

Pacific Gas and Electric Company is committed to providing our customers with tools to control their energy usage and manage their energy costs. That is why we have been rolling out SmartMeter technology to nearly 10 million customers.

SmartMeters are being installed in your community over the next few months. PG&E aims to fully inform our customers about this new technology and what it will mean to controlling their energy usage. One way we are doing this is by conducting SmartMeter Open Houses throughout our territory so customers are able to have one-on-one attention to address their questions and concerns.

PG&E will be holding a SmartMeter Open House in your community:

Town: San Anselmo

Location: San Anselmo Town Hall, 525 San Anselmo Ave

Date: September 30th

Time: 6:00pm - 9:00pm

In addition to increasing the number of Answer Centers PG&E is also committed to providing superior customer service by phone and online. To do this, PG&E has:

- Dedicated 165 additional customer service representatives to improve customer service and help customers with billing questions,
- Created a SmartMeter helpline at 866-743-0263,
- Expanded and improved customer communications around the installation of SmartMeter devices, including a series of direct mail communications timed to introduce customers to their newly installed device and its benefits, and
- Enhanced and updated our www.pge.com/smartmeter website to provide customers with up-to-date benefits and information.

If you would like to tour the Open House in your community or if you have any questions, please contact Joshua Townsend at (415) 257-3467.

Sincerely,
josh

Joshua Townsend
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Pacific Gas & Electric Company
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Pacific Gas and Electric Company understands that customers have many questions regarding SmartMeter™ technology. We are holding an *Open House* on Tuesday, August 24th to provide customers an opportunity to ask questions and respond to their concerns about the deployment of SmartMeter™ in their community. We have found that once people have an opportunity to hear more about the technology, they become more comfortable, and in some cases are excited about the information that SmartMeters™ can provide regarding their home energy use.

PG&E has been actively engaging Marin County residents through a variety of venues and activities. Specifically, two weeks ago we held an "answer center" in San Rafael at our payment center. This week, August 18th (9:00am-1:00pm) and 19th (1:00pm-5:00pm), a similar answer center is open in Novato. We are now excited to announce this *Open House* as part of that continued outreach.

What: SmartMeter™ Open House

When: Tuesday, August 24th

Time: 6-9 p.m.

Where: Mill Valley Community Center, Cascade Room

180 Camino Alto

Mill Valley, CA 94941

Purpose: *To provide customers with an opportunity to have their questions answered, receive information, and view demonstrations of current and future tools, regarding the SmartMeter program*

Update on SmartMeters

As you know, installation of SmartMeters is planned in Marin over the next few months. PG&E states it is committed to increasing transparency and response to their customers. They are increasing the number of SmartMeter Answer Centers throughout their service territory so customers can have one-on-one service to address their questions and concerns.

PG&E will be holding a SmartMeter Answer Center in Marin on the following dates:

August 4th

9AM to 1PM

PG&E Customer Service Center
750 Lindero Street, Suite 160
San Rafael

August 5th

1PM to 5PM

PG&E Customer Service Center
750 Lindero Street, Suite 160
San Rafael

August 18th

9AM to 1PM

75 Rowland Way, #200 (Lobby)
Novato

August 19th

1PM to 5PM

75 Rowland Way, #200 (Lobby)
Novato

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- Expanded and improved customer communications around the installation of SmartMeter devices, including a series of communications timed to introduce customers to their newly installed device and its benefits.