

From: Zafar, Marzia
Sent: 12/5/2011 1:48:14 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Gleicher, Cliff (SmartMeter) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJGf)
Cc:
Bcc:
Subject: Re: We Met On SWA Flight to L.A. On November 17, 2011

Hi,

It is because I explained to her the whole program and why PG&E is doing it; maybe I should meet with Helen Burt and discuss customer care... ☺

From: Dietz, Sidney [mailto:SBD4@pge.com]
Sent: Monday, December 05, 2011 1:10 PM
To: Gleicher, Cliff (SmartMeter); Zafar, Marzia
Subject: Re: We Met On SWA Flight to L.A. On November 17, 2011

Wow, I am totally and completely impressed. I am going to call and tell my wife about this.

Do I seem terse? Blame the thumb keyboard.

From: Gleicher, Cliff (SmartMeter)
Sent: Monday, December 05, 2011 11:38 AM
To: 'marzia.zafar@cpuc.ca.gov' <marzia.zafar@cpuc.ca.gov>; Dietz, Sidney
Subject: Re: We Met On SWA Flight to L.A. On November 17, 2011

Thanks Marzia.

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]
Sent: Monday, December 05, 2011 11:26 AM
To: Gleicher, Cliff (SmartMeter); Dietz, Sidney
Subject: FW: We Met On SWA Flight to L.A. On November 17, 2011

Get this customer a smart meter please. This is good PR for you guys; she's on the delay list

now.

From: [Redacted]
Sent: Monday, December 05, 2011 11:15 AM
To: Zafar, Marzia
Subject: RE: We Met On SWA Flight to L.A. On November 17, 2011

The next time the smart meter installer comes to my home, yes I think I will agree to it.

Thanks again,

Belinda

--- On **Thu, 12/1/11, Zafar, Marzia** <marzia.zafar@cpuc.ca.gov> wrote:

From: Zafar, Marzia <marzia.zafar@cpuc.ca.gov>
Subject: RE: We Met On SWA Flight to L.A. On November 17, 2011
To: [Redacted]
Date: Thursday, December 1, 2011, 11:58 AM

Hi there,

Nice to hear from you! So, are you now getting a smart meter? PG&E's new online customer site that allows you to understand your bill and your usage better is now up and running; I really like it because it shows me exactly how much I use per day and that gives me the ability to find out if I can change my behavior to lower my usage.

Keep in touch,

Marzia

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

From: Redacted
Sent: Thursday, December 01, 2011 11:54 AM
To: Zafar, Marzia
Subject: We Met On SWA Flight to L.A. On November 17, 2011

Hi Ms. Zafar,

My name is Redacted and we had a lively discussion regarding Smart Meters. You ask that I write you my experience regarding the contracted company with P.G.& E. last summer. I think the company was Wellington. I was not sure about the new meters and said I wanted to opt out until the report was finalized. He was very rude and brass with his response. I ask him to leave and he said I would be reported to his boss. I told him fine. I did get a phone call from PG& E--very pleasant call. I am on the list until further notice.

Recently, I did get a robo-call explaining the new procedure if customers do not want the meters. I will get follow up information at a later date.

I appreciated our discussion on the plane. I understand the program much better now. I just think the PR was not very clear in the early stages.

Thank you for helping me with my understanding of the new smart meters.

Sincerely,

Redacted