# **Customer Feedback**



### E-Mail and/or Letters to Customer

Purpose: Encourage participation in a PDP education event Date Created: 9/30/09



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



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



Date: 4/20/10 Purpose: PDP Update in San Francisco building owners/managers newsletter



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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



## <u>Events</u>

Date: 12/1/09 Purpose: Correspondence related to a farming clean energy conference



Date: 12/10/2009 Purpose: Correspondence related to a presentation to the Institute of Real Estate Management



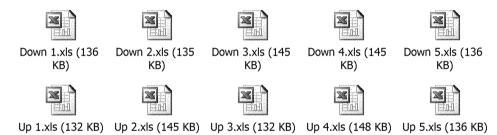
Date: 4/14/10 Purpose: PDP on the Stockton Chamber of Commerce meeting agenda



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

