

PACIFIC GAS AND ELECTRIC COMPANY
Energy Division Inquiry
Data Response

Request Date:	March 8, 2013	Requesting Party:	Energy Division
Date Sent:	March 29, 2013	Requester:	Robert Elliott

QUESTION 1

What is the number of smart meters installed to date by PG&E?

ANSWER 1

As of March 25, 2013, PG&E has installed 9,697,355 gas and electric SmartMeters™.

QUESTION 2

What is the number of fires associated with the installation of smart meters by PG&E?

ANSWER 2

This response has been marked CONFIDENTIAL and is submitted pursuant to Section 583 of the Public Utilities Code because it includes business-sensitive material related to specific customer claims.

Redacted

QUESTION 3

For each of the above fires, was the meter installed by a PG&E employee or a contractor employee?

ANSWER 3

In no instance has PG&E found that a SmartMeter™, either gas or electric, has caused a fire.

QUESTION 4

For each of the above fires, was the cause attributed to the meter itself, defective installation, customer wiring or equipment, or some other cause?

ANSWER 4

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QUESTION 5

For each of the above fires, what was the dollar amount of the damage?

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ANSWER 5

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Redacted

QUESTION 6

Please provide any additional comments that will help us understand this problem.

ANSWER 6

PG&E plays an important role in ensuring public safety. For decades, PG&E has performed corrective and preventive maintenance on its meters to ensure that usage data is accurately captured, that customers receive timely energy statements, and that meters that do not work properly - for whatever reason - are quickly repaired or exchanged. In fact, in the context of PG&E's SmartMeter™ Program, PG&E has upgraded many customers' electric panels based on the observed state of the customers' equipment to ensure safety.

PG&E now is leveraging the data that its electric SmartMeters™ provide to promote

public safety - an unanticipated benefit of the substantial and valuable data that these meters can provide. Specifically, PG&E's SmartMeter™ Operations Center (SMOC) now monitors temperature and voltage readings, in conjunction with customer usage, through SmartMeter™ technology, to monitor the probability of a hazard condition. Based on criteria that PG&E's Meter Asset & Management Engineering (MAME) organization has established, SMOC can actively monitor its more than 5 million electric SmartMeters™ to issue field orders to perform safety inspections at potentially overloaded and/or high temperature sites. Over the past several months, these data have led to panel-inspections at customer premises that have found undersized wiring, physical panel damage, and overloaded conditions. Indeed, such issues on the customer-side of the meter have occasionally been so concerning that PG&E has had to suspend the customers' service to make the service safe.

If PG&E-equipment does not work properly for any reason, PG&E quickly repairs or exchanges the equipment; and if PG&E discovers a problem necessitating repairs, alterations or modifications to customer-owned equipment, PG&E works with the customer to address the issue.