

From: Roberts, Thomas  
Sent: 11/30/2011 11:22:25 AM  
To: Redacted  
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

Thanks Karen

-----Original Message-----

From: Redacted  
Sent: Wed 11/30/2011 8:50 AM  
To: Roberts, Thomas  
Cc: Gupta, Alope; Chan, Cherie; Gleicher, Cliff (SmartMeter); Dietz, Sidney; Meadows, James L  
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

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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); Redacted  
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

[cid:image001.jpg@01CCAF3D.1E765880]

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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 forwarded this our web 'mechanic'. I'll get you an update.

Jim

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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](http://www.pge.com)<<http://www.pge.com/>> and logging in from the final screen shown below.

Tom

[cid:image002.jpg@01CCAF3D.1E765880]

[cid:image003.jpg@01CCAF3D.1E765880]

[cid:image004.jpg@01CCAF3D.1E765880]

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