

From: Dietz, Sidney  
Sent: 11/13/2013 1:21:02 PM  
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 –

I have been talking to our customer care persons who work on this, and we haven't heard about a conversation going the way you mentioned. Also, I have reviewed the call scripts and I don't see anything about a waiver. There are references to the fees being set by the CPUC. We would like to get to the bottom of this – can you provide the name of the customer, an account number, and an approximate time of the call? This way we could search for the phone call and listen to it. Also, did this go through the complaint process on your end?

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

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