

From: Sandro-Yepes, Pol
Sent: 5/20/2010 8:23:57 AM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
Redacted Weisz, Dawn
(DWeisz@co.marin.ca.us); Roscow, Steve (steve.roscow@cpuc.ca.gov)
Cc: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
Redacted
Redacted; Velasquez, Carlos
A. (carlos.velasquez@cpuc.ca.gov); Redacted
Redacted; Fitch, Julie A.
(julie.fitch@cpuc.ca.gov); Clanon, Paul (paul.clanon@cpuc.ca.gov); Redacted
Redacted;
cliff.rechtschaffen@doj.ca.gov (cliff.rechtschaffen@doj.ca.gov); Sandra Goldberg
(Sandra.Goldberg@doj.ca.gov)
Bcc:
Subject: RE: UPDATE RE: PG&E continuing to drop MEA customers after May 4th letter
and CPUC directive

Steve et al,

As the Data Manager for Marin, I wanted to take the opportunity to agree with Calvin. We have been working very closely with PG&E to identify and isolate some of the implementation issues pertaining to the drop transactions. SES discovered that there was a minor EDI mapping issue that caused SES to send unexpected CCASR accept transactions in response to PG&E's drops. These transactions artificially inflated the number of drop transactions we previously reported to Marin. We have corrected the mapping issue and are confident that these transactions will no longer be sent out.

We are still in the process of a complete audit of the drop transactions. Our preliminary revised numbers for drops are below:

20100505	1
20100506	2
20100507	3
20100510	1
20100511	210
20100512	68
20100513	8
20100514	1
20100516	4

20100517	2
20100518	5
total	305

Please note that the above numbers do not segment service disconnects (accounts closing due to move outs) from Opt outs (customers returning to bundled service). We are reviewing our systems to determine if separating the two types of transactions is something that is easily accomplished. This requirement was not identified during implementation.

I am available to answer any questions pertaining to this issue at any time.

Respectfully,

Pol Sandro-Yepes
Manager - Back Office System Support
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From: [Redacted]
Sent: Wednesday, May 19, 2010 2:03 PM
To: Roscow, Steve; Weisz, Dawn; Cherry, Brian K
Cc: Velasquez, Carlos A.; Horner, Trina; [Redacted] Clanon, Paul; Fitch, Julie A.; Sandra Goldberg; Sandro-Yepes, Pol; cliff.rechtschaffen@doj.ca.gov; [Redacted]
[Redacted]
Subject: RE: UPDATE RE: PG&E continuing to drop MEA customers after May 4th letter and CPUC directive

Steve:

MEA's data manager had inquired yesterday about the recent "drops" that they have been receiving, and has provided examples for our review. Preliminary results indicate that these "drops" are a mix of both service disconnects (from account closures) and "ack" disconnects (from opt out requests). They have inquired about these transactions in the past and we've been working with them and referencing the EDI 814 guide to help them understand the difference between these drop transactions.

With respect to the "drops" associated with opt-out requests, there may be a misunderstanding of the actions that PG&E has taken for any opt-out requests received since May 4. Since Paul Clanon's letter was not sent until May 12, opt-out requests were processed until that date. As Brian Cherry noted yesterday, PG&E has spent the last few days identifying and verifying each of the opt-out requests for MEA Phase 1A and 1B customers received since May 3rd. That analysis is now complete and PG&E will be able to rescind appropriate opt-outs as directed.

Thanks,

Calvin

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]
Sent: Wednesday, May 19, 2010 12:05 PM
To: Weisz, Dawn; [Redacted] Cherry, Brian K
Cc: Velasquez, Carlos A.; Horner, Trina; [Redacted] Clanon, Paul; Fitch, Julie A.; Sandra Goldberg; Sandro-Yepes, Pol; cliff.rechtschaffen@doj.ca.gov
Subject: UPDATE RE: PG&E continuing to drop MEA customers after May 4th letter and CPUC directive

Hi Calvin,

I've just confirmed with Brian Cherry and Paul Clanon that PG&E has not processed any opt-outs for Marin since the May 4 letter. So perhaps you could explain to folks on this e-mail why MEA's data manager is seeing "drops" since that date, and whether those are real drops.

In other words, even if you are awaiting "further guidance" from the CPUC, I have heard multiple times that you have not opted out any customers since May 4, so I think you just need to address the apparent inconsistency that MEA's Data Manager is reporting, and we can move forward.

THEN the next step will be to determine what to do about the requests that those customers have made. CPUC will have its suggestion ready later today.

Thanks,

Steve

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

Sent: Tuesday, May 18, 2010 2:29 PM

To: [Redacted]

Cc: Roscow, Steve; Velasquez, Carlos A.; Horner, Trina; [Redacted]

[Reda] Clanon, Paul; Fitch, Julie A.; Sandra Goldberg; Sandro-Yepes, Pol; cliff.rechtschaffen@doj.ca.gov

Subject: PG&E continuing to drop MEA customers after May 4th letter and CPUC directive

Calvin,

I am not clear on what further guidance could be needed from the CPUC. The guidance is clearly stated in the attached May 12th letter provided by CPUC Director Clanon as follows:

"You must act immediately to (1) render ineffective every opt-out received since May 3, 2010, subject to later disposition by the Commission."

The response from Mr. Cherry at PG&E was also quite clear in the May 13th letter (also attached) as follows:

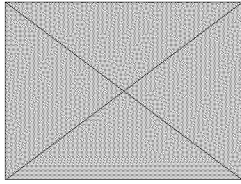
"PG&E agrees to voluntarily follow the actions you identified"

Currently, PG&E is not complying with this CPUC directive. Once again, we request that you stop processing drops for any MEA customers.

Please verify that you will be able to stop processing these drops immediately so that we can avoid any further action on this issue.

Thanks very much,

Dawn



Dawn Weisz

Interim Director

Marin Energy Authority

3501 Civic Center Drive, Rm. 308

San Rafael, CA 94903

415-507-2706; www.marinenergyauthority.org

From: [Redacted]

Sent: Tuesday, May 18, 2010 1:57 PM

To: Weisz, Dawn; Sandro-Yepes, Pol; John Dalessi; Kirby Dusel

Cc: Roscow, Steve; Velasquez, Carlos A.; Horner, Trina; [Redacted]

[Redacted]

Subject: RE: Retroactive Mass Enrollment - Phase I

Hi Dawn,

Regarding the process for addressing any opt-out requests received by PG&E since May 4th, we are currently awaiting further guidance from the CPUC for implementing the actions indicated in the letter. Once this has been finalized, PG&E will take care of any necessary enrollment transactions. We will finalize the list of affected accounts and share that with you in the near future. Let me know if you have any specific questions in the meantime.

Thanks,

Calvin

[Redacted] Manager - **ESP Services**

Pacific Gas & Electric Company

Phone: [Redacted]

Fax: [Redacted]

Cell: [Redacted]

Email: [Redacted]

From: Weisz, Dawn

Sent: Tuesday, May 18, 2010 11:43 AM

To: Weisz, Dawn; [Redacted]

Cc: 'Roscow, Steve'; 'Velasquez, Carlos A.'; 'Sandro-Yepes, Pol'; 'Kirby Dusel'; 'John Dalessi'; 'Fitch, Julie A.'; Clanon, Paul

Subject: RE: Retroactive Mass Enrollment - Phase I

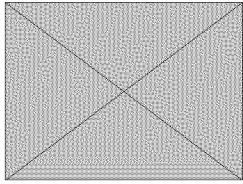
Hi Calvin,

We just had a check-in call with our Data Manager (SES) and we were told that there are still many drops occurring from the MEA enrolled customer list. So far there have been 355 drops since May 4th. As per the letter that went out from Director Clanon on 5/12 and the response from Mr. Cherry on 5/13 these drops should not be occurring.

Can you verify that you will be able to stop processing drops?

Thank you,

Dawn



Dawn Weisz

Interim Director

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