

# EMF Safety Network

Promoting education & responsible use of EMF and RF technology

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## **PG&E admits billing errors, offers scanty refund**

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**[PG&E admits billing errors](#)** alleging a defect in their Smart Meters and states they will offer full refunds, averaging \$40 to approximately 1600 customers.

PG&E states, "We take this issue very seriously and will do the right thing for our customers. We are committed to accurate metering and billing and will contact our affected customers immediately and issue full refunds," said Greg Kiraly, Vice President, SmartMeter™ Operations. "

Considering the CPUC has a draft decision on the MAY 5 meeting agenda, where PG&E may be ordered to pay \$1400 for Smart Meter billing overcharges, it's doubtful that PG&E is offering refunds because they care about their customers. Anyone who has been overcharged might want to wait before they accept a \$40 check from PG&E.

### [PUC May 5 Agenda Item #23](#)

**Proposed outcome:** Defendant [ PG&E] shall true up complainants' account and shall refund (or credit) \$1,400.00 in charges.

**Text of draft decision** "The metered usage reflected by complainants' billing information for the period from November 18, 2009, through April 29, 2010, supports their contention that their billings tripled in amount after SM#1 was installed. The cause of the discrepancy has not been fully explained, but the weight of the evidence demonstrates that the increase was not caused by any actions of the complainants. Based upon the historical level of their billing, we will grant their request for a \$1,400 adjustment."

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### Resources

- [EMF and RF World Concerns Summary](#)
- [Global EMF Websites](#)

### Links

- [Citizens for Safe Technology](#)
- [CLOUT](#)
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- [Ecological Options Network EMF Blog](#)
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### Studies

- [Bioinitiative Report](#)
- [Cell Phones and Brain Tumors](#)
- [Public Health Implications of Wireless Technologies](#)
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