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To: Prosper, Terrie D. (terrie.prosper@cpuc.ca.gov)  
Cc:  
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Subject: CPUC Fines PG&E In Investigation Of Employee Misconduct In Dealing With Online Groups: CPUC Press Release

**FOR IMMEDIATE RELEASE  
PRESS RELEASE**

Media Contact: Terrie Prosper, 415.703.1366, [news@cpuc.ca.gov](mailto:news@cpuc.ca.gov)  
Docket #: I.12-04-010

**CPUC FINES PG&E IN INVESTIGATION OF  
EMPLOYEE MISCONDUCT IN DEALING WITH ONLINE GROUPS**

SAN FRANCISCO, April 4, 2013 - The California Public Utilities Commission (CPUC) today approved a settlement agreement in its investigation into a Pacific Gas and Electric Company (PG&E) employee who used a false name to infiltrate online discussion groups hosted by several anti-Smart Meter activist organizations.

Under the settlement, PG&E will pay \$390,000 to the state's General Fund; carry through with improvements to the social media components of its employee policies and with education about those policies; sponsor three regulatory industry trainings, which a third-party will teach; and verify the completion of these things to the CPUC by 2015.

The CPUC determined that the settlement, which is between CPUC staff, PG&E, and consumer group The Utility Reform Network, is a reasonable, efficient, and timely resolution of its investigation.

The CPUC's investigation focused on the activities of PG&E employee William Devereaux from October 2009 through October 2010 as he worked on Smart Meter issues. Devereaux resigned from PG&E in November 2010, after it was disclosed that

he had used a false name to infiltrate online discussion groups hosted by several anti-Smart Meter activist organizations. The CPUC opened its investigation to determine, in part, whether PG&E violated any provision of the Public Utilities Code, CPUC General Orders, or other rules or requirements as a result of the improper activities of Devereaux or any other PG&E representative regarding anti-Smart Meter consumer groups.

Said CPUC Commissioner Mike Florio, the lead Commissioner for the investigation, “I hope that this investigation has sent a strong message to PG&E and all other utilities regulated by the CPUC that we will not tolerate consumer abuses in any shape or form. We expect our utilities to treat their customers with respect and compassion and engage with their customers in a transparent, ethical, and productive manner.”

The proposal voted on today is available at

<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M063/K730/63730519.PDF>.

For more information on the CPUC, please visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

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