

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](mailto:zaf@cpuc.ca.gov) | 415-703-1997