

From: Cherry, Brian K  
Sent: 4/28/2010 10:00:37 AM  
To: 'Weisz, Dawn' (DWeisz@co.marin.ca.us)  
Cc: Fitch, Julie A. (julie.fitch@cpuc.ca.gov); Clanon, Paul (paul.clanon@cpuc.ca.gov); cliff.rechtschaffen@doj.ca.gov (cliff.rechtschaffen@doj.ca.gov); Sandra Goldberg (Sandra.Goldberg@doj.ca.gov); psp@cpuc.ca.gov (psp@cpuc.ca.gov); as2@cpuc.ca.gov (as2@cpuc.ca.gov); Lindh, Frank (frank.lindh@cpuc.ca.gov); skh@cpuc.ca.gov (skh@cpuc.ca.gov); sst@cpuc.ca.gov (sst@cpuc.ca.gov); kms@cpuc.ca.gov (kms@cpuc.ca.gov); gig@cpuc.ca.gov (gig@cpuc.ca.gov); agc@cpuc.ca.gov (agc@cpuc.ca.gov); Bottorff, Thomas E (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TEB3); Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC); [Redacted]; [Redacted]; Garber, Stephen (Law) (/o=PG&E/ou=Corporate/cn=Recipients/cn=SLG0); Hartman, Sanford (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=SLHb); mwt@cpuc.ca.gov (mwt@cpuc.ca.gov); Warner, Christopher (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJW5); [Redacted]; [Redacted]; [Redacted] Brown Carol (cab@cpuc.ca.gov) (cab@cpuc.ca.gov); Dan Douglass (douglass@energyattorney.com)

Bcc:

Subject: RE: PG&E non-compliance with E-4250

Dawn:

Thank you for your April 26, 2010, letter regarding PG&E's communications with customers in Marin County. I have asked our team to look into the allegations in your letter and I want to assure you that I take all of your allegations very seriously. After reviewing the allegations, I would like to respond to you as follows:

1. PG&E is not soliciting and will not solicit non-Phase 1 customers to opt-out of MEA's CCA program prior to the initial notification period for those customers in compliance with CPUC Resolution E-4250. PG&E has not solicited non-Phase 1 customers to opt-out since receiving your Phase 1 customer list on April 7, 2010. If you identify non-Phase 1 customers whom you believe have been solicited by PG&E to opt-out subsequent to April 7, 2010, please provide me specific information regarding those customers and I will personally follow up each and every allegation.
2. Once an eligible customer opts-out of MEA's CCA program, in order for that customer to opt back-in to MEA's program, the customer can contact PG&E and we will process the opt-out rescission if it is done prior to mass enrollment. Subsequent to mass enrollment, if a customer requests to opt-in to MEA's program, we will refer the customer to MEA to make a CCA service request pursuant to the opt-in process in PG&E Electric Rule 23.M. Please note that

because of MEA's decision to phase customer notifications within its Phase 1, we will need to distinguish among MEA's Phase 1 customers based on their expected mass enrollment dates. If a customer is not a Phase 1 MEA customer, we will inform the customer that they are not on the current MEA eligible customer list and refer them to MEA if they have further questions. We will clarify the scripts our call centers use to be sure that we make these distinctions clear to customers, and will process all customer requests to rescind their opt-outs prior to mass enrollment. If you identify Phase 1 customers whom you believe have requested that PG&E rescind or cancel their opt-outs, please provide us specific information on those customers and PG&E will follow up directly with those customers to their satisfaction.

I hope these answers clarify and respond to the concerns you have identified. If there is anything more that I can do to be responsive to any issues you have, please do not hesitate to contact me.

Brian

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

**Sent:** Monday, April 26, 2010 12:27 PM

**To:** Cherry, Brian K

**Cc:** Sandra Goldberg; cliff.rechtschaffen@doj.ca.gov; Clanon, Paul; Fitch, Julie A.; Lindh, Frank; as2@cpuc.ca.gov; kms@cpuc.ca.gov; psp@cpuc.ca.gov; gig@cpuc.ca.gov; sst@cpuc.ca.gov; skh@cpuc.ca.gov; agc@cpuc.ca.gov; mwt@cpuc.ca.gov; Dan Douglass

**Subject:** PG&E non-compliance with E-4250

Mr. Cherry,

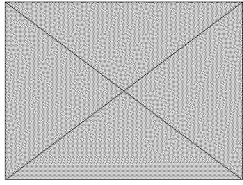
Please see attached letter regarding PG&E's non-compliance with CPUC Resolution E-4250 and Subsection B.22

of PG&E's Rule 23.

We appreciate your prompt attention to this matters.

Thank you,

Dawn



Dawn Weisz

Interim Director

Marin Energy Authority

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