Customer Feedback



Customer eedback.doc (37 KB

E-Mail and/or Letters to Customer

Purpose: Encourage participation in a PDP education event

Date Created: 9/30/09



Workshop Invite Letter.doc

Date Created: January



Workshop signup form with CEE.doc

Date: 10/15/09

Purpose: Encourage participation in a PDP education event



Encourage participation in a PDP

Date: 10/20/09

Purpose: Additional details surrounding PDP workshop logistics



FW Peak Day ricing (PDP) pla.

Rep Utilizing E-mail Template/Analysis/Fact

Date: 2/12/10

Purpose: Educate and Schedule a Meeting



Educate and Schedule a Meeting.d Date: 2/1/10

Purpose: Encourage participation in a PDP education event



Encourage participation in a PDP

Date: 2/23/09

Purpose: Standardized (pre-60 day letter) for customers informing them about PDP and

prompting them to participate in a PDP education event



Pre 60-day Letter.doc

Date: 4/20/10

Purpose: PDP Update in San Francisco building owners/managers newsletter



D7C649C.doc (56 KB)

Date: 3/9/10

Purpose: Notification to CPP customers on end of program and default to PDP (for customers that had not yet received the PDP presentation



CPP Closure Letter_2_CPP ONLY_

Events

Date: 12/1/09

Purpose: Correspondence related to a farming clean energy conference



Correspondence - Farming Clean Energy

Date: 12/10/2009

Purpose: Correspondence related to a presentation to the Institute of Real Estate

Management



FW Peak Day Pricing Seminar 12-9-2009. m

Date: 4/14/10

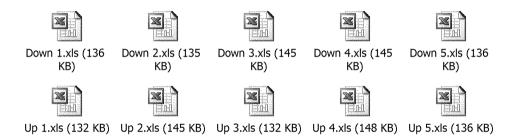
Purpose: PDP on the Stockton Chamber of Commerce meeting agenda



Agenda.doc (25 KB)

Customer PDP Analyses

Note: For a given customer segment, there will be some customers that experience an increase on PDP, and some that experience a decrease on PDP. These ten analyses were chosen at random.



PDP Updates for Customers

Date: 4/2/10

Purpose: Provide a comprehensive PDP update for customers who received presentations prior to the decision; reminder regarding opt out/affirm decision timing



PDP Updates for Customers V5.doc