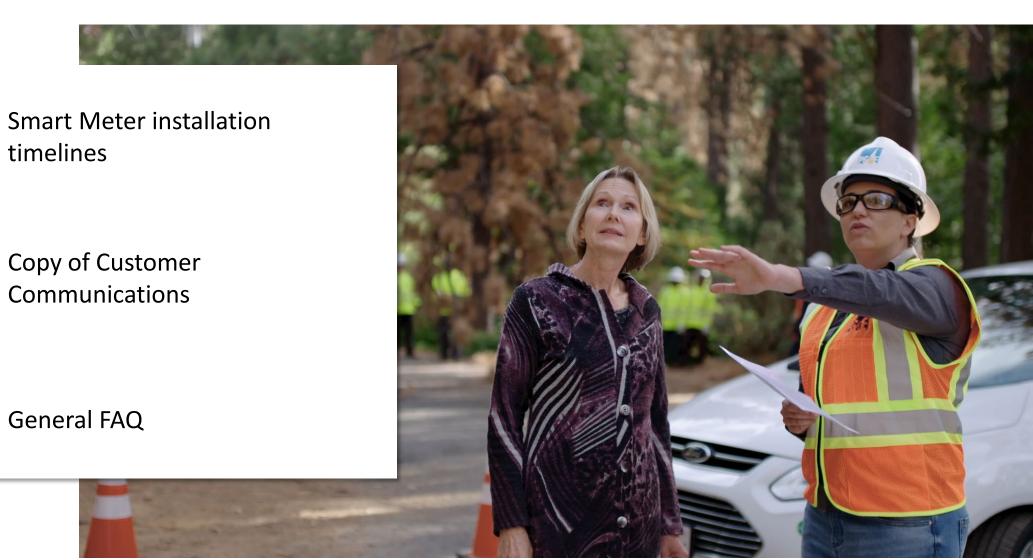
Pacific Gas and Electric Company Town of Fairfax

March 1, 2023







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

Initial Customer Letter

While it is not necessary to be present, we will need acce

that you allow us physical access to the meter on your pr

If you would like to have your meter upgraded to a Smart from you other than providing access to your meter durin

If we are unable to access your meter, we will assume ve

For more information on SmartMeters and the Opt-Out P

dedicated SmartMeter Hotline at 1-866-743-0263. To go

Thank you for your cooperation as we move forward with

locked gates and unrestrained dogs.

Program, scan the QR code below

Director, Meter Asset Management Pacific Gas and Electric Company

Next steps

analog meter

Sincerely

Earle Davis

Farle Davis

For more information

[Date]

«CUSTOMER NAME» OR CURRENT RESIDENT «PREM ADDRESS2» «PREM_ADDRESS1» «PREM_CITY» «PREM_STATE» «PREM_POSTAL»

Dear [CUSTOMER_NAME],

As part of our commitment to provide safe and reliable energy for Fairfax customers, we will be upgrading analog meters to SmartMeters[™] beginning in April.

We will be upgrading your meter to a SmartMeter. Please read for more information about

providing access to the

out.

meter and choosing to opt

Benefits of SmartMeter technology

SmartMeters are the foundational infrastructure for the energy grid of the future. By connecting your SmartMeter with the energy grid, it allows for:

- More reliable service Quick, automated identification of power outages and resolution of service issues remotely
- · More privacy Ability for us to read your meter remotely, providing an accurate reading that does not require us to set foot on your property. More control - A better understanding of exactly how and when you use energy to help reduce
- and control your monthly bill. More choice – Better management of energy costs by enabling you to take advantage of various
 programs, including Demand Response and time of use rate plans that can lower your bill and
- improve the environment

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

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. The following charges apply to all enrolled customers, and these charges would be added to your energy statement in the coming months

- \$75—initial setup charge (one-time only). \$10—monthly charge.
- · After 36 consecutive months, the monthly charge will automatically be discontinued.

For income-qualified customers enrolled in our California Alternate Rate for Energy (CARE) or Family Electric Rate Assistance (FERA) programs, the initial setup charge is \$10 and the monthly charge is \$5. After 36 consecutive months, the monthly charge will automatically be discontinued

What to expect

Beginning in April, your SmartMeter upgrade will take place during regular business hours of 8 a.m. - 7 p.m. (Monday to Saturday). Your electric and gas meters may be upgraded at separate times. There may be a temporary interruption of your electric service for approximately 15 minutes and up to 45 minutes for your gas service.

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



4

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.



"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2022 Pacific Gas and Electric Company. All rights reserved. CCC-0822-5569

When will meter installations stop?

PFSF

- 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 <u>PG&E SmartMeter Opt-Out Program</u> (<u>pge.com</u>) or calling the SmartMeter hotline at **1-866-743-0263.**.
 - o 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

