

## Customer Self-Read Plastic Card Meter Reading Procedure

### Customer Contact and Credit Center Operations

#### A. Resolve the Access Issue

1. Customer provided access.
2. Key or combination.
3. Other (pge.com for read dates).

If access problems cannot be resolved by the remedial actions listed above, Customer Contact Center representatives shall issue a case to Meter Reading employees to resolve the access problem. (Meter Reading employees work with the customer to determine the feasibility of a plastic card or other arrangements.)

**Note:** Customer Contact Center representatives shall refer to “General Reference” for talking points when discussing access issues with customers. (“General Reference” [<http://dcs/genref/>] is an internal, online reference source that contains Call Guides/Scripts by transaction type that are primarily accessed by Customer Contact Center representatives.)

### Meter Reading

#### A. Processing a PLC Request

After receiving a case, a senior meter reader first determines whether the customer qualifies for a plastic card account. If so, the plastic card (PLC) agreement is then completed and mailed to the customer for signature. In addition, the customer is contacted to arrange for a mandatory site inspection. A senior meter reader will perform the site inspection at the customer’s premises. Installation of a security ring on electric meters is required **only** if energy theft or tampering is suspected.

When the service request is complete and the signed PLC letter of agreement has been received, these are the following steps to finalize the PLC application:

- Add a note to the Account in Customer Care and Billing (CC&B) to indicate that the customer is using a PLC.
- Send the plastic card along with the meter-reading schedule and instructions to the customer.

#### B. Establishing and Maintaining an Account

In CC&B, go to the Service Agreement page and update the Service Agreement by selecting the commodity and setting the PLC indicator to “**Yes**”.

Go to the Premise page using the “**Misc**” tab, select PLC from the drop-down window.

This will cause the hand-held meter-reading device to be similarly coded the next time the route is downloaded to the EMR/PC and will automatically generate the verification reminder card on the 6-month verification month.

**Every 6 months** Meter Reading employees shall verify the plastic card readings provided by the customer. The 6-month verification cycle allows Meter Reading employees to inspect the metering facilities to ensure that there is no apparent tampering or obvious hazardous conditions associated with the facilities. PLC program customers that need to schedule additional arrangements for field verification are asked to contact the Company 3 working days before the dates indicated on the meter-reading schedule at 1-800-743-5000.

Customers who call the 800 number are referred to their local Meter Reading office to make an appointment. Refer to Attachment 2, "Plastic Card Customer Letter," for additional information. The electronic meter-reading device (G5R) will indicate when the meter is to be verified. Meter Reading employees will acknowledge that the meter was verified by **not pressing** the CUST READ key on the month in which the meter is to be verified. If the meter reading cannot be verified, the Meter Reading employee will press the CUST READ key.

Meter Reading employees should look at the hand-held device (G5R) for access issues, such as the presence of a dog, or special instructions, and take appropriate action to minimize the potential hazard. When knocking on the customer's door, Meter Reading employees should be aware of the possibility of a dog being present when the door opens, and have personal protective equipment (PPE) in the ready position. Additionally, Meter Reading employees must verify that the customer has restrained the dog in the house or has chained it away from the meter location. A customer restraining the dog by hand is not adequate. Refer to the Meter Reading Guide and Best Practice Manual, Section 1, "Safety," Exhibit D, "Dogs," for additional guidance.

Accounts that were not verified during the previous 6 months will appear on Report MR0838, "Plastic Card Customers Not Verified." Make every effort to verify these accounts **as soon as possible**.

If the customer fails to put the plastic card in the designated location, or the read is not updated correctly, the Meter Reading employee enters **M-6** (no plastic card) in the G5R and leaves an "Unable to Read Your Meter" card. If this step is not followed, the customer will be billed incorrectly.

Failure of the plastic card customer to report reads for three consecutive months will appear on the "Report of Missed Meters" (MR0831). Meter Reading employees respond to the failure to report reads by notifying the customer of the problem either by phone or letter.

### C. Discontinuance From Program Participation

The following situations could result in a customer being removed from the plastic card program:

- Closed accounts.
- Meter tampering.
- Turn-offs and change-of-parties.
- Conflict between field verification readings and customer readings.
- Customer's failure to report meter readings.
- Customer's request for removal from the program.

### D. Discontinuing Customers From the Self-Read Program

To remove a customer from the Self-Read Plastic Card Meter Reading Program, the Meter Reading employee should:

- Explain to the customer that Meter Reading employees need monthly access to the customer's meter(s).
- Notify Meter Reading to delete the special instructions allowing the use of a plastic card for a specific account.
- Delete the plastic card coding from CC&B.
- Remove the Self-Read Plastic Card Meter Reading Program agreement from the active file and place it in the inactive file.

### E. Billing, Revenue, and Records

- Business and Systems Support (B&SS) is responsible for the annual letter mailed to all plastic card customers informing them of the current year's meter reading and verification dates (see Attachment 2, "Plastic Card Customer Letter").
- On meter-reading verification months, the Company's West Sacramento Bill Print, Mail, and Payment Processing (BPM&PP) Center automatically mails reminder notices to customers (Using the CMCG teleprocessing screen to give a customer account a *PLC* ID code automatically generates the verification reminder card on the 6-month verification month).

### F. Ordering Supplies

Self-read plastic card meter reading supplies can be ordered through SAP. The five-dial plastic cards are used for single-commodity service (Code 623005), and the nine-dial plastic cards are used for dual-commodity service (Code 623006).