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2 [Supporting Outreach and Education Regarding Smart Meters to Prevent Power Service
3 Disconnections]

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5 **Resolution supporting outreach and education regarding Smart Meters to prevent**
6 **power service disconnections.**

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8 WHEREAS, The City desires to protect its citizens from losing essential services
9 such as power and utilities; and,

10 WHEREAS, Data from the Division of Ratepayer Advocates has shown an
11 increase in PG&E's disconnections of service compared to the past year, particularly
12 after the installation of Advanced Metering Infrastructure (AMI) or Smart Meters in April
13 of 2009; and,

14 WHEREAS, Numerous complaints have been sent to consumer advocacy
15 groups such as TURN (Toward Utility Rate Normalization) regarding skyrocketing bills
16 that arose after the installation of Smart Meters; and,

17 WHEREAS, According to TURN, there are some cases where plausible
18 explanations have not yet been given to justify these increased power bills; and

19 WHEREAS, According to the California Public Utilities Commission (CPUC),
20 approximately 1000 complaints have been received regarding Smart Meters; and,

21 WHEREAS, Pacific Gas and Electric Company (PG&E) has admitted there are
22 problems with Smart Meters such as non-functional, non-communicative, or
23 problematically installed Smart Meters; and,

24 WHEREAS, Heightened consumer protections, in the form of educational
25 assistance, monetary assistance, and communication with customers, are key to

1 preventing and limiting disconnection from essential utility services and possible
2 overbilling; and,

3 WHEREAS, The City and County of San Francisco supports suspension of
4 remote disconnections while the Public Utilities Commission conducts its investigation
5 into the use of Smart Meters; now, therefore, be it

6 RESOLVED, That the Board of Supervisors of the City and County of San
7 Francisco calls upon the CPUC to develop additional consumer protections to prevent
8 service disconnections in the form of improved education, communication, and
9 monetary assistance programs in cases of financial hardship; and, be it

10 FUTHER RESOLVED, That the Board of Supervisors of the City and County of
11 San Francisco supports a moratorium on new Smart Meter installations, consistent with
12 TURN's consumer advocacy efforts, as well as suspending remote disconnections until
13 the CPUC ordered independent investigation on Smart Meters has issued its findings.

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City and County of San Francisco

Tails
Resolution

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 100538

Date Passed: May 18, 2010

Resolution supporting outreach and education regarding Smart Meters to prevent power service disconnections.

May 11, 2010 Board of Supervisors - CONTINUED


Ayes: 11 - Alioto-Pier, Avalos, Campos, Chiu, Chu, Daly, Dufty, Elsbernd, Mar, Maxwell and Mirkarimi

May 18, 2010 Board of Supervisors - ADOPTED

Ayes: 11 - Alioto-Pier, Avalos, Campos, Chiu, Chu, Daly, Dufty, Elsbernd, Mar, Maxwell and Mirkarimi

File No. 100538

I hereby certify that the foregoing Resolution was ADOPTED on 5/18/2010 by the Board of Supervisors of the City and County of San Francisco.

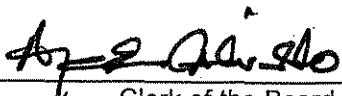

Angela Calvillo
Clerk of the Board

UNSIGNED
Mayor Gavin Newsom

5-28-10
Date Approved

Date: May 28, 2010

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, became effective without his approval in accordance with the provision of said Section 3.103 of the Charter.


Clerk of the Board

File No.
100538