

From: Dietz, Sidney  
Sent: 11/30/2011 11:45:11 AM  
To: Zafar, Marzia (marzia.zafar@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: FW: Self-Read Program DR

Probably more than you wanted to know about self reading. We have not done analysis comparing the costs of all of the cancel/rebills and customer calls against the meter-reading costs.

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**From:** Forsgard, Karen  
**Sent:** Wednesday, November 30, 2011 11:17 AM  
**To:** Dietz, Sidney  
**Subject:** Self-Read Program DR

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Sid,  
Please let me know if you need the two other attachments. For some reason, I don't have them on my hard drive.  
karen