

From: Velasquez, Carlos A.
Sent: 4/30/2010 6:38:41 PM
To: Redacted
Cc: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
Fitch, Julie A. (julie.fitch@cpuc.ca.gov); Kahlon, Gurbux
(gurbux.kahlon@cpuc.ca.gov); Roscow, Steve (steve.roscow@cpuc.ca.gov)
Bcc:
Subject: compliance table for Resolution E-4250-E

Hi [Redacted] – we will need to talk about PG&E’s compliance with the OPs included in the compliance table. Can we talk on Monday, May 3rd? I can call you at 2pm – please confirm.

1) OP.2.d regards the “generic” letter that should have already been sent out to all non-MEA customers that opted out prematurely of CCA service. Your note that “PG&E has omitted sending the letter to a subset of customers in Marin County that are not participating in MEA’s program...” is therefore problematic. These customers should have received this letter as of April 21, 2010. This letter will need to be sent out to customers with the Energy Division cc’ed on this letter.

2) Also regarding OP.2.d, the status you indicate is “complete” – however, the Energy Division has not been cc’ed the generic letter that was sent out to all the customers that opted out of the CCA program prematurely throughout PG&Es service territory. If PG&E has already sent this letter out, PG&E will need to send this letter out again and cc the Energy Division on each letter.

3) Ditto for OP.2.f., which regards MEA non-phase one customers that opted out prematurely.

Carlos

703-1124

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

From: [Redacted]

Sent: Friday, April 30, 2010 5:12 PM

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

Cc: Fitch, Julie A.

Subject: RE: CCA phone line scripts

Steve, Carlos, Gurbux,

Please find attached a table that lists the compliance items from Resolution E-4250 per the ordering paragraphs. The table provides a snap shot of our compliance requirements along with additional issues raised that PG&E has continued to work to address. We believe that most of the issues that have been raised to date have been addressed.

Please let myself or Trina know if you have any other additional questions.

<<CCA Opt Out_Res E-4250_Compliance Table_4-30-10.xls>>

[Redacted]

[Redacted]

Pacific Gas and Electric Company

Regulatory Relations

[Redacted]

From: Horner, Trina

Sent: Thursday, April 29, 2010 4:40 PM

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

Cc: [Redacted] Fitch, Julie A.

Subject: CCA phone line scripts

Steve, Carlos, Gurbux:

As a follow up to my email last night, attached is a draft of the phone line script that PG&E proposes to record for the CCA number on the web site. I know you asked for an end to the ad-hoc approach to the E-4250 compliance items and Carlos' suggestions, and [Redact] is working today to pull together a comprehensive list of all of those items and the date PG&E complied, will comply, or next steps; he will send that to you no later than tomorrow morning. We were going to wait to send this script to you with that matrix, but as the draft script is ready for review now and can be recorded once we get the green light from you, I wanted to get it to you as soon as possible.

We've tried to incorporate the feedback in the various conversations about the phone recording we've had with Carlos in the last few days. The text in yellow highlights contains the various changes. We're planning for a Monday morning "recording" session of the script with the service that does such things, so if you have any feedback or need more time to review, please let [Redact] and me know tomorrow.

The plan is to also record a spanish language version of these words as well, per our discussion with Carlos.

Again, this script will appear on Redacted more comprehensive tracking list you'll get tomorrow.

Let us know if you have any questions.

Trina

<< File: IVR for CCA - 042910.doc >>