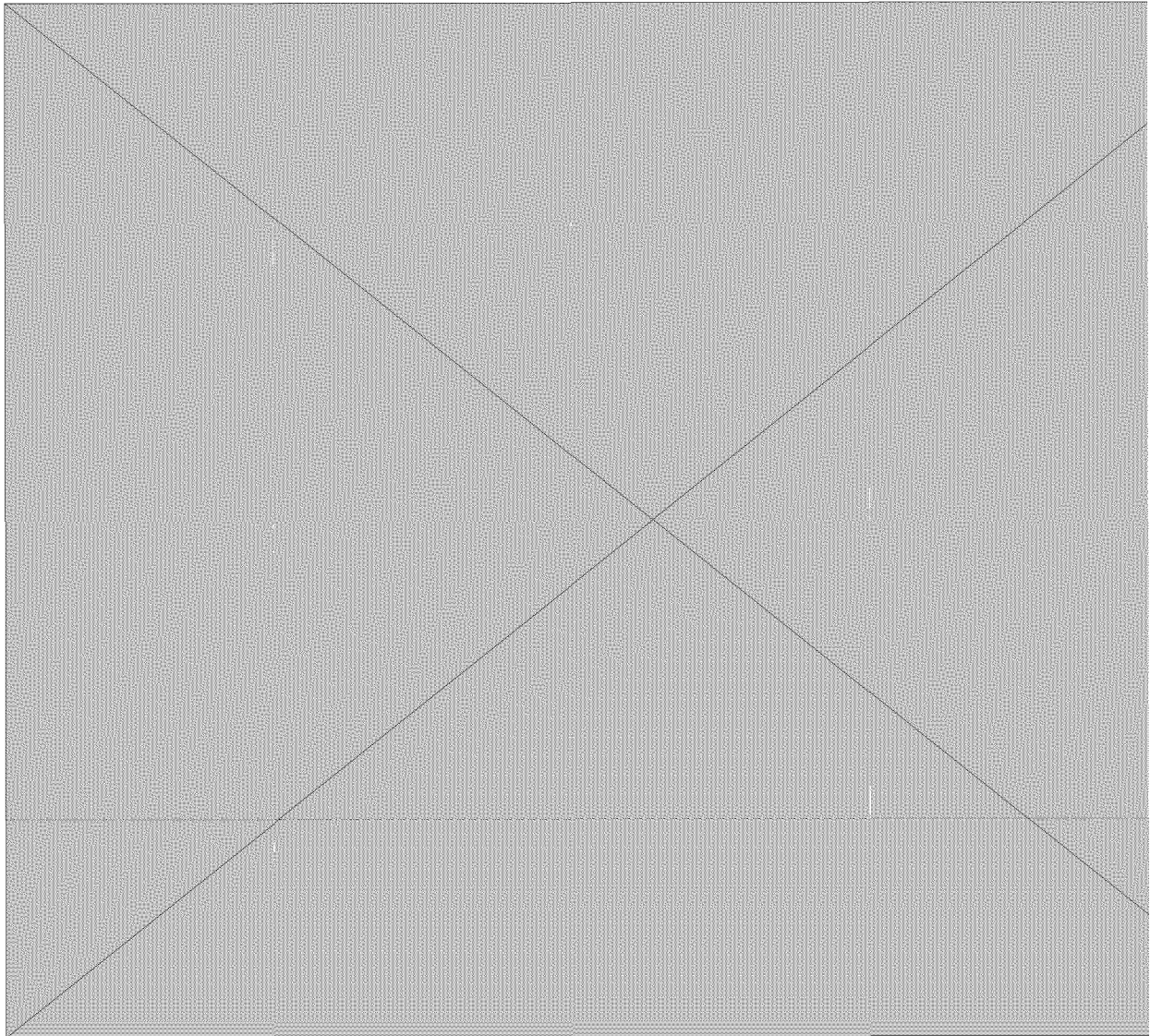
Jim,

I hope you can forward to the right person. I got erroneous log-in errors if I entered via a search engine link, as shown in the first two screens. Your CSR and I tried a few things, and were able to get in by typing www.PGE.com and logging in from the final screen shown below.

Tom







Tom Roberts

Senior Engineer

CPUC Division of Ratepayer Advocates

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