

From: Dietz, Sidney
Sent: 11/13/2013 11:12:00 AM
To: Zafar, Marzia (marzia.zafar@cpuc.ca.gov); Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe)
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)
Bcc:
Subject: Re: Smart Meters

Marzia –

Thanks for the heads up, I will track this down.

yours,

sid

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]
Sent: Wednesday, November 13, 2013 11:09 AM
To: Allen, Meredith; Dietz, Sidney
Cc: Cherry, Brian K
Subject: smart meters

Hi PG&E,

We're getting calls from anti smart meter residents claiming that we are granting "waivers". We are being told that PG&E's customer service department is informing customers to ask the PUC to grant a waiver from the \$75 one-time and \$10 monthly opt-out imposed fees. Why is PG&E telling customers this? This is not true, obviously. The Commission is in the process of drafting a decision on the opt-out matters, but we are not granting individual waivers. Either customers are confused by the way PG&E customer representatives are communicating the fact that a decision is

due to deal with this matter once and for all or the PG&E customer representatives are confused themselves and spreading mis-information. In either case, we need to resolve this matter at your end. Please let us know what we can do to help and also how you will resolve this.

Regards,

marzia

Marzia Zafar - Director, Policy & Planning Division

California Public Utilities Commission | zaf@cpuc.ca.gov | 415-703-1997