

From: Brown, Carol A.
Sent: 2/1/2010 1:12:55 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Cc:
Bcc:
Subject: RE: Data on payplans

thanks - the OIR is still a work in process

From: Dietz, Sidney [mailto:SBD4@pge.com]
Sent: Monday, February 01, 2010 8:46 AM
To: Brown, Carol A.
Subject: Data on payplans

Carol --

I made it back from Texas, whew!

Here is a spreadsheet showing the payplans offered as well as the % kept against duration. From F Redacted
Reda

Here is the pay plan information by month for 2009 and % of pay plans kept or broken based on length of pay plan

Highlights

- 2/3 of our customer pay plans are currently less than 3 months in duration
- The longer the pay plan, the less likely the plan is to be kept - only 17% of customers with a 3 month pay plan fulfill the original obligation

<<Pay Plans by Duration 2009.xls>>

Also, I've included a presentation that outlines our new outreach efforts and shows recent lowering trends in shutoffs.

<<MTC Staff Meeting - En Banc Strategy.ppt>>

Finally, I am working on getting data together on the benefits of remote shutoff and reconnection, as well as the impacts of the suspension of deposits.

Thanks, I hope you are well!

yours,

sid