

From: Gleicher, Cliff (SmartMeter)  
Sent: 12/5/2011 11:38:48 AM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4);  
'marzia.zafar@cpuc.ca.gov' (marzia.zafar@cpuc.ca.gov)  
Cc:  
Bcc:  
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] [mailto:[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](mailto:marzia.zafar@cpuc.ca.gov)> wrote:

From: Zafar, Marzia <[marzia.zafar@cpuc.ca.gov](mailto:marzia.zafar@cpuc.ca.gov)>  
Subject: RE: We Met On SWA Flight to L.A. On November 17, 2011  
To: '[Redacted]' <[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](mailto:zaf@cpuc.ca.gov) \* 415-703-1997*

**From:** Redacted [mailto: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