

**PACIFIC GAS AND ELECTRIC COMPANY
SmartMeter™ CPUC Staff Inquiry
Data Response**

PG&E Data Request No.:	DRA_006		
PG&E File Name:	SM_CSI_DR_DRA_006-Q01		
Request Date:	November 29, 2011	Requester DR No.:	DRA_6
Date Sent:	December 20, 2011	Requesting Party:	DRA
PG&E Witness:	N/A	Requester:	Tom Roberts

QUESTION 1

Regarding Feedback on the My Energy site:

- a. 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 and logging in from the final screen shown below.
- b. 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?
- c. There is no gas cost data (see below), when will this change? If not, can you eliminate this option from the drop-down menu?
- d. Data is exported as a zip file, even though the files are only 1 kb. Will this be changed? If so, when?
- e. 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?

ANSWER 1

- a. PG&E deployed the fix for the redirected log-in problem described above on December 9, 2011, so this issue should be resolved. If the issue appears to persist, users should clear their browser caches.
- b. PG&E recently experienced a technical issue that led to a delay in processing interval data files for the web tools. No data was lost, but processing backed up and it took several days to return to normal operations. Please be aware that data may continue to be older than 24 hours.
- c. Daily cost data are not yet available for gas customers; however, monthly cost data are available. Specifically, if the user looks at the “yearly” view when pressing the cost button, gas costs are displayed. If the user looks at daily gas data and then presses the cost button, however, the “data not found” message will be displayed. PG&E plans to make daily costs for gas rates available in 2012 when gas rates are modeled. PG&E has asked its vendor for enhancements to improve the drop-down menus/buttons visible when data are not available and is working with the vendor to prioritize these enhancements.
- d. PG&E has asked its vendor for an enhancement to allow data to be delivered without the zip file and is working with the vendor to prioritize this enhancement.

Note that a full file containing 30 days of 15-minute interval data will be greater than 400 kb; however, that amount of data is still small enough to deliver without a zip file.

- e. The new format of hourly data export was proposed by PG&E's vendor as an easier format to load into third-party applications. The "one interval per row" approach is similar to the OpenADE and Green Button options that will also be available in the future. PG&E does not anticipate changing this format in the near future.

PG&E would be happy to have a conference call between DRA and a representative from the My Energy program to review the current screens real-time.