

Pacific Gas and Electric Company

Town of Fairfax

March 1, 2023



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timelines

2 Copy of Customer
Communications

3 General FAQ





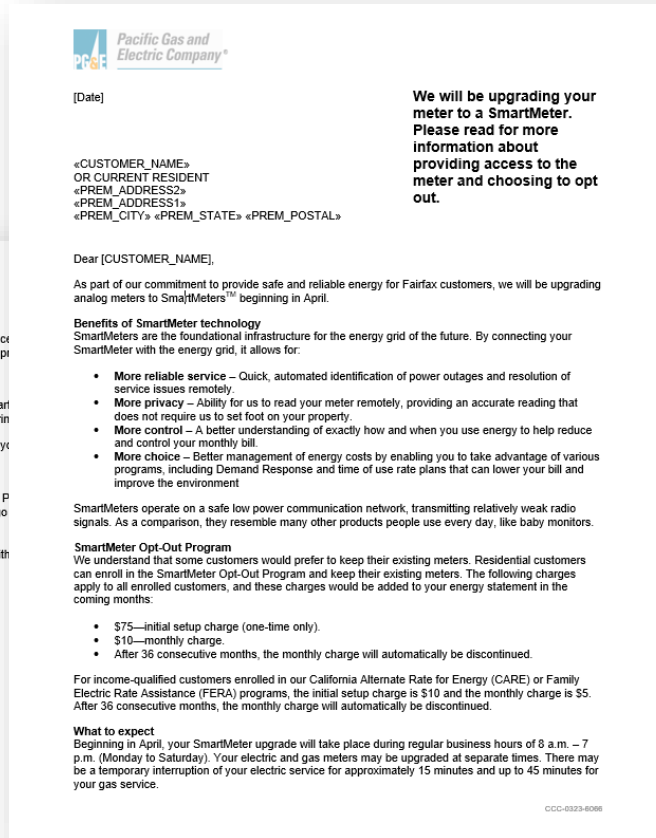
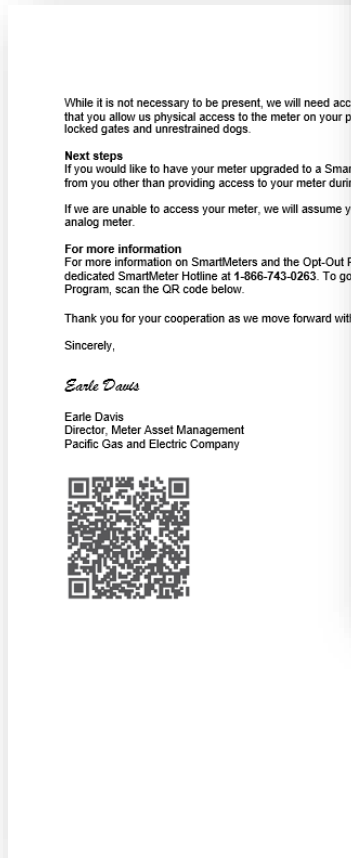
Overview of Smart Meter installation timelines

Communication Touch Points	Timing
Initial Customer Communications - First letter	30-days prior to work
Follow up/Reminder Communications - Second letter	15-days prior to work
Automated phone call 48 hours prior	2-days prior to work
Installation beginnings (3-weeks)	April 3, 2023
Expected completion of all installations	April 21, 2023



Examples of Communication

Initial Customer Letter




Field card examples

SmartMeter Opt-Out Program

We understand that some customers would prefer to keep their existing meters. Residential customers can enroll in the SmartMeter™ Opt-Out Program and keep their existing meters.



For more information, visit pge.com/smartmeter or call 1-866-743-0263



Understanding radio frequencies

SmartMeters operate on a safe low power communication network, transmitting relatively weak radio signals. As a comparison, they resemble many other products people use every day, like baby monitors.

To learn more, visit pge.com/radiofrequency

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Frequently Asked Questions (FAQs)

- When will meter installations stop?
 - Installation begins April 3rd through April 22nd (3-week time frame)
 - Mon – Sat each week
- Does PG&E follow up with property owners to confirm they want to Opt-Out?
 - Customers can opt out any time prior to, during, and after the roll out by going to [PG&E SmartMeter Opt-Out Program \(pge.com\)](https://www.pge.com) or calling the SmartMeter hotline at **1-866-743-0263**.
 - Customers who have already opted out are excluded from this roll out
- Some customers do not want to use the online option. Who answers the Opt-Out phone number? Are they local or out of state? After leaving a message, how long until customers receive a return call?
 - A CSR, who is always within local (within CA), will answer the call and assist with opting the customer out over the phone. If there is a long hold, the customer may request a virtual call back and a CSR will call back to the customer to assist. The IVR will provide an estimated call back time frame in these situations.



Thank You

