

From: [Redacted]
Sent: 4/30/2010 5:11:31 PM
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
'Kahlon, Gurbux' (gurbux.kahlon@cpuc.ca.gov); 'Velasquez, Carlos A.'
(carlos.velasquez@cpuc.ca.gov); 'Roscow, Steve' (scr@cpuc.ca.gov)
Cc: 'Fitch, Julie A.' (julie.fitch@cpuc.ca.gov)
Bcc:
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.

[Redact]

[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 Daren 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 Daren 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 >>