

From: Zafar, Marzia  
Sent: 11/13/2013 11:09:28 AM  
To: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAc); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)  
Bcc:  
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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