

From: Roberts, Thomas  
Sent: 12/17/2011 1:14:00 PM  
To: Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]  
[Redacted]; Gleicher, Cliff (SmartMeter) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJGf)  
Cc: Roberts, Thomas (thomas.roberts@cpuc.ca.gov); Danforth, Christopher (christopher.danforth@cpuc.ca.gov); Morey, Candace (candace.morey@cpuc.ca.gov); Chan, Cherie (cherie.chan@cpuc.ca.gov)  
Bcc:  
Subject: Status of DRA-006

Karen,

I asked about this on Monday but I didn't see a response. Please note that this request was made 13 business days ago.

Tom

**From:** [Redacted]  
**Sent:** Wednesday, November 30, 2011 8:51 AM  
**To:** Roberts, Thomas  
**Cc:** Gupta, Alope; Chan, Cherie; Gleicher, Cliff (SmartMeter); Dietz, Sidney; Meadows, James L  
**Subject:** RE: Feedback on My Energy site

Tom,

Thanks for your note. We'll treat these questions as a data request, but no need for any further action on your part. We'll number this DRA-006, which my records show as the next DR in order. (I emailed the response to DRA\_005 on July 22).

Karen

**From:** Roberts, Thomas [mailto:thomas.roberts@cpuc.ca.gov]

**Sent:** Tuesday, November 29, 2011 1:10 PM

**To:** Meadows, James L

**Cc:** Gupta, Alope; Chan, Cherie; Gleicher, Cliff (SmartMeter); Redacted

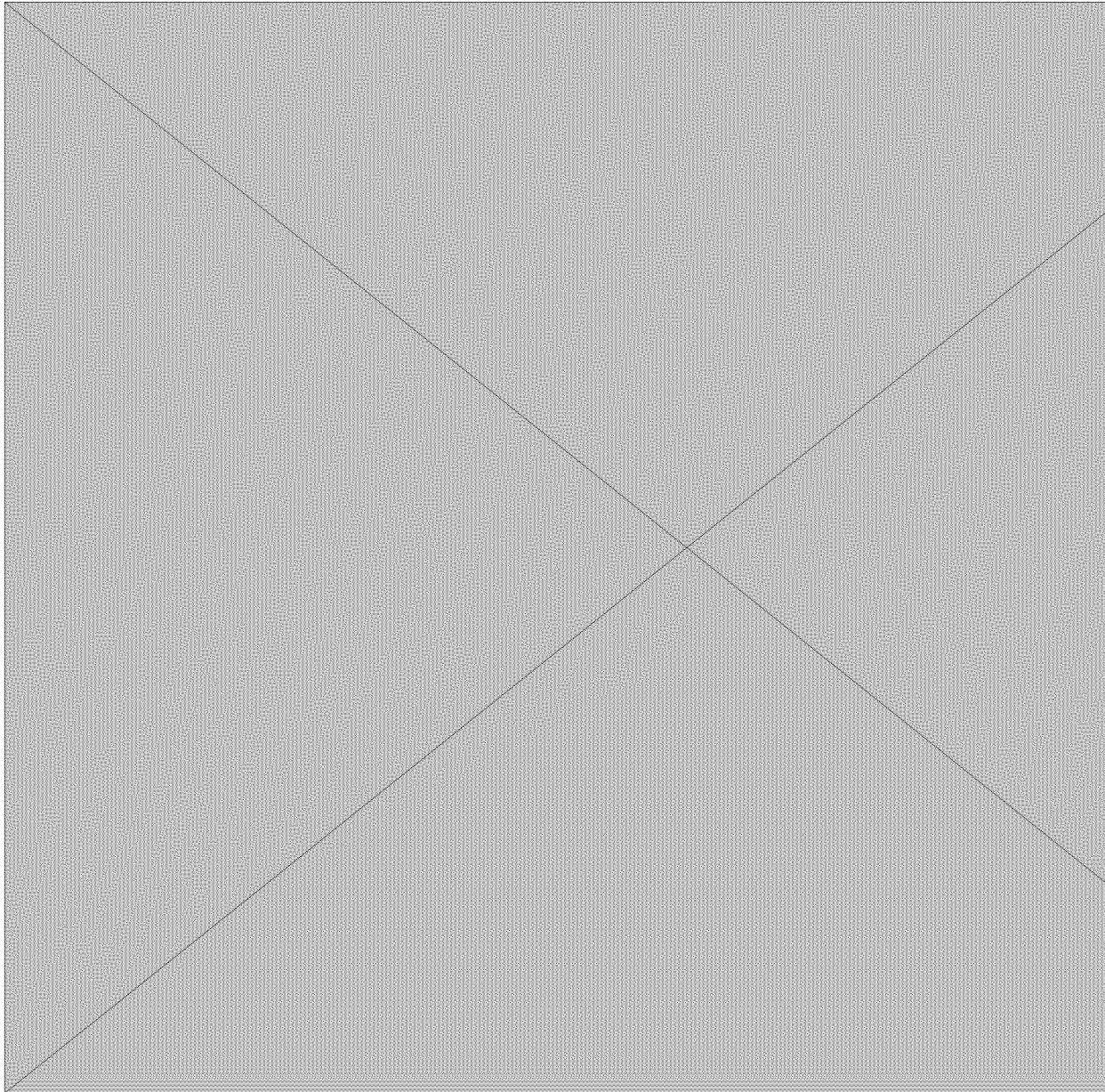
**Subject:** RE: Feedback on My Energy site

Thanks Jim,

Please let me know if the following additional questions need to be in a data request:

1. As of today, I can only see electric data for Nov. 25, or 4 days ago. When to you anticipate getting this back to 24 hour delay?
2. There is no gas cost data (see below), when will this change? If not, can you eliminate this option from the drop-down menu?
3. Data is exported as a zip file, even though the files are only 1 kb. Will this be changed? If so, when?
4. Electric hourly data is exported with all kwh data in a single column. It was much better before when weekly data was in a matrix by hour. Will this be changed? If so, when?

Tom



**From:** Meadows, James L [mailto:J7M2@pge.com]  
**Sent:** Saturday, November 26, 2011 4:57 PM  
**To:** Roberts, Thomas  
**Cc:** Gupta, Alope; Chan, Cherie; Gleicher, Cliff (SmartMeter)  
**Subject:** RE: Feedback on My Energy site

Tom: i fowarded this our web 'mechanic'. I'll get you an update.

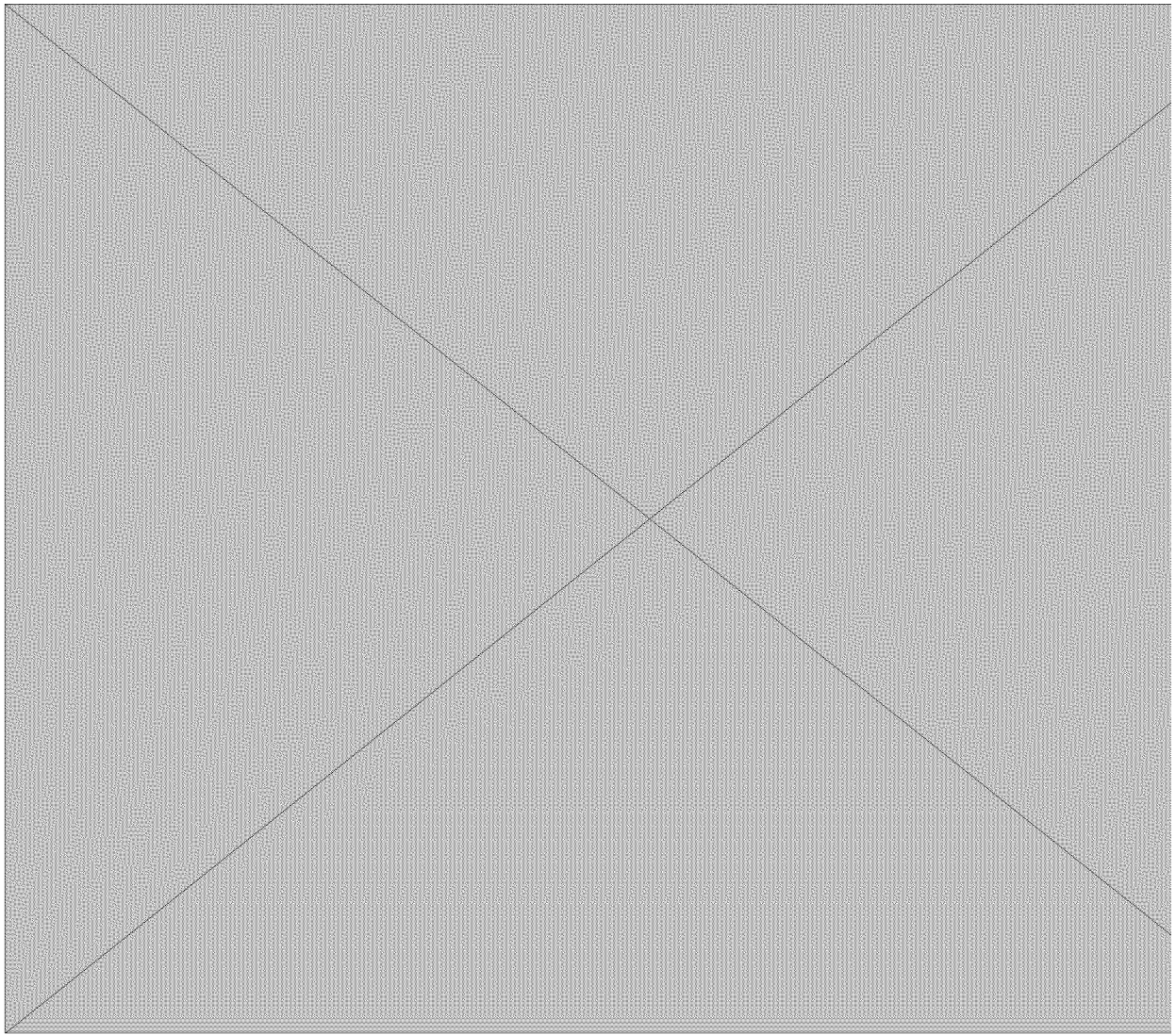
Jim

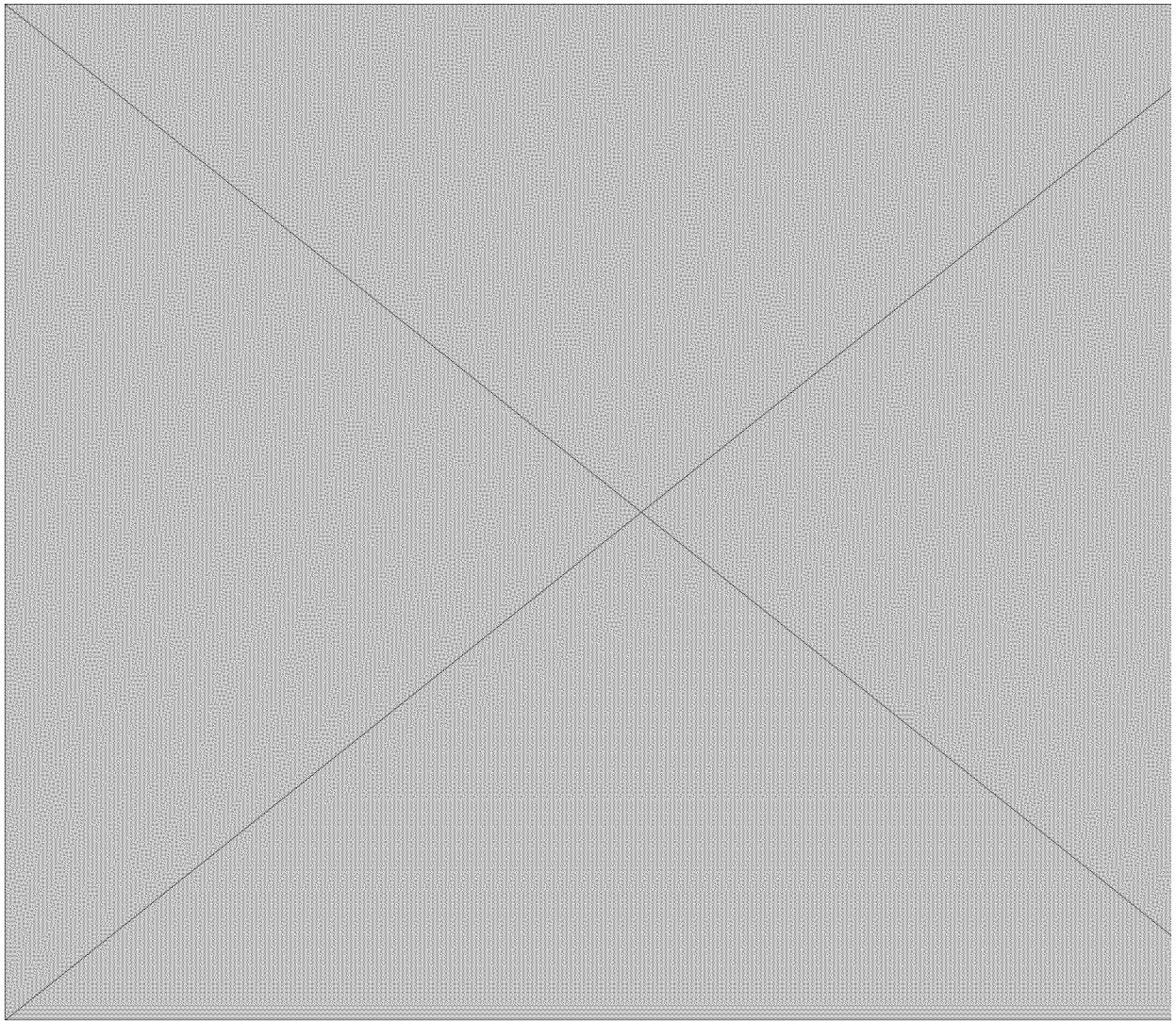
**From:** Roberts, Thomas [mailto:thomas.roberts@cpuc.ca.gov]  
**Sent:** Wednesday, November 23, 2011 9:43 AM  
**To:** Meadows, James L  
**Cc:** Gupta, Alope; Chan, Cherie  
**Subject:** Feedback on My Energy site

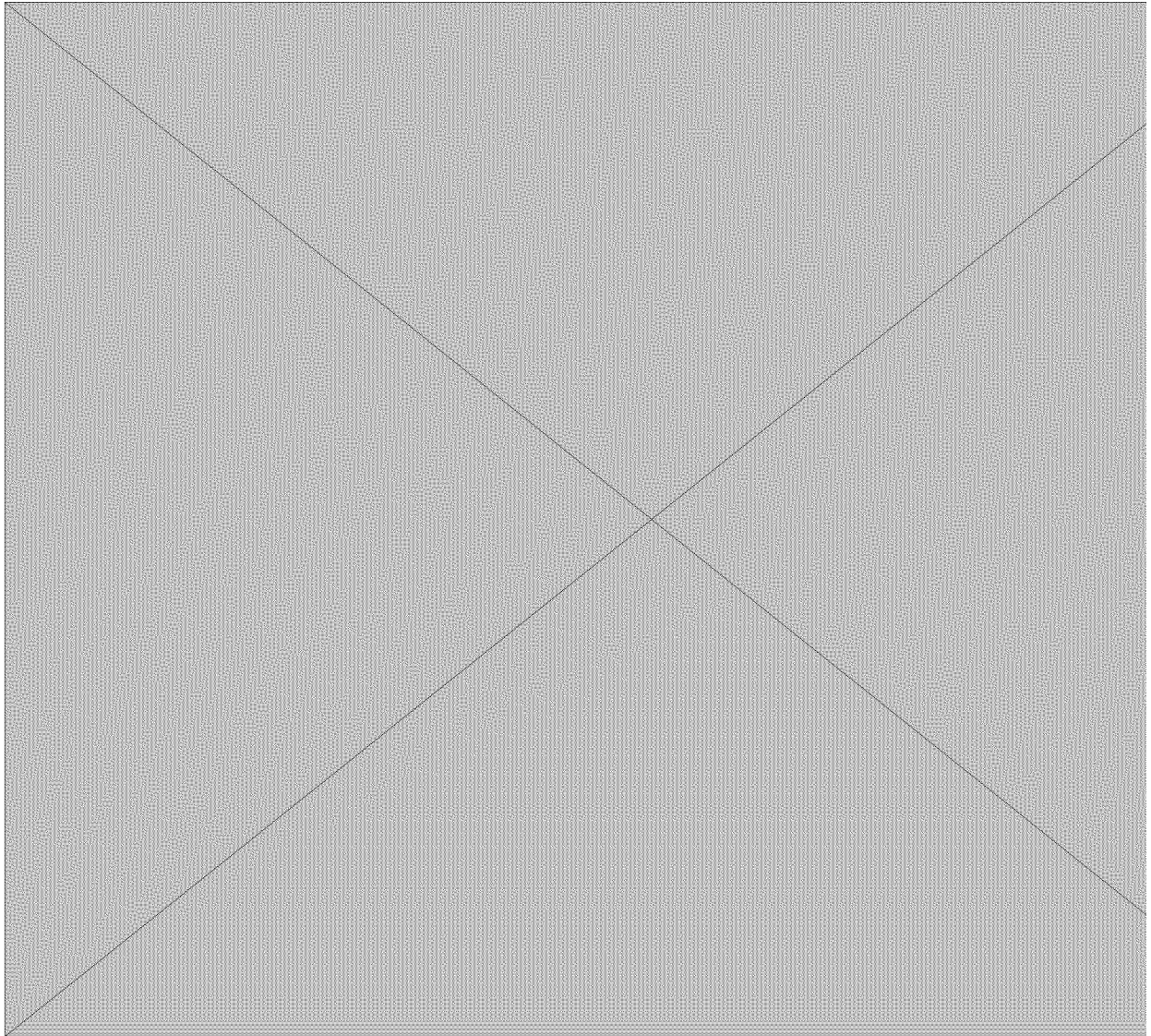
Jim,

I hope you can forward to the right person. I got erroneous log-in errors if I entered via a search engine link, as shown in the first two screens. Your CSR and I tried a few things, and were able to get in by typing [www.PGE.com](http://www.PGE.com) and logging in from the final screen shown below.

Tom







Tom Roberts

Senior Engineer

CPUC Division of Ratepayer Advocates

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