

Customer Feedback



Customer
feedback.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_1

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.r

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.



Down 1.xls (136
KB)



Down 2.xls (135
KB)



Down 3.xls (145
KB)



Down 4.xls (145
KB)



Down 5.xls (136
KB)



Up 1.xls (132 KB)



Up 2.xls (145 KB)



Up 3.xls (132 KB)



Up 4.xls (148 KB)



Up 5.xls (136 KB)

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