

From: [Redacted]  
Sent: 4/30/2010 4:09:06 PM  
To: 'Weisz, Dawn' (DWeisz@co.marin.ca.us)  
Cc: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);  
Fitch, Julie A. (julie.fitch@cpuc.ca.gov); Velasquez, Carlos A.  
(carlos.velasquez@cpuc.ca.gov); Roscow, Steve (steve.roscow@cpuc.ca.gov);  
Warner, Christopher (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJW5)  
Bcc:  
Subject: RE: Phase 1 Supplement

Hi Dawn:

Since MEA and PG&E did not have any advanced operational planning meetings, PG&E was unaware of MEA's actual timeline to implement its CCA program. When we met on January 26, 2010, we discussed the intended process for providing updated customer lists for customer notifications. At MEA's request, PG&E provided that list to MEA on February 19, 2010. PG&E also provided an updated 2009 data file on March 23, 2010 pursuant to the CCA\_INFO tariff at MEA's request.

Nevertheless, as I indicated below, because many of the customer accounts specified in MEA's customer list provided to PG&E on April 7, 2010 are no longer active, we are unable to flag these accounts as eligible for switching to CCA Service. As I also recall in our January 26, MEA/Navigant indicated that subsequent move-ins would be incorporated in Phase 2. As I also indicated below, many of these customer have been included in MEA's Phase 1B list, so they are naturally being captured as we move forward.

I believe we both want to have an orderly process to switch accounts moving forward, and there are probably many other operational details that we have not discussed, so I encourage MEA to discuss their enrollment plans and expectations in advance of customer notifications to insure we are able to accommodate any special arrangements contemplated by MEA, and that we are operationally in sync with each other.

I'm available to meet at any time, so let me know what works for you.

Regards,  
Calvin

[Redacted] Manager - **ESP Services**

Pacific Gas & Electric Company

[Redacted]

**From:** Weisz, Dawn [mailto:DWeisz@co.marin.ca.us]

**Sent:** Friday, April 30, 2010 12:11 PM  
**To:** [Redacted]  
**Cc:** Roscow, Steve; Fitch, Julie A.; Velasquez, Carlos A.  
**Subject:** RE: Phase 1 Supplement

Hi [Redacted]

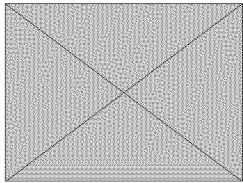
Because the data you/PG&E provided to us prior to our customer noticing was out of date (2008 data) this has cause multiple difficulties which you are aware of, some of which you have outlined below.

However, MEA followed the prescribed process with the customer noticing for all of these 619 customers. We still do not see a reason why these 619 accounts would not be included in the enrolled customers list. As such, we expect that these 619 customers will be included in the data list you will be sending over today.

Feel free to call me if you would like to discuss this.

Thanks very much,

Dawn



Dawn Weisz

Interim Director

Marin Energy Authority

3501 Civic Center Drive, Rm. 308

San Rafael, CA 94903

415-507-2706; [www.marinenergyauthority.org](http://www.marinenergyauthority.org)

**From:** [Redacted]  
**Sent:** Thursday, April 29, 2010 11:36 AM  
**To:** Weisz, Dawn  
**Subject:** RE: Phase 1 Supplement

Hi Dawn:

You are correct in concluding that the mass enrollment list returned to you on April 14, 2010 excluded accounts that not only opted out, but also excluded accounts for other reasons, such as a closed account. However, I do not believe any have been excluded due to a "change" in service account ID number. Any new accounts at these service addresses are for new customers of record.

As we previously discussed, much of the ability to facilitate a smooth transition is associated with handling of customer lists and flagging the eligible accounts to enable accurate opt--out processing, customer communications, and switching. As such, everything is tied to a customer's active service account number. It would not be appropriate to operate just on the basis of street addresses, so we cannot include the updated enrollment list your provided for inclusion as part of the Phase I mass enrollment.

Upon reviewing this situation, it appears that MEA utilized 2008 data to provide PG&E with the customer list on April 7, 2010, which increases the likelihood of the number of closed accounts. I've also noticed that a number of account you attached in your email have already been included in your Phase 1B list, so many of these new accounts will eventually be captured. This situation will continue to occur due to the nature of customer moves, so it will be important to utilize the most current data available for customer lists/customer notifications for any future phases contemplated by MEA.

For MEA's planning purposes and system account setup with your data services provider, we have provided a mass enrollment list on April 14. We provided an updated list with additional data elements on April 23, and will be providing a final mass enrollment list on April 30 so that we both can have consistent records of customers that will be switching to MEA for CCA Service.

If you have any additional questions, or would like to have further discussions on how we can address the constantly changing customer population in developing future customer lists, I am available to meet with you, your consultants, and/or your data services provider.

Regards,

Calvin

**From:** Weisz, Dawn [mailto:DWeisz@co.marin.ca.us]

**Sent:** Tuesday, April 27, 2010 4:50 PM

**To:** [Redacted]

**Subject:** Phase 1 Supplement

Hi Calvin,

Since PG&E has not provided to MEA a list of the customers who have opted out of the MCE program, we have attempted to create such a list by comparing MEA's Phase 1 customer notification list with the mass enrollment list that you provided on April 14, 2010. In so doing and by comparing to the 2008 and 2010 data for customers who were notified as part of Phase 1, we have discovered 619 service addresses where the service account ID number changed between 2008 and 2010. Since none of these service addresses were included in the mass enrollment list you provided, we believe that PG&E eliminated these accounts from the mass enrollment list based on an inability to match with an active service account ID number. However, since PG&E provided no information regarding why accounts on the Phase 1 notification list were eliminated, we are unable to validate whether customers expressly opted out or were excluded for other reasons.

We have been able to update the service account ID numbers for most of those service addresses where there was a change in service account ID number by matching the original Phase 1 notification list with the 2010 data recently provided by PG&E. The attached list of service addresses were provided as part of the Phase 1 notification list, and these customers were provided their two initial customer notifications at their service address along with all other Phase 1 customers. The customers on the attached list, except for those who have expressly opted out, are to be included in the Phase 1 mass enrollment list for May transfer to MEA service.

I am requesting that you provide an updated mass enrollment list that includes the customers in the attached list who have not expressly opted out of MCE. It would also be helpful to get from PG&E a list of customers that have opted out of the MCE program so that both MEA and PG&E can have complete and consistent records and to help facilitate a smooth transition.

I would appreciate your prompt attention to this matter.

Thanks,

Dawn

Email Disclaimer: <http://www.co.marin.ca.us/nav/misc/EmailDisclaimer.cfm>