

From: Cherry, Brian K  
Sent: 11/17/2011 9:59:51 AM  
To: Redacted  
Cc: Bottorff, Thomas E (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TEB3)  
Bcc:  
Subject: FW: New meter

Redacted we've done a preliminary investigation of your bill and find it to be within the range of previous usage. Now, before you jump out of your seat, there are a few clarifications I'd like to make. The bill you referred to that shows an increase from this year and last year (438 kwh vs 973 kwh), but it only includes a partial SmartMeter usage read (starting 09/09). Your consumption period was from 8/30-9/28. Because we don't have a daily usage history from 8/30-9/9 due to the analog meter, I can't tell you how much daily consumption was for that period. Also keep in mind that was the period that contained the Labor Day holiday and I suspect consumption was large during that time period. The data we do have from the SmartMeter indicates that from 09/09 someone was at the house until about 9/12 or 9/13. (see the chart of hourly usage). When you look at the chart, your usage was flat except for the month except for another increase in consumption during the weekend of 10/14-10/15. From the data, it appears that energy consumption spiked during those three time periods. If no one was at the house during those periods, then we have a problem. If the house was occupied, it is likely that the consumption corresponded to usage. I have also included an extended billing history summary for you to observe. While you never consumed 973 kwhs before, you did get into the high 700's a number of times over your billing history. I know you have completed some minor remodeling and that may have increased consumption in the current period over previous years. To be certain we don't have a problem, we are going to send a technician out to test the meter. We would also like to offer you the opportunity to have the house evaluated by one of our energy experts, who will do a comprehensive assessment of your electrical consumption. We can schedule that at any time - just name the date and time.

Hope this helps. I have our customer care people standing by to walk you through the documents should you need that.

**From:** Mitchell, Lavern  
**Sent:** Wednesday, November 16, 2011 8:59 AM  
**To:** Cherry, Brian K  
**Cc:** Gleicher, Cliff (SmartMeter); Nwamu, Chonda (Law); Torres, Albert  
**Subject:** FW: New meter

Privileged and Confidential:

Brian: Here's a complete set of all the documents we discussed during this morning's meeting. We will stand by for next steps. Lavern

**From:** Mitchell, Lavern  
**Sent:** Wednesday, November 16, 2011 7:10 AM  
**To:** Cherry, Brian K  
**Cc:** Gleicher, Cliff (SmartMeter); Nwamu, Chonda (Law); Torres, Albert  
**Subject:** FW: New meter

Privileged and Confidential:

Brian:

Below are the preliminary account investigation results for PG&E customer, [Redacted] Cliff Gleicher and I are looking forward to meeting with you at 8:00 am to review the findings. I will bring a full set of all of the documents to the 8:00 a.m. meeting. I just wanted to make sure you had a copy in advance of the meeting. Thanks, Lavern

**Preliminary Deep Dive Investigation:** [Redacted]

The following are the preliminary results of PG&E's deep dive investigation into the account of Mr. [Redacted]

There were no calls into PG&E's Contact Center and the following attachments are included above:

Attachment A – Copy of 10/27/11 Blue Bill

Attachment B – Billing Interval Charts and Hourly Intervals for billing period in question

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Reader's Digest

- Regulatory Relations Vice President, Brian Cherry, received an email from [Redacted] [Redacted] who is questioning the accuracy of his most recent bill at his home located in [Redacted] for the billing period of 08/29/11-09/28/11 in the amount of \$265.94
- He is concerned about his current usage following the installation of a SmartMeter, which shows usage of 973 kWh versus 438 kWh for the same time period one year ago
- [Redacted] states in his email to Brian Cherry, that no one has occupied the [Redacted] home within the last 30 days
- The billing issued on 10/27/11 is not for the previous 30 days as referenced by [Redacted], but includes electric charges from 8/30/11-9/28/11 as shown on his bill – Attachment A; which is an earlier period of time. Activity at the home during this time period should be reviewed with [Redacted]
- PG&E attempted to locate the analog meter that was removed on September 8, 2011; however the prior meter has been disposed of by the installer, Wellington. Wellington no longer retains meters after removal
- PG&E confirmed that the final read captured from the analog meter prior to removal does not indicate an erroneous final read

Steps Toward Resolution

- Review billing period in question with [Redacted] versus the date billing was issued (duel premise bills that includes electric usage for Sea Ranch and gas usage for Sacramento residence)
- Discuss interval usage graphs (usage shows increase 9/10 to 9/14; and 10/15 to 10/16)
- Offer to test the accuracy of the electric SmartMeter
- Offer to conduct an energy audit for the [Redacted] home
- Continue to investigate based on results of the above steps

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Preliminary Deep Dive Investigation

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**Account No.** 9220420310-0

**Customer name:** [Redacted]

**Address:** [Redacted]

[Redacted]

Redacted

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Customer Concern

1. Redacted is questioning accuracy of his most recent bill for his home for the billing period 08/29/11-09/28/11 in the amount of \$265.94
2. He is concerned that the high usage registration is attributed to a SmartMeter installation completed on September 8, 2011.
3. Redacted states that in the past 30 days the home has been completely unoccupied

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Premise Information:

- 3 bedrooms, 3 baths
- 3,118 sq. ft.
- Valued at \$722,300
- Redacted

Meter information:

- 07/29/91: Electric Meter No. 077N13 installed at the premise
- 09/08/11: Electric SmartMeter No. 1008392047 was installed at the premise

Account Chronology:

- 05/15/92: Redacted requested to start electric service at premise referenced above
- Rate schedule: E1 (Note: PG&E only provides electric service to this residence)
- The primary heat source for the home is propane; therefore, the account is correctly classified in PG&E's records with an end use code 'basic' (B)
- Internal credit rating is 1,000, excellent payment history
- 09/19/07: Redacted elected to enroll in PG&E environmental program, Climate Smart

- 06/20/11: SmartMeter Installation Letter was sent to premise to notify occupant of a future SmartMeter installation
- 09/08/11: Electric SmartMeter was installed at the premise
- Account is billed according to physical meter reads obtained from the meter at the residence (SM-Enabled) as the account has not transitioned yet to be billed exclusively with anchor reads – which are in line with SmartMeter reads
- Pre-meter exchange usage - usage registered on the analog meter from the last read date (08/29/11) until the meter exchange date (09/08/11) – (10 days of usage) totaled 463 kWh or equivalent to 46.3 kWh per day
- Post-meter exchange usage - following installation of the electric SmartMeter beginning at zero (09/08/11) through the next meter read date (09/28/11) – (20 days of usage) usage totaled 510 kWh or equivalent to 25.5 kWh per day
- SmartMeter has good daily reads from 9/9/11 to current
- The final read captured from the prior meter upon removal was 79515.
- The low/high read edits provided by PG&E were L1 = 79052, H1 = 80169, and H2 = 81103. Since the captured read of 79515 was between the L1 and H1 read edits, a picture of the meter face final read was not taken. Pictures are only taken when the final read falls outside the L1 and H1 parameters.

Year over year Comparison for time frame in question:

Start Date	End Date	Days	Amount	Usage	ADU	Weather**
8/29/2011	9/28/2011	30	\$265.94	973	32.43	58.0 N
8/30/2010	9/29/2010	30	\$74.09	438	14.6	58.5 N
8/27/2009	9/28/2009	32	\$159.79	712	22.25	58.4 N
8/27/2008	9/26/2008	30	\$58.77	408	13.6	57.5 N
8/29/2007	9/29/2007	31	\$93.02	551	17.77	58.6 N
8/2/2006	8/31/2006	29	\$56.07	398	13.72	58.0 N
8/2/2005	8/31/2005	29	\$68.12	492	16.97	56.0 BN
8/3/2004	9/1/2004	29	\$73.60	529	18.24	60.5 AN

\*\*AN = Above Normal

N = Normal

BN = Below Normal

Normal temperatures:  $(\max + \min/2)$  is 58.5 degrees for both August and September for [Redacted]  
[Redacted]

**From:** Mitchell, Lavern  
**Sent:** Saturday, November 12, 2011 8:54 AM  
**To:** Cherry, Brian K; Torres, Albert  
**Cc:** Burt, Helen; Bottorff, Thomas E  
**Subject:** Re: New meter

Very good. Will do. Lavern

**From:** Cherry, Brian K  
**Sent:** Saturday, November 12, 2011 08:53 AM  
**To:** Mitchell, Lavern; Torres, Albert  
**Cc:** Burt, Helen; Bottorff, Thomas E  
**Subject:** Re: New meter

Yes. Let's do a thorough investigation and chat with [Redacted] 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 [Redacted] home. Do we have any

explanation for the usage differences ? Could their 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

Al:

Per our conversation last night, below is the analysis for Redacted 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 Redacted

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 [Redacted] 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:** [Redacted]  
**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 [Redacted] 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 9220420310-0 (which is a consolidated bill--electric at [Red] gas in [Red]). Thanks.