

February 1, 2012

This letter provides information about your SmartMeter™ Opt-Out options. Please contact us by May 1 if you wish to opt-out.

Dear Valued Customer,

We want to let you know that on February 1, 2012, the California Public Utilities Commission (CPUC) approved Pacific Gas and Electric Company's (PG&E) proposal to offer residential customers the opportunity to "opt-out" of PG&E's SmartMeter™ Program. The CPUC's decision offers residential customers a choice of analog electric and gas meters instead of SmartMeters™. The decision also directs PG&E to discontinue the SmartMeter™ Delay List, which gave customers the choice to postpone their SmartMeter™ installation(s) until the CPUC reached its Final Decision.

Our records show that your home either is on the SmartMeter™ Delay List, or that you have otherwise indicated that you may want to opt-out of the SmartMeter™ Program. According to the CPUC's decision, customers who wish to opt-out must inform PG&E of their choice, even if they are already on the Delay List. Customers who do not contact PG&E to opt-out should be upgraded to SmartMeters™.

If you want to have PG&E install SmartMeters™ at your home at no additional cost to you, no action is required. However, if you choose to opt-out of the SmartMeter™ Program, please let us know by **May 1, 2012**. If we do not receive your request by then, we will assume your preference is to have PG&E upgrade your meters to SmartMeters™.

To opt-out, you may return the enclosed postage-paid form, go online at www.pge.com/SmartMeterOptOut, visit your local PG&E office, or call 1-866-743-0263. If you contacted us on or since February 1, 2012 to indicate your opt-out preference, no further action is needed.

Analog mechanical meter option – Charges will apply

Please note, if you choose the analog mechanical meter option, the following CPUC-set charges will be added to your energy statement:

- An initial \$75 setup charge, as well as a \$10 monthly meter-reading charge.
- For income-qualified customers enrolled in our CARE or FERA programs, the initial setup charge is \$10, and the monthly meter-reading charge is \$5.

SmartMeter™ option – At no additional cost

At no additional cost, you may upgrade the analog mechanical meter(s) at your home to SmartMeter(s)™. For more information about the benefits of PG&E's SmartMeter™ Program, please visit www.pge.com/SmartMeter.

Thank you. We consider it a privilege to serve you, and we appreciate your business.

Sincerely,

Helen Burt
Senior Vice President and Chief Customer Officer
Pacific Gas and Electric Company



SmartMeter™ Opt-Out Program

At Pacific Gas and Electric Company (PG&E), we fully support individual choice when it comes to the meter at your home. Please complete all fields in the form below to submit your SmartMeter™ Opt-Out preference¹.

About your choices:

A SmartMeter™—At no additional cost

At no additional cost, you may upgrade to a SmartMeter™. For more information on SmartMeter™ and its many benefits, visit www.pge.com/SmartMeter.

An analog mechanical meter—Charges will apply

Please note, if you choose the analog mechanical meter option, the following charges² set by the CPUC will be added to your energy statement:

- An initial \$75 setup charge, as well as a \$10 ongoing monthly charge.
- Income-qualified customers enrolled in CARE or FERA programs pay an initial \$10 setup charge, as well as a \$5 ongoing monthly charge.

SmartMeter™ Opt-Out Form		
Customer Name		Customer Account Number
Service Address (An opt-out request must be submitted for each household location)		Apt./Unit Number
City	State	Zip Code
Phone Number	We'll call you prior to any required work at your home	
		Email Address (optional)
Meter Access Issues <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, is there something specific we should know? <input type="text"/>		
<input type="checkbox"/> Please check here if you operate life support or other sensitive medical equipment in your home.		
<input type="checkbox"/> I want to opt-out of the SmartMeter™ Program. By checking this box, I AGREE that I am a named, authorized person on the customer account number entered above. Further, I am indicating that I want to opt-out of the SmartMeter™ Program, am opting for the analog mechanical meter alternative, and am aware of the initial setup and monthly charges, which will be added to my energy statement. By opting out, I understand that all SmartMeter™-enabled services, including Energy Alerts and special rate program SmartRate™, among others, will not be available to me, and I thus agree to forfeit these services and benefits.		
<input type="checkbox"/> I want to receive the SmartMeter™ upgrade. By checking this box, I AGREE that I am a named, authorized person on the customer account number entered above. Further, I am indicating that I want to receive the SmartMeter™ upgrade at no additional cost.		
SIGN HERE <input type="text"/>		<input type="text"/>
Customer Signature		Date

For more information about the SmartMeter™ Opt-Out Program, visit www.pge.com/SmartMeterOptOut. If you have questions, or prefer to speak with one of our representatives to opt-out, please call **1-866-743-0263**. We're here to assist you 24 hours a day, 7 days a week.

¹ An opt-out request must be submitted for each household location.

² If you would like more information about the SmartMeter™ Opt-Out Program charges, visit www.pge.com/SmartMeterOptOut and view the frequently asked questions.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2012 Pacific Gas and Electric Company. All rights reserved. SmartMeter™ is a trademark of SmartSynch, Inc. and is used by permission. PG&E prints its materials with soy-based inks ♻️ on recycled paper. ♻️ 1.2012