

# SMARTMETER INSTALLATION BACKGROUND INFORMATION

June 21, 2011

Pacific Gas and Electric Company (PG&E) has proposed the utilization of digital SmartMeters, which utilize wireless technology, as a replacement to the current meter system. The company's stated intention is to provide better customer service through this new technology.

On September 14, 2010, the Santa Cruz County Board of Supervisors took action to create a moratorium for the installation of PG&E's SmartMeters in our community pending resolution of questions related to health concerns expressed by numerous community members and various advocacy groups.

PG&E's position is that it has no legal obligation to comply with the Board's action. At this time, the company has begun notification of local County residents of their upcoming SmartMeter installation plans. On March 24, 2011, PG&E submitted a proposal to the California Public Utilities Commission to give residential customers the option to have the radios in their SmartMeters turned off, with an associated one-time charge of \$135-270, and an ongoing monthly fixed charge of \$14-20. The California Public Utilities Commission is expected to rule on the PG&E plan within the next few months.

The County Board of Supervisors wants community members to know what option they have to opt out of SmartMeter installations prior to this ruling. The following steps can be taken to inform PG&E that you are choosing to have any SmartMeter installation delayed until the California Public Utilities Commission makes a ruling:

1. **Call 1-866-743-0263 and speak to a customer service representative.** Remember that you will need to provide either your PG&E account number or the last four digits of your social security number for identity verification of your request to delay a Smart Meter installation.
2. There is no charge from PG&E associated with placement on the delayed Smart Meter installation list for now.

*Related information:*

[Board of Supervisors action on September 14, 2010 – Item #52](#)

*Contacts for public input:*

Please contact either PG&E or the California Public Utilities Commission at the following addresses:

Christopher P. Johns, President  
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One Market, Spear Tower  
San Francisco, CA 94105

California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102