

Transformation

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packages are included in the Applicant Designer global information.

■ Meter Set Process for Developers:

- Developers should work with their Senior New Business Representative early in the process to develop a meter set schedule and provide the necessary information to set up the account accurately. **Obtaining correct addresses as soon as possible is one of the critical components necessary to facilitate meter sets** and provide for a smoother meter set process.
- To schedule meter sets following approved inspections, call the PG&E Customer Contact Center at (800) 743-5000.

For more information about projects, please contact your Senior New Business Rep (Project Manager), or the PG&E Customer Contact Center at (800) 743-5000.

Calendar (continued from page 3)

Class size is limited so early registration is encouraged via website — www.pge.com/stockton. Registration may also be faxed or mailed via registration form or by calling 1-800-244-9912.

WANTED feedback

Do you find *Builder's Advantage* useful?
Have suggestions for future topics?
We'd like to hear from you!
Send your feedback to j2cz@pge.com or call 707-577-7080

RMC Q&A:

- 1 Who should building industry customers contact about their projects?**
Building industry customers will continue to work with their Senior New Business Representatives in the local offices. As project managers, the Senior New Business Representatives are the single point of contact for all project-related issues.
- 2 How will Globals be handled?**
The local office will prepare PG&E design Globals for the Resource Management Centers. Globals for applicant design projects will also continue to take place in the local offices.
- 3 Where will PG&E design work be handled?**
PG&E's Subdivision Design Teams will be located in the West Sacramento (North) and Fresno (South) RMC locations. Project managers will continue to be the customer's single point of contact, and will notify their customers if additional information is needed in order to send a completed package to the RMC for estimating.
- 4 Where will applicant design plan checks take place?**
Applicant design plan checks will take place in the Concord (North) and Morgan Hill (South) RMC locations. Once a job has been accepted, a PG&E estimating department representative will update the customer on the project's status. PG&E will check it for accuracy and return it to the customer if corrections are needed. Customers are encouraged to return them as soon as possible to avoid project delays.
- 5 How long will it take to complete plan reviews (plan checks)?**
PG&E's goal is to review plans within about 10-15 working days once the RMCs are fully launched and established.
- 6 How will contracts be prepared and coordinated?**
Once an estimate is complete, the project manager will provide the customer a contract for signature and payment.
 - a.** The applicant will be provided with an invoice with mailing instructions for processing of payments. These contracts and payments will be processed at the Concord RMC. The contract and payment should be returned as soon as possible to avoid project delays.
 - b.** If the local service planning office receives payment directly, the payment will be mailed to Concord for processing. Customers are encouraged to arrange payment with the Concord RMC to save time rather than having money received or handled by local offices.Once the contract is returned, signed and paid, and all infrastructure inspections are approved, the project will be placed on PG&E's construction schedule.
- 7 How will meter sets be scheduled?**
Meter set desks will be established at two Resource Management Centers — West Sacramento (North) and Fresno (South). City and county agencies will fax or e-mail their Agency inspection notices to one of these locations. PG&E is in the process of working with municipalities to inform them of these changes. Developers with questions about their meter sets are encouraged to contact their PG&E project manager.

ADVANTAGE *builder's*

FALL • 2006

PG&E Transforms The Way It Delivers Service To Building Industry Customers

PG&E is making substantial progress in its Transformation efforts, which are designed to improve the way the company operates and delivers service to better meet the needs of its building industry customers.

Last month, PG&E opened three more Resource Management Centers (RMCs), bringing the number to four — in Concord, Morgan Hill, West Sacramento and Fresno.

Resource Management Centers

consolidate multiple work functions under one roof, allowing PG&E employees to work together to provide faster response times and a more consistent level of service to customers (e.g., standardized designs and cost estimates). Internal procedures regarding assignment of work submitted to the RMC will be transparent to Developers and Applicant Designers.



- Initiation of the applicant design process remains unchanged: **The Senior New Business Representative** will continue to be the job owner and the primary contact for Applicant Designers.
- **Local estimators and Associate Distribution Engineers (ADEs)** will continue to create the global information for use by the Applicant Designers.

- **Applicant Designers** previously submitted their work to a PG&E contact at the local offices. Beginning October 9, 2006, designs began being sent directly to an RMC.
- Northern Region Counties will send their designs to the Concord RMC. Southern Region Counties will send their designs to the Morgan Hill RMC. Mailing instructions for the design

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Rebates available to Builders of new energy efficient homes



Pacific Gas and Electric Company (PG&E) encourages builders to incorporate energy-efficient features into new single-family and multi-family dwellings and offers cash incentives to promote and support the construction through two programs:

- 1. The CALIFORNIA ENERGY STAR® Program**
Earn cash incentives of \$400-\$500 per single-family home or \$150-200 per multi-family unit for homes that are 15% more efficient than 2005 Title 24 requirements. Additional incentives are also available for appliances and lighting that are not used to meet the 2005 Title 24 requirements.

- 2. The Prescriptive Option**
Financial incentives are available for qualifying energy-efficient products that were not used to meet the 2005 Title 24 requirements.
Visit www.pge.com/newhomes or call 1-800-342-7737 for information about how to participate in these programs.
PG&E also offers energy efficiency training specifically for builders. For a schedule of classes and registration information, visit www.pge.com/stockton or call 1-800-244-9912.

Contractor Beware —

Safety for Third Party Contractors Around Electric and Natural Gas Lines.

Pacific Gas and Electric Company wants to ensure that its customers' employees work safely around electricity and natural gas and has created a new publication for this purpose called **Contractor Beware**.

This publication is available in both brochure form (available in English and Spanish versions) and in a convenient bilingual English-Spanish book format. These publications are effective tools that remind workers about safe practices around overhead and underground utilities and are available at no charge.

A series of three free **Safety Posters** are also available. Each colorful poster covers a critical issue related to working safely around electricity and natural gas. On the back of each poster is a Safety Trainer's Guide. Displayed in the office or on a job site, these posters can serve as constant safety reminders.

Contractors can order these materials on-line by going to www.pge.com/contractorsafety.



For Builders:

How To Prepare For Pacific Gas & Electric Company's SmartMeter™

Pacific Gas and Electric Company's \$1.7 billion SmartMeter™ proposal received unanimous approval by the California Public Utilities Commission this summer, allowing the utility to move forward with a major investment in new high-tech electric and gas meters.

The meters are designed to provide a wide range of benefits to customers while increasing operational efficiencies at the utility. PG&E's installation of 9.3 million SmartMeter™ devices for its 5.1 million electricity and 4.2 million gas customers has begun in Bakersfield and is planned to be complete system-wide in 2011.

SmartMeter™ benefits include faster power outage restoration, peak load reduction, and more customer options to save on energy bills. Customers will have online access to daily information about their usage, allowing them to make better energy-related decisions. It will also have the added benefit of providing PG&E new rapid response capabilities to restore service following an outage, as well as enhanced abilities to assist customers when they phone our call centers. SmartMeter™ technology will continually read circuits so that within minutes of a power outage, PG&E can pinpoint the outage size and location.

With SmartMeter™, customers will no longer need to unlock gates, tie up dogs or make special arrangements to allow meter readers each month to access to tough-to-reach meters. PG&E will not be visiting each meter each month for meter reading purposes; however, periodic access to these for maintenance, testing and replacement will still be necessary.

Architects, contractors and builders will need to continue to design and build with access to these meters in mind as well as accommodating the modules that transmit the gas meter data. The technology PG&E will be employing to receive the metering data from gas meters relies on a small radio frequency transmitter module attached to the meter.

Information for builders and designers:

If meters are planned to be placed in cabinets or within other architectural features, they need to be done in such a way as to not prohibit the transmission of data. The transmitters are very similar to cell phones — metal doors, beams and other metallic parts and enclosures can impair its use or render the transmitter useless.

PG&E urges customers to avoid placing meters in cabinets surrounded by metal. More details regarding PG&E Electric and Gas Service Requirements and gas meters can be found by contacting your Service Planning Representatives, or at: http://www.pge.com/customer_service/new_construction_services/greenbook/service_requirements/index.html

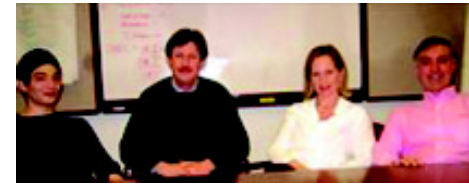
For more information about Pacific Gas and Electric Company's SmartMeter™, visit www.pge.com/smartmeter.

Section 2.4.2 of the Greenbook provides examples of prohibited meter locations for new buildings, such as metallic cabinets and other metallic objects.



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Meet the Manager: John Wharton Bay 2 Service Planning & Local Estimating Manager



John Wharton, second from left

John Wharton is one of four local service planning managers throughout PG&E's service territory. As "Bay 2" manager, John oversees service planning projects in Area 1 (San Francisco & Peninsula), Area 2 (East Bay, Diablo) & North Bay (San Rafael, Vallejo & Napa).

John has worked for PG&E for 25 years. He's held numerous positions, which adds to the enormous wealth of knowledge he provides employees and PG&E customers. John has served as a Senior New Business Rep (project manager), Industrial Power Engineer, Service Planning Supervisor, Senior Tariff Analyst responsible for line extension rules, Estimating and Mapping Manager, Project Services Manager and now Service Planning & Estimating Manager.

John observes, "We realize that time is money to developers and to

that end many of our Transformation initiatives are focused on providing new gas and electric service when the developer wants it. We are streamlining and standardizing our processes and shortening the project lifecycle. Within the next few months we will be implementing state-of-the-art design and scheduling tools to meet these goals."

John offers these tips for builders:

Why is it risky to build at-risk before contracts?

If the design or standards change prior to contracts being issued, the developer may be responsible for changing substructures already installed.

When should developers start working with PG&E?

It depends on the scope of the project. For a small residential project, as soon as the permits are granted. However, for residential subdivisions and commercial or industrial developments, PG&E should be contacted in the design phase to determine if capacity &

desired voltage is available or if reinforcement of existing PG&E facilities may be needed.

What are some common challenges/pitfalls facing developers in getting their projects completed/approved?

Environmental concerns, Land rights issues, Governmental Agency approvals, G.O. 128 violations (separation of PG&E facilities from wet utilities).

How can developers be proactive?

By contacting PG&E early in the design phase.

Who should developers call when they have a problem in your coverage area?

Developers may contact me directly; however, I really encourage them to become familiar with the local service planning supervisors in their local offices.

For a current list of local service planning supervisors, managers and directors, please contact j2cz@pge.com.

PG&E Residential Builder Training Calendar

Pacific Gas and Electric Company's Energy Training Center — Stockton offers professional training courses for multi-family and residential builders and industry professionals. All courses are free for Californians conducting business in the state.

More than 40 classes in over 20 locations providing the latest in technological information, instruction, discussion and hands-on training are offered. Registration is may be done by website at www.pge.com/stockton, by fax, mail, or phone. Call 1-800-244-9912 for details.

Upcoming courses include:

- Designing a Successful Zero Energy Home (Stockton)
- High Performance Windows for Residential (Redding)
- Multifamily Energy Efficiency Program (Oakland)
- Quality Insulation Installation & Thermal By-Pass Checklist (Davis/San Ramon)

Other courses available:

- \$2,000 Tax Credit for New Homes
- Basics of PV Systems for Residential
- Keys to Home Comfort and Performance
- MICROPAS® Residential Energy Compliance and Tax Credits
- Moisture Control
- Overcoming Objections to Energy Efficiency Investments
- PG&E's Residential New Construction Incentives Program
- Photovoltaic (PV) Site Analysis and System Sizing
- Residential Lighting Design
- Solar Water Heating Systems
- Title 24 Residential Standards
- Tankless Water Heaters



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