

From: Dietz, Sidney
Sent: 11/11/2011 2:45:25 PM
To: 'Zafar, Marzia' (marzia.zafar@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: Customer issue

Marzia --

Haven't been able to catch you, but I think your plan is reasonable. If you think it's the right idea, we can contact the customer this weekend and schedule a time with her, then swap out the meter for another one. I learned that the analog meter that got replaced was 1964 vintage, so it could have been slow, but that's difficult to confirm, of course. I'll be out of phone range for a few hours, so let me know if this is a good enough plan for now, and we can talk about her older usage on Monday.

yours,

sid

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]
Sent: Friday, November 11, 2011 11:36 AM
To: Dietz, Sidney
Subject: Re: customer issue

Okay. Call my cell when ready

Marzia

On Nov 11, 2011, at 11:21 AM, "Dietz, Sidney" <SBD4@pge.com> wrote:

Seems reasonable. The team has not called me yet, we'll have to catch you after lunch.

Do I seem terse? Blame the thumb keyboard.

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]
Sent: Friday, November 11, 2011 11:10 AM
To: Dietz, Sidney
Subject: customer issue

Hi,

Call me on my cell at [Redacted] when you have more info on the customer issue. I think most likely you guys have to change that meter with another smart meter to see if her usage goes back to normal.

*Marzia Zafar * CPUC * zaf@cpuc.ca.gov * 415-703-1997*