

From: Zafar, Marzia  
Sent: 2/13/2012 11:42:20 AM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)  
Cc:  
Bcc:  
Subject: RE: Choice

Did you guys file your advice letter yet? I thought Cliff wanted to do a preview first. You know how it is with ALs, if there's a protest then there needs to be a Resolution and that takes a long time.

**From:** Zafar, Marzia  
**Sent:** Monday, February 13, 2012 11:40 AM  
**To:** 'Cherry, Brian K'  
**Subject:** RE: Choice

Amazing!!!

PS – Vermont's health Commissioner, Dr. Harry Chen, said last week that the exposure from smart meters is nothing and to stop worrying. Do you want to see the report?

**From:** Cherry, Brian K [<mailto:BKC7@pge.com>]  
**Sent:** Monday, February 13, 2012 11:20 AM  
**To:** Zafar, Marzia  
**Subject:** FW: Choice

FYI

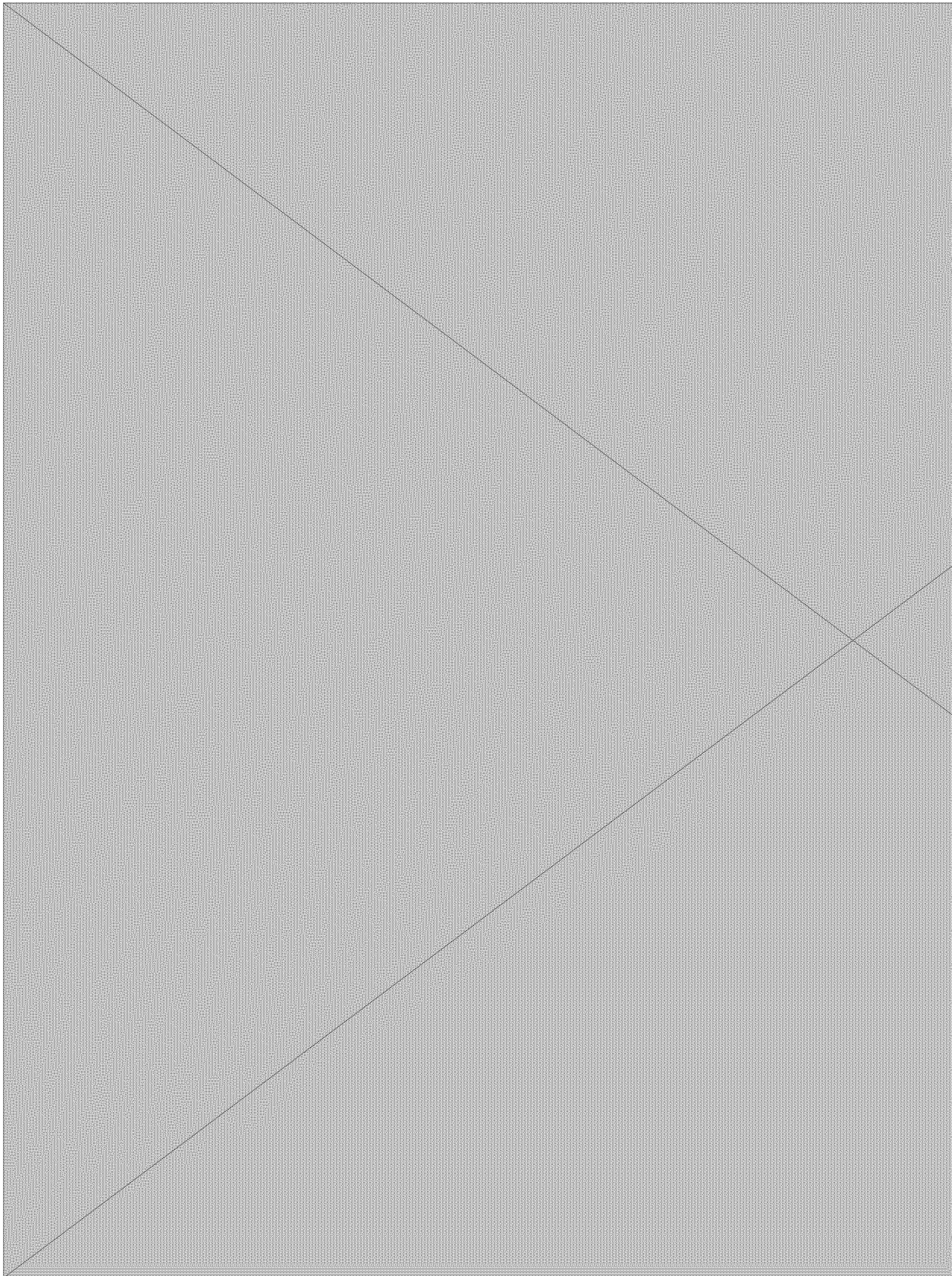
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**From:** Torres, Albert  
**Sent:** Friday, February 10, 2012 1:06 PM  
**To:** Bottorff, Thomas E; Cherry, Brian K; Dietz, Sidney  
**Cc:** Burt, Helen; Gleicher, Cliff (SmartMeter)  
**Subject:** Choice

Tom / Brian / Sid:

As we move closer to filing our E-SOP and G-SOP tariffs, I thought I would share the customer example below. This is a customer who has defaulted to the "do not install" list by their behavior. When we contacted them earlier this week, the customer was fully aware of our choice option, the May 1 "deadline", and the \$75 fee. The response from the customer was "we are going to wait and see what happens". In other words, see if they can continue to ignore us. I don't know how many similar customers are out there, but if lack of response to our Choice outreach efforts are any indication, there are quite a few.

Please do what you can to encourage the Commission to approve our tariffs as filed. We need the tool created in the last paragraph of section 5 to encourage customers to make a choice or accept the fee. This strategy will minimize confrontations with customers and allow us to move forward with the completion of the project.



Al Torres

Vice President, Customer Operations

415-973-8440