

From: Horner, Trina  
Sent: 4/21/2010 10:10:54 AM  
To: 'Velasquez, Carlos A.' (carlos.velasquez@cpuc.ca.gov); [Redacted]  
[Redacted]  
Cc: Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov)  
Bcc:  
Subject: RE: MEA Phase I expansion

Ok, let's use this call-in number at 11:00 and we can walk through the issues:

Dial-in #: [Redacted]; Meeting #: [Redacted] (please dial asterisks before and after the number)

**From:** Velasquez, Carlos A. [mailto:carlos.velasquez@cpuc.ca.gov]  
**Sent:** Wednesday, April 21, 2010 8:42 AM  
**To:** Horner, Trina; [Redacted]  
**Cc:** Kahlon, Gurbux; Roscow, Steve; Fitch, Julie A.  
**Subject:** RE: MEA Phase I expansion

11 a.m. today works for me.

**From:** Horner, Trina [mailto:TNHc@pge.com]  
**Sent:** Tue 4/20/2010 5:28 PM  
**To:** Velasquez, Carlos A.; [Redacted]  
**Cc:** Kahlon, Gurbux; Roscow, Steve; Fitch, Julie A.  
**Subject:** RE: MEA Phase I expansion

Carlos, it would be good to talk. What's your availability tomorrow? I'd like to get a subset of PG&E folks together who are more experts on the web site, and make sure we all walk through your list together. Let me know when tomorrow would work for you.  
Thanks,  
Trina

**From:** Velasquez, Carlos A. [mailto:carlos.velasquez@cpuc.ca.gov]  
**Sent:** Tuesday, April 20, 2010 4:29 PM  
**To:** Horner, Trina; [Redacted]  
**Cc:** Kahlon, Gurbux; Roscow, Steve; Fitch, Julie A.  
**Subject:** RE: MEA Phase I expansion

Trina – Also, I left a message/email for you this morning to note that PG&E’s website is not in compliance with Resolution E-4250 (attached), OP2.B. According to your email pasted below, you believe PG&E is in compliance with our Ordering Paragraph 2B.

[Before I finished typing this email, Redacted called me. Roger now understands that the language in OP2B was not intended to be imbedded in the Q&As (technically, Resolution E-4250 does not order PG&E to include Q&As). Rather, it was intended to replace the text that PG&E has on the “CCA dedicated webpage” – <http://www.pge.com/myhome/customerservice/energychoice/communitychoiceaggregation> Also, the recording one listens to when calling 1-866-743-0335 states that customers can opt out of a CCA program “prior to the start of a CCA program”. This information is incomplete and as such, is misleading.]

There are other issues regarding the PG&E’s CCA dedicated webpage (the opt out link, the reference to an “exit fee”, the incomplete prompt to Spanish-language assistance) that are addressed if we talk about them over the phone; I can be reached at 703-1124.

**Hi Steve, Carlos, and Gurbux,**

**I can confirm that the text on PG&E's web site has been changed, in compliance with Resolution E-4250, OP 2B. You should be able to verify it on these links below.**

[www.pge.com/cca](http://www.pge.com/cca)

<http://www.pge.com/mybusiness/customerservice/energychoice/communitychoiceaggregation/faq/index>

<http://www.pge.com/myhome/customerservice/energychoice/communitychoiceaggregation/faq/index>

**Let me or Roger know if you have any questions about these changes.**

**Going forward, any future CCA-related web site changes will be entered into PG&E's compliance tracking system and flagged for notification to Energy Division.**

**Thanks,**

**Trina**

**973-6490**

**From:** Velasquez, Carlos A.

**Sent:** Tuesday, April 20, 2010 4:19 PM

**To:** 'Horner, Trina'; [Redacted]

**Cc:** Clanon, Paul; Lindh, Frank; Cherry, Brian K; Hartman, Sanford (Law); Kahlon, Gurbux; Roscow, Steve; Fitch, Julie A.

**Subject:** RE: MEA Phase I expansion

Hi Trina – thanks for the heads up. I feel it may be useful to clarify with MEA if the opt out notices that are being sent to additional customers are not, actually, for a 2<sup>nd</sup> phase of MEA/MCE service. CCAs are not limited to the number of phases they can use to implement the CCA program per Commission rules.

“As we stated in D.04-12-046, the statute does not restrict phase-ins in any way, including those applicable to residential customers. Accordingly, the utilities’ tariffs may not include any language limiting phase-ins. (**Decision 05-12-041, p27**)

If MEA, in actuality, notified [Redacted] of a second phase, the issues you’ve raised are moot.

-----Original Message-----

From: Horner, Trina [mailto:TNHc@pge.com]  
Sent: Tuesday, April 20, 2010 3:14 PM  
To: Kahlon, Gurbux; Fitch, Julie A.; Velasquez, Carlos A.; Roscow, Steve  
Cc: Clanon, Paul; Lindh, Frank; Cherry, Brian K; Hartman, Sanford (Law)  
Subject: MEA Phase I expansion

Julie, Gurbux, Steve, Carlos:

I need to make you aware of a new development in the Marin Energy Authority's CCA program, of which PG&E recently became aware. In a phone call to PG&E yesterday, Dawn Weisz confirmed to [Redacted] that MEA has expanded their Phase 1 to include an additional 3,000 customers and began initial notifications of the additional Phase 1 customers on April 10. Ms. Weisz sent PG&E emails on April 11 and April 12, stating in the April 11 email that "I wanted to let you know that we are noticing some additional customers at this time and will pass along the customer list 30-days before cut over or sooner if we can work out an arrangement on how customers are contacted." Calvin had followed up to ask MEA for more details on their proposed expansion of Phase 1, but as I understand it Ms. Weisz was on vacation and did not return the call until yesterday.

In accordance with CPUC Resolution E-4250, and to avoid any further customer confusion, as a result of MEA's expansion of its Phase 1 without providing their Phase 1 customer list, PG&E plans to hold off sending out the "opt out rescission" letters to non-Phase 1 MEA customers until MEA provides PG&E a complete list of their Phase 1 customers, including the additional 3,000 Phase 1 customers that it began notifying on April 10. The "opt out rescission" letters to the non-MEA area customers -- the so-called "generic" letters -- would of course be unaffected by this development.

Also, as a result of MEA's expansion of its Phase 1 without providing their Phase 1 customer list, the CPUC Resolution permits PG&E to solicit opt-outs from all customers throughout MEA's service territory until MEA provides their complete Phase 1 customer list.

In order to avoid continued customer confusion resulting from MEA's phasing of its

CCA program, as well as to ensure an orderly coordination of electricity services to customers by MEA and PG&E, we are hopeful that MEA will reconsider its decision not to provide PG&E immediately with its complete Phase 1 customer list. However, we wanted to notify you of this development and keep you informed. Please feel free to call me if you have any questions.

Trina

415-973-6490