

From: Velasquez, Carlos A.
Sent: 4/23/2010 7:01:51 PM
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
Redacted
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Cc: Fitch, Julie A. (julie.fitch@cpuc.ca.gov); Kahlon, Gurbux
(gurbux.kahlon@cpuc.ca.gov); Roscow, Steve (steve.roscow@cpuc.ca.gov)
Bcc:
Subject: RE: Resolution E-4250, PG&E compliance with OP 2.B.

Thanks Redacted In order to formalize what I stated to you during our call today, the text on PG&E's CCA dedicated webpage now complies with Resolution E-4250, OP 2B. However, as I also mentioned to you, Trina, Jon, and Nicole on Wednesday (and per Resolution E-4250, OP 2C orders to the Energy Division's Staff), the following changes will also need to be made to PG&E's CCA dedicated webpage:

- 1) The recording one listens to by calling 1-866-743-0335 needs to be revised in order to reflect the fact that only customers who have received the statutorily mandated opt out notices from a CCA have the option to opt out of CCA service.
 - a. The recording also refers to customers as being "automatically" enrolled once a city or county implements a CCA program. This statement is not completely correct, as customers can be phased into CCA service – and therefore not all customers are "automatically" enrolled into a CCA program by virtue of a city/county's decision to implement a CCA program. "Automatically enrolled, over time" would be more appropriate, in the context of a CCA's phase-in option.
 - b. As we talked about on Wednesday, if PG&E's recording wishes to include the message stating that a CCA may charge customers an exit fee if they return to PG&E bundled service after the statutorily mandated notification period, PG&E should also convey the following message: **A CCA program has the option to charge a customer an exit fee if a customer returns to PG&E bundled service after the statutorily mandated notification period. Currently, Marin Energy Authority's CCA plans to charge residential customer a one-time exit fee of \$5 – and all other customers a one-time exit fee of \$25 – if MEA customers wish to return to PG&E bundled service after the statutorily mandated notification period.** The CPUC's intent is for PG&E to provide factual information to customers via PG&E's website. Therefore, this known \$-fact should be included – not simply mentioned and

left as an unknown. Alternatively, PG&E could forgo including this information in the recording and allow the CCAs to inform customers whether or not, in actuality, there will be an exit fee.

c. The Spanish-language option included in the recording one can listen to by calling 1-866-743-0335 now provides general information about PG&E service (before it looped back to options described in English). Ideally however, when calling this phone # the information recorded in Spanish should be CCA-related and should mirror what the default English-based recording states – once the Energy Division reviews and agrees on what the transcript used to record the English recording must state.

2) The hyperlink to the CPUC’s CCA-dedicated webpage (http://www.cpuc.ca.gov/PUC/energy/Retail+Electric+Markets+and+Finance/070430_ccaggregation) at the bottom of the page should be activated on PG&E’s website.

3) Regarding the “Frequently Asked Questions” linked on this page: let me know if PG&E plans to revise the answers provided to these questions. As it is, I have some suggestions; but I can wait to provide them to you if these answers will be revised.

Thanks,

Carlos

703-1124

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

From: [Redacted]

Sent: Friday, April 23, 2010 5:28 PM

To: Velasquez, Carlos A.; Roscow, Steve; Kahlon, Gurbux

Cc: Horner, Trina; [Redacted]; Fitch, Julie A.

Subject: Resolution E-4250, PG&E compliance with OP 2.B.

Hi Carlos, Steve 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 the link below.

www.pge.com/cca

Please let Trina, Jon or me know if you have any questions about these changes.

Thanks,

Redacted

