From: Lindh, Frank
Sent: 12/8/2011 5:49:38 PM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)
Cc: paul.clanon@cpuc.ca.gov (paul.clanon@cpuc.ca.gov)
Bcc:
Subject: Re: Updated Response to Customers' Self-Removals of Electric SmartMeters

Thanks, Brian, for the heads-up.

So, is PG&E management adopting Cliff's recommendations?

On Dec 8, 2011, at 2:55 PM, "Cherry, Brian K" <BKC7@pge.com> wrote:

FYI

From: Gleicher, Cliff (SmartMeter)
Sent: Thursday, December 08, 2011 2:02 PM
To: Bottorff, Thomas E; Burt, Helen; Park, Hyun; Pruett, Greg S.; Bedwell, Ed; Cherry, Brian K; Frizzell, Roger; Hartman, Sanford (Law); Torres, Albert; Balistrieri, Phil; Kiyota, Travis; Dietz, Sidney; Foley, Beth; Nwamu, Chonda (Law); Vallejo, Alejandro (Law); Gambelin, Papia; Redacted
Cc: DeRosa, Darleen; Mitchell, Lavern; Redacted
Subject: Updated Response to Customers' Self-Removals of Electric SmartMeters

Officers,

We are starting to see an increase in customers removing their own electric SmartMeters. Whereas we have seen one-off instances of this practice since mid-October, in the last week we have seen anti-SmartMeter activists broaden their efforts to persuade customers to remove their meters. This includes the sale of SmartMeter-removal "kits" online, as well as orchestrated demonstrations of such meter-removal. Specifically, Joshua Hart yesterday led a group of approximately 12-15 customers into our Capitola office in a SmartMeter protest yesterday, and these customers "returned" 10 electric SmartMeters at the office. Mr. Hart is publicizing this practice on his website, as have others who oppose SmartMeters.

This unauthorized practice is a significant safety issue. It poses both personal safety risk to the individual performing the act (typically, our customers are neither trained nor wear protective equipment) as well as a public safety risk in the neighborhood (e.g., if the meter is not properly removed, it increases the risk of fire). In conjunction with Corporate Affairs (Darleen DeRosa and Redacted

Redacted) and Customer Relations (Lavern Mitchell and Redacted), we have developed an enhanced strategy for addressing this growing problem.

We first observed customers removing their electric SmartMeters in mid-October. Prior to yesterday, we had 24 total cases (as well as an additional 35 customers having called to threaten to remove their own electric SmartMeters). We approached these customers according to the following "3-touch" approach:

- Call the customer to explain the safety implications and to obtain voluntary access to the customer's meter panel. In order to address the safety concern, we offered the customers an interim compromise solution: digital electric meters without radios. Many of these customers accepted our offers.
- If the customers refused our compromise offer, we next would overnight-mail them a letter advising of the safety implications and advising that in the interests of public safety we would have to terminate their service. This enabled us to reach the customer through an alternative path while also documenting our efforts.
- Finally, we would again call these customers to attempt to resolve the safety issue. After these three touches, and only if the customers refused our compromise offer would we terminate their service.

We plan to address the increased risk of orchestrated meter-removal efforts by no longer offering digital meters without radios and eliminating the third customer-contact. In effect, we will call customers who remove their meters, and will advise them that we must inspect or will terminate their service. If the customer refuses, we will then send a letter by overnight-mail, which letter we will revise to state that we must hear from the customer within the next 24-48 hours, or will terminate their service.

Cliff

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