

Your meter is about to get an upgrade.

PG&E is dedicated to providing you the best service possible. We're always looking for new and innovative ways to make your daily interactions with us faster, easier and more convenient.

That's why we're introducing the PG&E **SmartMeter** program. Through our **SmartMeter** program we are installing an automated gas and electric metering system for all our customers. With this new system, we will improve the way we obtain your meter readings and will be able to provide you new features and tools to help you better manage your energy use and save money.

We use the same metering quality-assurance practices as we always have to ensure accuracy and performance of the new meters. The main difference in the new meters is a **SmartMeter** communication device installed in or on the meter to automatically transmit to PG&E the reading displayed on the meter.

Benefits for today:

- Fewer interruptions.
- Energy usage data online.
- New rate options.

And for the future:

- Faster electric service changes.
- Faster power restoration and problem resolution.
- Automated energy management.

More details inside.

The SmartMeter™ program: Making the future of energy smarter.

The benefits of the **SmartMeter** program will grow over time. Today's benefits — greater convenience, enhanced customer service, online access to personal energy use, and new electric rate options — are just a start.

The **SmartMeter** program lays a strong foundation for making the PG&E electric grid smarter. Enhancing the grid with advanced sensing, communications, computing, and control technologies in the years ahead will deliver a more automated and efficient grid capable of providing an expanded range of value-added customer service offerings.

The **SmartMeter** program puts in place a platform for innovation in our relationship with you, our customers. PG&E is committed to enhancing the service we provide you. With the **SmartMeter** program, the future is wide open.

For more information on the **SmartMeter™** program, please visit www.pge.com/smartmeter or call 1-866-743-0263.



Para más información en español llámenos al 1-866-743-0263

如需中文資料，請電 1-866-743-0263

Để biết thêm chi tiết, xin gọi 1-866-743-0263

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PG&E
SmartMeter

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We're on our way.

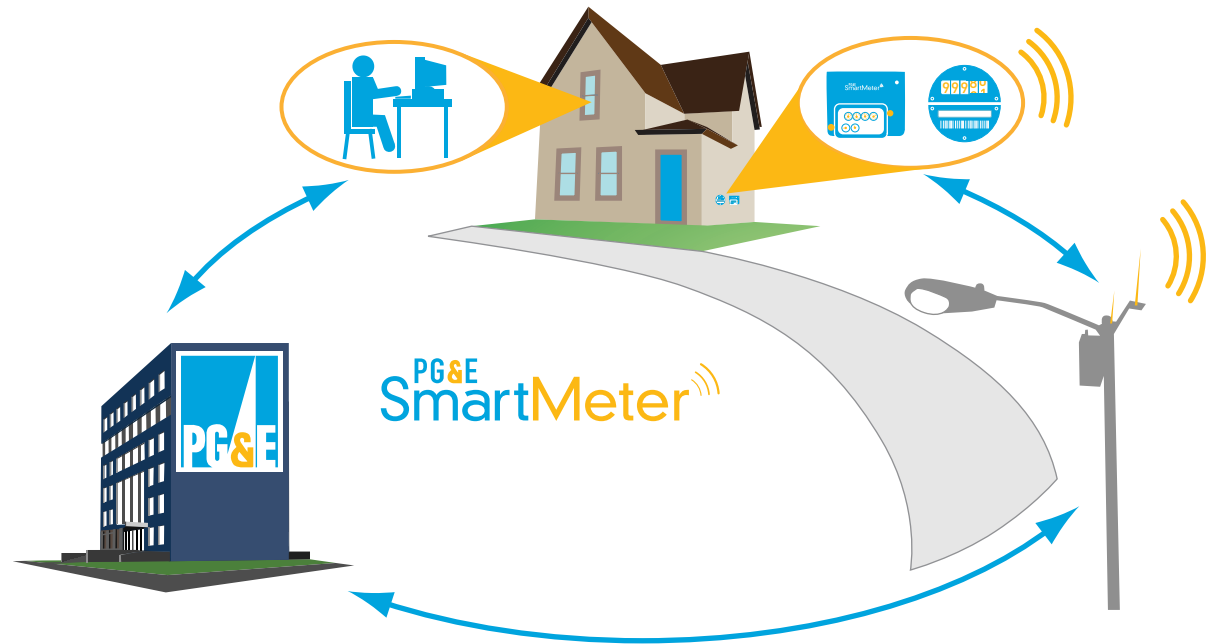
PG&E and Wellington Energy, an authorized, independent contractor for PG&E, began upgrading gas and electric meters in 2006. The **SmartMeter** program is already the largest in the nation, and by mid-2012, it will be available to all of the millions of gas and electric customers we serve.

You will continue to receive the same dependable service you receive today. Initially, we may continue to read the meter manually. Automated meter reading and other benefits of the **SmartMeter** program will be available as the system is put into place.

How the installation works.

PG&E or Wellington Energy installers will knock on your door before the work begins. Installation is simple and quick. If you are not home, installers will leave a notice on your door after installation is complete. You do not need to be present for the upgrade, but we will need unobstructed access to the meter. Your meter upgrade will take place during daylight hours (Monday through Saturday).

If we provide your electric service, it may be briefly interrupted during installation (typically five minutes), so you may be asked to unplug any sensitive equipment like computers and televisions prior to installation. After installation, you may need to reset digital clocks on your appliances or equipment. There will be no interruption to gas service.



Available benefits:

- **Fewer interruptions.** We'll collect meter readings without setting foot on your property and interrupting your schedule.
- **Energy usage data.** For the first time, you'll be able to review and track your own past energy use — up to the previous day — anytime via the Internet at www.pge.com/myaccount. Daily gas and hourly electric use information will show you when you're using the most energy, and give you detail you can use to make smarter energy choices.
- **New rate options.** We'll be able to offer you new rate options like SmartRate™ that enable you to use energy in smarter ways, and provide you greater control over your summer electric bills.

Future benefits:

- **Faster electric service changes.** When you move, you'll be able to obtain electric service within minutes instead of days.
- **Faster power restoration and problem resolution.** We'll be able to pinpoint power outages and restore your power faster. We'll also be able to resolve service problems more easily and, in many cases, without having a service person visit your home or business.
- **Automated energy management.** You'll be able to purchase and use a new generation of devices, such as in-home energy displays, that take advantage of new electric rate options and save money.