

PG&E's SmartMeter™ Program

Giving Customers Greater Control over Energy Use



What Makes California Energy policy Different?

Long-standing State policies lower carbon footprint

30+ years of energy efficiency programs facilitated by “decoupling” of rates

California Energy Action Plan’s preferred loading order:

1. Customer Energy Efficiency and Demand Response
2. New Renewable and Distributed Generation
3. Clean gas-fired plants





Building a 21st Century Electric Company

Environmental Sustainability



Reliable Service



Smart Grid

Reasonable Cost





What is the SmartMeter™ Program?

4

- Cornerstone of the move toward Smart Grid
- SmartMeter device = automated meter reading for all gas and electric customers
- More frequent energy usage information
- Two-way communication between meter and user
- CPUC Approved

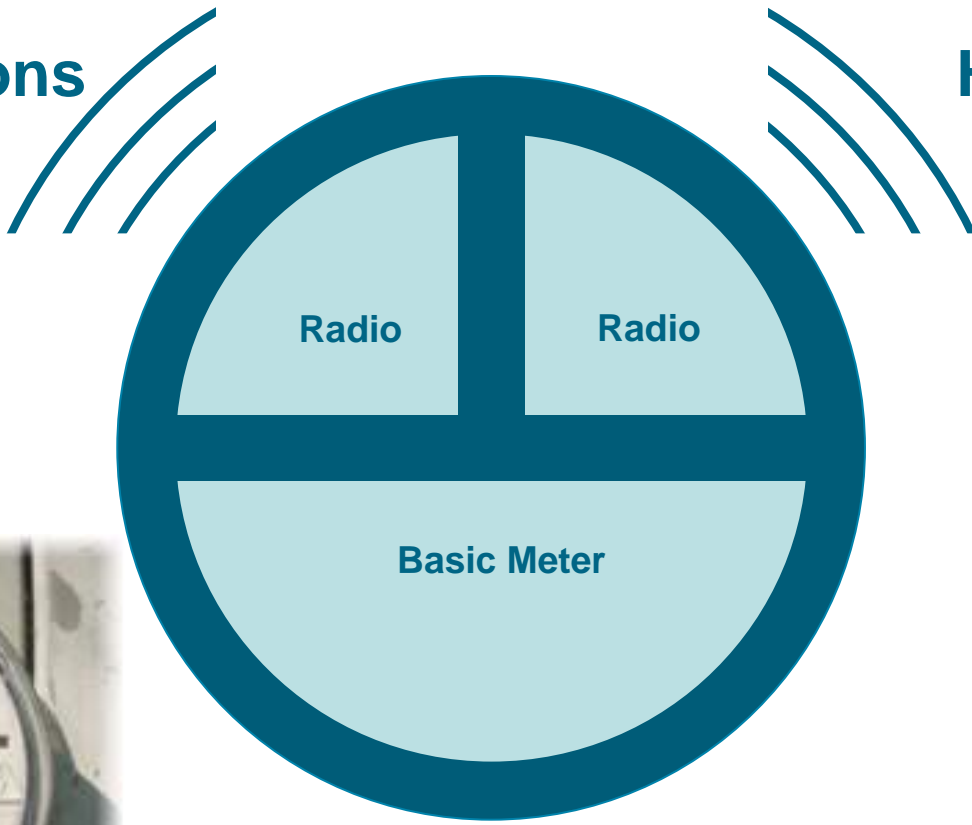




How the SmartMeter™ System Works

**SmartMeter™
Communications
Network**

**Customer's
Home Energy
Management
Network**





SmartMeter™ Program Benefits

6

**Customer
Service**

**Choice &
Control**

**Enable the
Future**

**Energy-use feedback can help
households reduce electricity
consumption by 4 to 12 percent.**
American Council for an Energy Efficient Economy

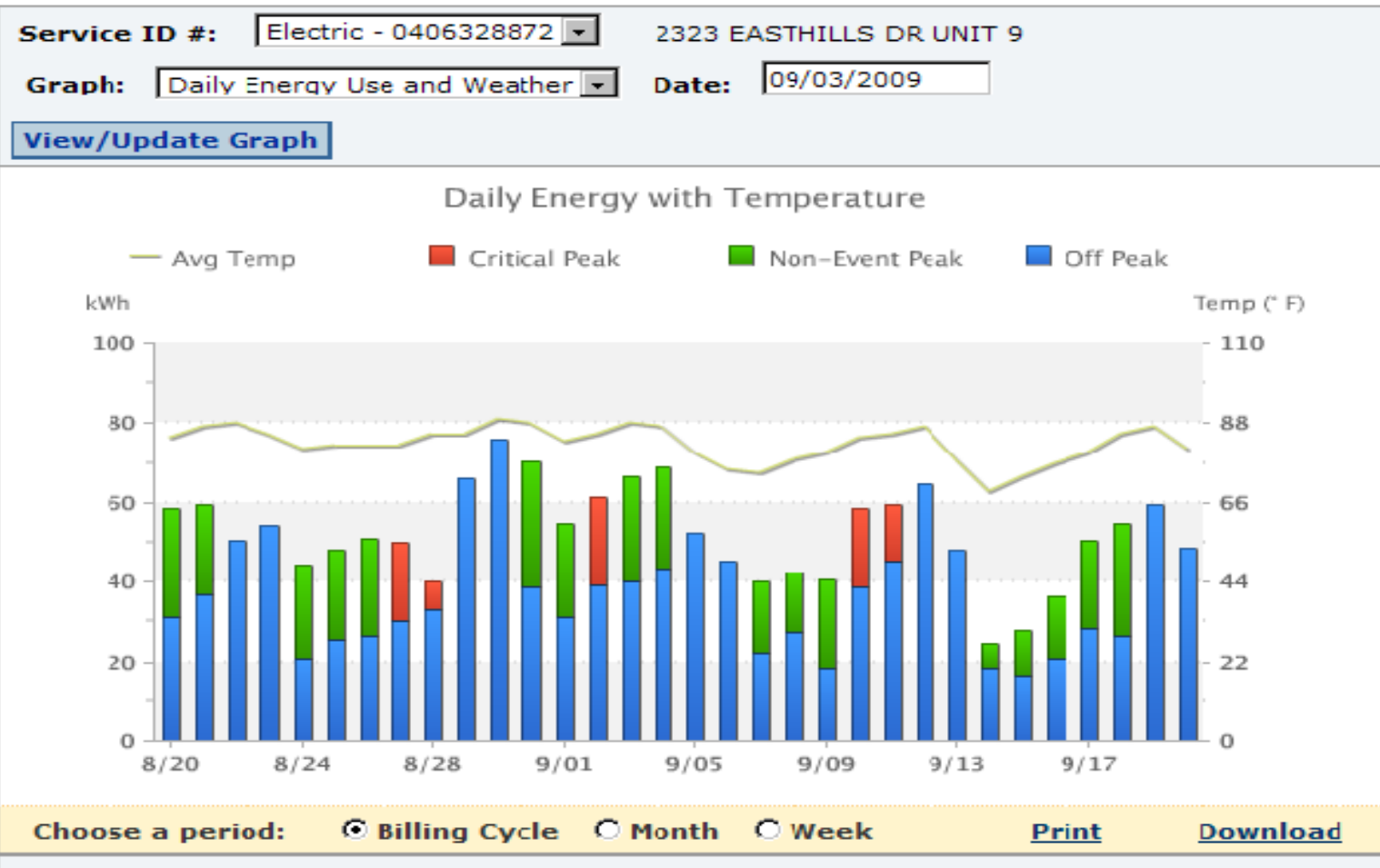


Customers Can See their Energy Usage

SmartMeter™ Usage

Please note that SmartMeter™ usage for today will be available tomorrow between 3–10 pm.

Please be aware that the energy usage data presented here may differ slightly from the energy usage data reflected on your monthly bill. Be assured that prior to your monthly bill date, your energy usage data is validated to ensure you receive an accurate bill.





Energy Alerts

Provide customers early warning of high usage with enough time to react

- When actual usage-to-date crosses Tier 3, 4 or 5
- When usage is forecasted to cross Tier 3, 4, 5 by end of billing period

Delivered via:

- Email
- Text message
- Outbound phone call

The screenshot shows the 'Understand Your Electric Charges' page on the PG&E website. It features a navigation menu at the top with options like 'MANAGE MY ACCOUNT', 'CUSTOMER SERVICE', 'SAVE ENERGY & MONEY', 'ENVIRONMENT', and 'EDUCATION & SAFETY'. The main content area includes a table of electric rates and a form to input usage data.

Baseline	Tier 2	Tier 3	Tier 4	Tier 5
Up to the Baseline	101% to 130%	131% to 200%	201% to 300%	excess of 300%
\$ 12 per kWh	\$ 13 per kWh	\$ 29 per kWh	\$ 42 per kWh	\$ 50 per kWh

Form fields include: 'What city do you live in?' (with a dropdown menu), 'How do you heat your home?' (with radio buttons for 'Electric & Gas' and 'Electric Only'), and a 'Go' button next to an input field for kWh.

The screenshot shows an email titled 'Energy Alert from PG&E'. The email body contains the following text:

Dear Valued PG&E Customer,

This message is an Energy Alert about your electric use from Pacific Gas and Electric Company. You signed up to receive alerts from PG&E when you are moving from a lower-priced tier to a higher-priced tier of electric use.

The State of California has adopted a policy to encourage energy conservation when utilities like PG&E charge residential customers on a tiered rate structure. Each month, all customers start at Tier 1 when energy costs the least. But as you use more electricity, you go from Tier 1 to Tier 2, and can go all the way up to Tier 5. The higher the tier, the more you're paying for a kilowatt hour of electricity.

Based on the pace of your electric use, you are projected to cross into Tier 3 pricing by the end of the billing period.

To see an estimate of your electric use and costs to date during this billing period, log on to My Account at www.pge.com/myaccount. It'll show more about billed rates and how you can conserve energy in your home and keep your costs to the lowest level possible visit www.pge.com/energysave.

You can change your alert preferences or stop receiving Energy Alerts at any time at www.pge.com/myaccount. We value you as our customer and appreciate the opportunity to serve you.

Customer Service Online
Pacific Gas and Electric Company

This message is related to Service Agreement [123456789].
* Please do not reply to this email.

The right side of the screenshot shows a sidebar with 'Next Steps' including 'See your energy use', 'Sign Up | Log In', 'SmartMeters™', 'Learn about rates', 'Frequently asked questions', 'Rules FACT', and 'Energy Alerts'. The 'Energy Alerts' section is circled in red and contains the text: 'Get notified by email, text message or phone when your electric use is moving toward a higher-cost tier. Learn more.'



Common Questions

- Accuracy
- Privacy
- Radio Frequency
- Customer Choice
- Delay List



For More Information

SmartMeter™ Helpline: 1-866-743-0263

Helpline (en Español): 1-800-660-6789

Website: www.pge.com/smartmeter

Facebook: [Facebook.com/SmartMeter](https://www.facebook.com/SmartMeter)

Twitter: [Twitter.com/PGE4ME](https://twitter.com/PGE4ME)