

From: Malashenko, Elizaveta I.  
Sent: 12/7/2011 4:59:47 PM  
To: Gleicher, Cliff (SmartMeter) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJGf);  
Zafar, Marzia (marzia.zafar@cpuc.ca.gov)  
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Bcc:  
Subject: Re: Capitola protest

Hi,

I completely support what Marzia has said. This is becoming a public safety issue and is very concerning.

Liza

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***Elizaveta Malashenko***

Program and Project Supervisor

Grid Planning and Reliability

Energy Division

California Public Utilities Commission

Phone: 415-703-2274

E-mail: [elizaveta.malashenko@cpuc.ca.gov](mailto:elizaveta.malashenko@cpuc.ca.gov)

**From:** Gleicher, Cliff (SmartMeter) [mailto:CJGf@pge.com]  
**Sent:** Wednesday, December 07, 2011 4:57 PM  
**To:** Zafar, Marzia  
**Cc:** Dietz, Sidney; Malashenko, Elizaveta I.  
**Subject:** Re: Capitola protest

That was y thinking, too. Meeting with our team first thing tmw. Can you let me know?

**From:** Zafar, Marzia [<mailto:marzia.zafar@cpuc.ca.gov>]  
**Sent:** Wednesday, December 07, 2011 04:02 PM  
**To:** Gleicher, Cliff (SmartMeter)  
**Cc:** Dietz, Sidney; Malashenko, Elizaveta I. <[elizaveta.malashenko@cpuc.ca.gov](mailto:elizaveta.malashenko@cpuc.ca.gov)>  
**Subject:** RE: Capitola protest

Hi,

I will double check my advice with Carol, Liza, and the ALJ, but my advice is to shut down their electricity service after the first conversation to not do it again. We can't have someone die by trying to take out their smart meter. That will send a much nastier message then shutting them off.

marzia

**From:** Gleicher, Cliff (SmartMeter) [<mailto:CJGf@pge.com>]  
**Sent:** Wednesday, December 07, 2011 4:00 PM  
**To:** Zafar, Marzia  
**Cc:** Dietz, Sidney  
**Subject:** Capitola protest

Marzia,

I wanted to let you know about a protest at our Capitola office today. Apparently, Josh Hart and a group of 12 to 20 other people entered the office with camera crews, with some number of the customers "returning" their SmartMeters to PG&E. The police came and escorted them all out of the office.

I am asking our team to determine the names and addresses of the customers who pulled these meters off of their residences, and we will proceed to try to talk to the customers from there. My fear is that this will exacerbate what is already a growing problem and safety concern - customers pulling out their meters. Particularly if Mr. Hart is leading this effort, we can count on more of these incidents.

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Cliff Gleicher

Senior Director, SmartMeter™

Pacific Gas and Electric Company

77 Beale Street, B8Q, 839

San Francisco, CA 94105

Mailing Address:

P.O. Box 7442

San Francisco, CA 94120

Phone: (415) 973-2095

Email: [CJGf@pge.com](mailto:CJGf@pge.com)