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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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