

From: Cherry, Brian K
Sent: 2/7/2012 9:01:08 AM
To: 'zaf@cpuc.ca.gov' (zaf@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: SmartMeter Choice Update
FYI

From: Burt, Helen
Sent: Tuesday, February 07, 2012 08:49 AM
To: Officers - All
Subject: SmartMeter Choice Update

Colleagues –

To date, we have had 2,780 customers opting out of SmartMeter, with 1,088 requiring a meter change. We will complete over half the exchanges by Friday, February 17th. Please feel free to call or write Al and the team with any additional questions.

Helen A. Burt

Senior Vice President

and Chief Customer Officer

From: Torres, Albert
Sent: Monday, February 06, 2012 4:26 PM
To: Burt, Helen
Cc: Gleicher, Cliff (SmartMeter)
Subject: Choice Update

Helen:

I just finished my daily update call on Customer Choice activity. Here is the latest status:

Approx 170,000 outreach calls have been completed.

2,780 customers have elected to exercise their Choice to opt out of the Smart Meter program

Of the 2,780 customers, 1,088 require the replacement of a Smart Meter with a mechanical / analog meter. The remainder of customers will retain their mechanical meter and will not require a field visit.

Of the 1,088 meters requiring replacement, 610 have been scheduled for completion in the next week.

On Friday, Feb 3, we launched 35,000 registered letters to customers on our opt out list. The remainder of customers on the list will be sent a registered letter either this Friday, Feb 10 (35,000 letters) or Wed, Feb 15 (Final batch of 35,000)

Overall, customer reaction has been generally positive. Field personnel report positive customer acceptance. The only area of negative response has been from some customers not wanting to pay the up front fee. This is particularly prevalent if the customer still has their legacy mechanical meter.

Finally, we have also received approx 700 requests from customers on the opt out list to have a Smart Meter installed.

Al Torres

Vice President, Customer Operations

415-973-8440