

From: Zafar, Marzia  
Sent: 2/9/2012 2:34:06 PM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)  
Cc:  
Bcc:  
Subject: RE: Update - SmartMeter Choice Status

Thank you

**From:** Cherry, Brian K [mailto:BKC7@pge.com]  
**Sent:** Thursday, February 09, 2012 12:53 PM  
**To:** Zafar, Marzia  
**Subject:** Fw: Update - SmartMeter Choice Status

FYI

**From:** Burt, Helen  
**Sent:** Thursday, February 09, 2012 12:51 PM  
**To:** Officers - All  
**Subject:** Update - SmartMeter Choice Status

Colleagues:

During the first week following the CPUC's SmartMeter Choice order, we have completed phone calls to all 170,000 customers on the delay list and have also begun mailing certified letters.

Of the customers on the delay list, slightly over 3,300 customers have chosen to opt out of the SmartMeter program and about 1,200 have decided to have a SmartMeter installed. Of the customers opting out, about 40% will require a field visit. Of those requiring a visit, most will be completed by the end of next week.

Please feel free to contact Al or me with any questions.

Many, many thanks for your continued support.

Helen

Helen A. Burt

Senior Vice President

and Chief Customer Officer

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**From:** Torres, Albert  
**Sent:** Thursday, February 09, 2012 10:06 AM  
**To:** Burt, Helen  
**Cc:** McCoy, Kevin L; Gleicher, Cliff (SmartMeter); Balistrieri, Phil  
**Subject:** Choice Status

Helen:

This is just a quick update on the status of Smart Meter Choice activities. This data is current to 4:00 PM Wednesday, Feb 7.

Total number of customers choosing to opt out of Smart Meter	3376
Number of Choice Customers requiring field work to install analog meter	1390
Number of meter exchanges scheduled to be completed in the next week	749
Number of meter exchanges already completed	323
Number of customers asking to have a Smart Meter installed	1242

These numbers reflect a slight increase in the level of activity which is likely attributable to the initial registered letter mail out that occurred last Friday. Additional mailings are scheduled for Feb 10 (90,000 units) and Feb 15 (90,000 units).

On the regulatory front, changes to the Preliminary Statements (G&E) to establish the memo account and allow us to begin to accumulate costs were filed last Friday. Gas and Electric Tariffs allowing us to charge the customer fees are in final review.

Al Torres

Vice President, Customer Operations

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