

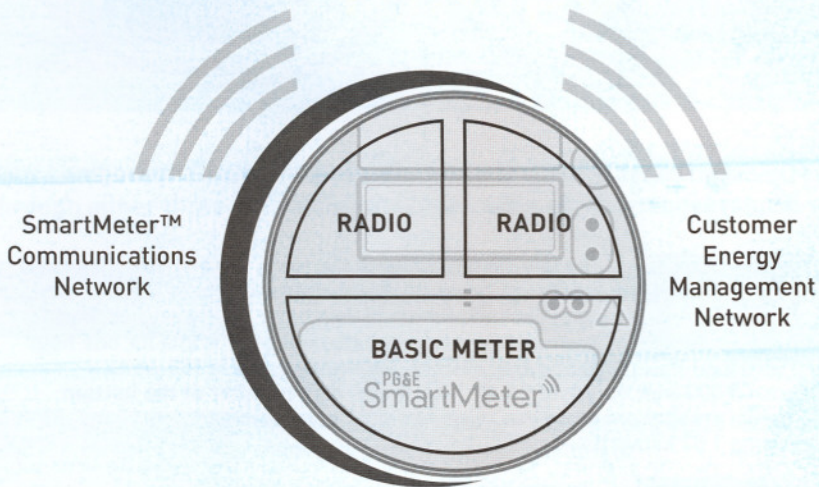
See your power
with PG&E's
SmartMeter™
Program

Giving you greater control
of your energy use.



What the SmartMeter™ device is.

Pacific Gas and Electric uses industry-standard gas and digital electric meters to measure your energy use. Every meter is tested and certified for accuracy before it leaves the manufacturer, and PG&E has additional quality-assurance processes in place to ensure the accuracy and performance of the meters. The new meter we installed has a SmartMeter™ communication device in or on it that automatically transmits your energy use to PG&E.

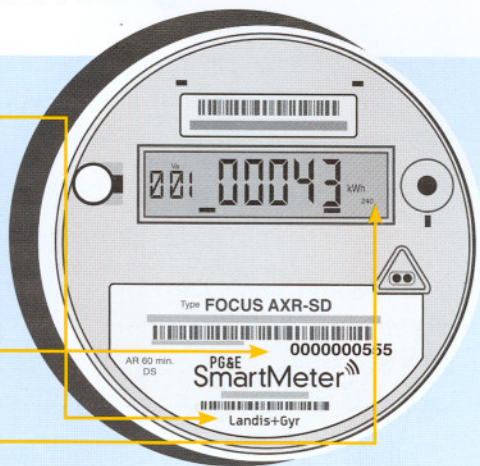


What the SmartMeter™ device does.


Your SmartMeter™ device uses a small radio in or on the meter to transmit the reading to a nearby data collector, which sends the information directly to PG&E through a secure wireless network.

How to read your Landis+Gyr- brand electric meter.


- 1 Landis+Gyr Logo:**
Confirm you have a Landis+Gyr-brand meter
- 2 Meter Number:**
This is the number shown in the Electric Account Detail of your energy statement under the heading Meter #
- 3 Digital Display Window:**
Check your energy use (see below for display descriptions)



Your Landis+Gyr SmartMeter™ electric meter automatically cycles through either three or five displays, depending on your model.


a  This **five-digit number** is the amount, measured in kilowatt hours (kWh), of energy you have used to date since the installation of the meter. If you leave a 100-watt light bulb on in your home for one hour per day for 30 days, the energy used is 100 watts × 30 hours = 3,000 watt hours, or 3 kWh.

b  The **number 888888** with all the elements lit verifies that the display is working properly.

c  This **six-digit number** is the actual amount of energy you're using right now. For instance, 001.939 means you're using 1.939 kilowatts—or 1,939 watts.

d  **VLT** indicates voltage (or electrical potential) is being delivered. **CLS** indicates the switch is closed, and power is being delivered.

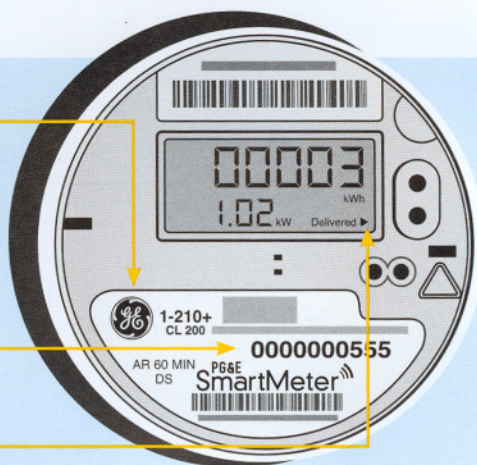
These displays are not available on all models.

e  **VLT reading of zeros** indicates voltage is not being delivered. **OPN** indicates the switch is open, and power is not being delivered.


These displays are not available on all models.


How to read your GE-brand electric meter.

- 1 **GE Logo:**
Confirm you have a GE-brand meter
- 2 **Meter Number:**
This is the number shown in the Electric Account Detail of your energy statement under the heading Meter #
- 3 **Digital Display Window:**
Check your energy use (see below for display descriptions)




Your GE SmartMeter™ electric meter automatically cycles through four displays.

a  The **five-digit number at the top** is the amount, measured in kilowatt hours (kWh), of energy you have used to date since the installation of the meter. For reference, if you leave a 100-watt light bulb on in your home for one hour per day for 30 days, the energy used is 100 watts x 30 hours = 3,000 watt hours, or 3 kWh. The **three-digit number at the bottom** is the actual amount of energy you're using right now. For instance, 1.02 means you're using 1.02 kilowatts—or, 1,020 watts.

b  The **number 88888** with all the elements lit verifies that the display is working properly. The **three-digit number at the bottom** is the actual voltage (or electrical potential) right now.

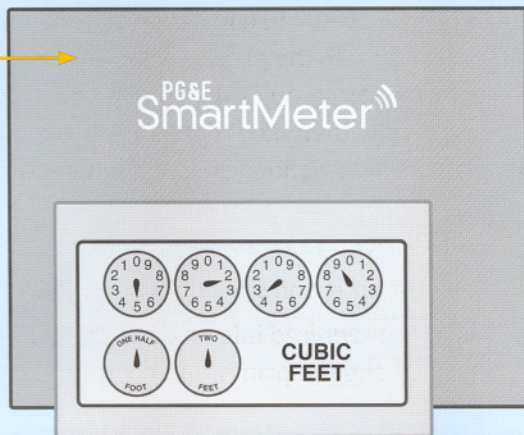
c  **On** indicates the switch is closed, and power is being delivered. **Off** indicates the switch is open, and power is not being delivered.

d  **AdI** (for Advanced Distribution Infrastructure) displays when the meter is communicating with the on-board SmartMeter™ module. **Delivered**, at the bottom right of the displays, indicates use. If there is no power being used, it doesn't display.

Please contact us if you have any questions or would like more information.

How to read your SmartMeter™ residential gas meter.

The **SmartMeter™ gas module** added between the meter and the rotary dials records daily meter reads and then transmits the reads to PG&E.



The odometer-like mechanical dials on your gas meter measure the therms of gas that have traveled through the meter into your home.

Your gas meter uses multiple clock hands and typically has four dials to read. The first and third dials spin counterclockwise, while the second and fourth dials spin clockwise. When reading the meter, if the dial is between two numbers, use the lower number. For instance, the meter pictured here reads 5, 2, 3, 9.

The two dials without numbers are used by PG&E when testing the meter for accuracy.

Read the next section to find out how to track your daily energy use online.

Please contact us if you have any questions or would like more information.

SmartMeter™ technology is enabling the future of energy management.



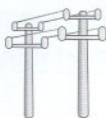
New ways to control your bill.

SmartMeter™ technology gives you access to new electric pricing plans. Some are available today, like SmartRate™, and more will be available in the future. New pricing plans will give you more control over your electric bills while also benefitting the environment.



Get alerts about your energy use.

In the coming months, you'll be able to get alerts from PG&E via phone or email, telling you how much energy you've used for the billing period and if you're projected to move from lower-cost usage into higher-cost usage for the current billing period. You can use these messages to help manage your energy use and lower your bills.



Receive faster power restoration.

Soon SmartMeter™ technology will alert PG&E if there is a power outage so we can quickly get the lights back on. And when we have completed any repairs on site, we can check to be sure that everyone on the circuit has had their power restored before we leave.

Please contact us if you have any questions or would like more information.



Automate your home energy use.

In the future, a Home Area Network (HAN) will give you the ability to automate your home energy use and take advantage of new time-variable pricing plans that enhance the value you receive from every dollar you spend on electricity. With a HAN, you'll be able to:

- Keep informed of your current energy use and its cost using in-home displays.
- Participate in utility pricing and Demand Response programs, using communicating thermostats to achieve optimal balance between comfort and cost.
- Purchase and use home energy management systems together with automated appliances and electronics to optimize the value from your in-home energy use.



Enjoy smarter, cleaner energy supplies.

SmartMeter™ technology is essential to creating a nationwide smart grid. The smart grid delivers electricity to consumers with the help of two-way SmartMeter™ technology. Ultimately, the smart grid will increase the connectivity, automation and coordination among electricity suppliers and networks nationwide. To help create the smart grid, utilities across the country are deploying SmartMeter™ technology to their customers as well. At the end of 2009, over 76 million advanced metering devices were deployed worldwide, and that number is expected to double by 2013.

Understand your rate structure to control your energy costs.

The State of California has adopted a policy to encourage energy conservation, and residential customers are charged more for electricity usage above a certain baseline level each month. As your electric usage moves above your baseline quantity, the price you pay per kilowatt hour (kWh) increases through a tiered rate structure.

What is a baseline quantity?

A baseline quantity is an amount of energy that is intended to satisfy a substantial portion of the energy needs of the average customer in your area—for things like heating, water heating, lighting, refrigeration and cooking.

How are baseline quantities determined?

Baseline quantities are set within a range specified by state law and implemented with the approval of the California Public Utilities Commission. Since baseline quantities are set based on the average use for residential customers in an area, they can vary by geographic location or baseline territory. Baseline quantities also vary by time of year (summer or winter), and are based on your home's heating sources.

What are tiered electric rates?

Electric tiers work like many mobile phone plans—you get a low rate when your use stays within certain limits. If you go over your allotted kWh, you will be charged a higher rate, just as if you went over the allotted minutes in your mobile phone plan. PG&E currently has a 5-tier rate structure where each additional increment, or tier, of use beyond the baseline level is charged at a higher price. So, the more energy you use, the higher the price becomes.

Please contact us if you have any questions or would like more information.

More ways PG&E can help you save.

Energy Efficiency Rebates

PG&E offers a wide range of rebates—from instant savings on lighting products to our appliance recycling program—to help you save energy, money and our environment's natural resources. For more information visit www.pge.com/rebates.

CARE

The California Alternate Rates for Energy (CARE) program provides a monthly discount on energy bills for income-qualified households and housing facilities. Qualifications are based on the number of persons living in your home and your total household income. For more information visit www.pge.com/CARE.

Medical Baseline

Residential customers with special energy needs due to qualifying medical conditions may be eligible to receive additional quantities of gas and/or electricity each month in addition to regular baseline quantities. For more information visit www.pge.com/medicalbaseline.

Balanced Payment Plan

PG&E's balanced payment plan sets your monthly payment amount based on average energy use to eliminate big swings in your payments during extreme-weather months. For more information visit www.pge.com/bpp.

SmartRate™ Summer Pricing Plan

As a PG&E customer who received the SmartMeter™ upgrade to your home, you are eligible to sign up for a new voluntary pricing plan. PG&E's SmartRate™ Summer Pricing Plan encourages you to manage your electricity use between 2 p.m. and 7 p.m. on up to 15 of the hottest days during the Summer Pricing Plan season—what we call SmartDays™. On SmartDays™ there's a surcharge between 2 p.m. and 7 p.m., and on regular days your rate is reduced. For more information visit www.pge.com/smartmeter.



P.O. Box 997310
Sacramento, CA
95899-7310

See your power with the
SmartMeter™ program.

For more information, visit www.pge.com/welcome.

SmartMeter™ is a trademark of SmartSynch, Inc. and is used by permission.
"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation.
©2010 Pacific Gas and Electric Company. All rights reserved. CSM-0410-0516.
PG&E prints its materials with soy based inks  on recycled paper: 

Presorted
Standard
U.S. Postage
PAID
PG&E

00487053886
Thomas Powers
634 Elmwood Dr.
Davis, CA 95616-3515

