

From: Cherry, Brian K
Sent: 11/12/2011 10:08:00 AM
To: 'michael.peevey@cpuc.ca.gov' (michael.peevey@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: New meter

We will get to the bottom of it.

From: Peevey, Michael R. [mailto:michael.peevey@cpuc.ca.gov]
Sent: Saturday, November 12, 2011 09:56 AM
To: Cherry, Brian K
Subject: RE: New meter

This is no big thing. I am just puzzled. No one home last year or this year during the reporting period. Yes, we did a good-sized remodel and have a super-duper new bathroom with electric towel warmers, warm floor, etc. But, these were turned off by me when we left well before the meter read. Heck, the last KWH usage in my La Canada home for a month was 1424 and we have a pool, air conditioning, security lighting and on and on. So, it just seems way out of line, the 973 KWH.

From: Cherry, Brian K [mailto:BKC7@pge.com]
Sent: Sat 11/12/2011 8:55 AM
To: Peevey, Michael R.
Subject: Fw: New meter

FYI. Confirming a more thorough investigation Monday.

From: Mitchell, Lavern
Sent: Saturday, November 12, 2011 08:42 AM
To: Cherry, Brian K; Torres, Albert
Cc: Burt, Helen; Bottorff, Thomas E
Subject: Re: New meter

Brian:

Good questions. We should really conduct a more thorough investigation on Monday, like we do for our other customers. I will have access to all of our systems at that time. Are you comfortable with that approach? He deserves a thorough investigation. Lavern

From: Cherry, Brian K
Sent: Saturday, November 12, 2011 08:36 AM
To: Mitchell, Lavern; Torres, Albert
Cc: Burt, Helen; Bottorff, Thomas E
Subject: Re: New meter

Lavern - Mike claims there wasn't anyone at the Sea Ranch home. Do we have any explanation for the usage differences ? Could there be a certain type of appliance ?

From: Mitchell, Lavern
Sent: Saturday, November 12, 2011 04:53 AM
To: Torres, Albert
Cc: Burt, Helen; Bottorff, Thomas E; Cherry, Brian K
Subject: RE: New meter

AI:

Per our conversation last night, below is the analysis for Mr. Peevy's account. Our billing team can pull MDM daily usage on Monday.

Average Daily Usage (ADU) pre meter exchange calculated from the last bill date to the meter exchange based on the out read is 46.3 kwh higher than normal usage, but with that said, there are days post exchange on the SmartMeter in which the usage is 54kwh and 48.75kwh. It appears like there could be something on at the premise. If this turns out not to be the case we can investigate further and offer an energy audit to gain additional insights.

- Customer on service 5/15/1992
- SmartMeter installed 9/8/11
- Bills based upon meter index read obtained by Meter Reading – which are in line with SM reads
- ADU pre meter exchange: 46.3 KWh (10 days)
- ADU post meter exchange: 25.5 KWh (20 days)
- Meter has daily good SM reads from 9/9 to current
- Daily usage 9/9 – 9/14 ranges from 32 – 54 KWh
- Daily usage 9/15 – current is fairly consistent at ~20 KWh per day with the exception of 10/15 (31.62 KWh) & 10/16 (48.75 KWh)

Attached is the billing history, register reads (for both meters) and the daily SmartMeter anchor reads.

Please let me know if you need additional information and how you'd like to proceed in communicating this information back to Mr. Peevy..

Thanks, Lavern

From: Mitchell, Lavern
Sent: Friday, November 11, 2011 7:34 PM
To: Cherry, Brian K; Torres, Albert
Cc: Burt, Helen; Bottorff, Thomas E
Subject: Re: New meter

Okay. Thank you. I just spoke to Al and briefed him as well. We are currently researching. Lavern

From: Cherry, Brian K
Sent: Friday, November 11, 2011 07:30 PM
To: Mitchell, Lavern
Cc: Burt, Helen; Bottorff, Thomas E; Torres, Albert
Subject: Re: New meter

You are welcome to call him if you have the data. I have his cell.

From: Mitchell, Lavern
Sent: Friday, November 11, 2011 06:50 PM
To: Cherry, Brian K
Cc: Burt, Helen; Bottorff, Thomas E; Torres, Albert
Subject: Re: New meter

Brian:

No problem at all. This is what we are here for.

We will review his usage and billing and get back to you, if that's okay.

Since this concern is from Mr. Peevey, I will not call him. I will conduct the research and let you work with him directly. Does this approach make sense in this case?

Thanks, Lavern

From: Cherry, Brian K
Sent: Friday, November 11, 2011 06:38 PM
To: Mitchell, Lavern
Cc: Burt, Helen; Bottorff, Thomas E; Torres, Albert
Subject: Fw: New meter

Lavern - I know it isn't normal to have two complaint from two Commissioners in one night, but could you have someone address this ASAP. I'm particularly concerned about the new SmartMeter read.
Thx.

From: Peevey, Michael R. [mailto:michael.peevey@cpuc.ca.gov]
Sent: Friday, November 11, 2011 06:30 PM
To: Cherry, Brian K
Subject: New meter

Please check something out for me. Just had a "smart meter" installed at Sea Ranch. And, now I have the bill for the first month. Something is screwy. The bill says we used 973 KWH versus 438 for the same time period one year ago. Yet, there was no one at the house during the most recent 30 day period. Nor was there anyone there one year ago. Obviously, something is wrong. I would like an explanation. My account number is Redacted (which is a consolidated bill--electric at SR, gas in Sac). Thanks.