

From: Dietz, Sidney
Sent: 1/5/2012 9:27:07 AM
To: Tisdale, Matthew (matthew.tisdale@cpuc.ca.gov)
Cc:
Bcc:
Subject: FW: Still on for tomorrow?

Matthew --

I had the exchange below with the director in charge of the newly-updated website for PG&E accounts, and I think the most efficient thing to do is to have us talk to Bill directly and walk him through how to get the info off the site. In the process, I can get Bill's critique of how that works and pass that back to the team. As I mentioned, I wasn't able to get through to Bill directly, so if you could send him a note with that plan, I'd appreciate it.

Thanks!

yours,

sid

From: Cussimano, Craig
Sent: Wednesday, January 04, 2012 9:01 AM
To: Dietz, Sidney
Subject: RE: Still on for tomorrow?

Either Michael Kelly or [Redacted] are available to assist. Let me know when the call gets scheduled and I will make sure one is available.

From: Dietz, Sidney
Sent: Tuesday, January 03, 2012 4:46 PM
To: Cussimano, Craig
Subject: RE: Still on for tomorrow?

Craig --

Thanks!

I didn't get the attachment, so I can't judge on that, but I think the best thing is to offer up the expert, especially if that expert knows where the green button thing is going. I can try to set up a call with Bill and that expert, then we would know for sure that Bill's interval data is in his hands. This would be very responsive to the advisor.

Thanks again.

yours,

sid

From: Cussimanio, Craig
Sent: Tuesday, January 03, 2012 4:41 PM
To: Dietz, Sidney
Subject: RE: Still on for tomorrow?

Sid,

Based on the description in the email string, it appears that Bill was looking at the Aclara SmartMeter usage data in My Account ("hourly data graphed for a week at a time, with an option to download it into a csv format that can be put into an Excel file"). There is the ability to see and download the hourly data via My Energy, and via Opower as well, with three caveats:

1. The data downloaded is usage data only – no costs included at the interval level.
2. The interval data in .csv format is available by billing period only. The XML format allows the choice of any start and stop dates for the download, but is missing other data.
3. The Service Agreement # is not part of the OPower download.

Also, the graphical displays in OPower are different and arguably less useful for the data oriented user than the Aclara interval graphical displays.

I can have one of our experts work with Bill to help him understand how he can retrieve the interval usage he wants, or you can forward the contents of the note Michael sent to Steve at Acterra this morning on use of the Green Button (attached).

Let me know how I can help.

Craig

From: Dietz, Sidney
Sent: Tuesday, January 03, 2012 4:14 PM
To: Cussimanio, Craig
Subject: FW: Still on for tomorrow?

Craig --

Matthew Tisdale, Cmmr Florio's advisor, reached out to me about problems that Bill Marcus (a rates person who works on lots of cases) has with our new web site's data sharing. Can you see the note below and let me know two things -- will we be providing the data in this way for everyone eventually, and can we provide it to Bill specifically?

Thanks!

yours,

sid

From: Tisdale, Matthew [mailto:matthew.tisdale@cpuc.ca.gov]
Sent: Tuesday, January 03, 2012 10:33 AM
To: Dietz, Sidney
Subject: RE: Still on for tomorrow?

OK. This isn't too time sensitive, so I'm flexible.

As for Marcus, here's what I've got. On a policy level, the bottom line: hourly data should be retrievable by the customer on demand through PG&E's website. I agree. What's PG&E's thinking?

For our special case, Bill would be happy to receive what was available before, "hourly data graphed for a week at a time, with an option to download it into a csv format that can be put into an Excel file."

As I understand it, now "PG&E only posts hourly data for a day (not downloadable or at least no good instructions to do so) or daily usage data for a month (also not downloadable), or monthly data for a year compared to other households in my neighborhood. The granular data is gone." Again, I agree. Let's give customers who want to use this data flexibility. Let's do it quickly and thoroughly. It's a new year Sid!

From: Dietz, Sidney [mailto:SBD4@pge.com]
Sent: Tuesday, January 03, 2012 9:45 AM
To: Tisdale, Matthew
Subject: RE: Still on for tomorrow?

Matthew --

We may have to reschedule -- a key person can't make it, and we are scrambling. I will get back to you later this morning.

We enjoyed Waco!

yours,

sid

From: Tisdale, Matthew [mailto:matthew.tisdale@cpuc.ca.gov]

Sent: Tuesday, January 03, 2012 9:44 AM

To: Dietz, Sidney

Subject: Still on for tomorrow?

A couple more hours of EE fun? I'll need to leave by 1:30 to get back to the commission by 2. happy to begin a bit earlier, if you've got a full agenda planned.

Still working B. Marcus. He may have been offline for the holidays.

Matthew