

From: Roscow, Steve  
Sent: 5/27/2010 10:42:17 AM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);  
Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);  
Fitch, Julie A. (julie.fitch@cpuc.ca.gov); Clanon, Paul (paul.clanon@cpuc.ca.gov);  
Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov)  
Cc: Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov)  
Bcc:  
Subject: FW: PG&E clerk at SR substation advising on how to opt-out/vote

Hi Brian,

Just forwarding this note on to you—could you let us know what is PG&E's policy with respect to its in-person customer service reps, regarding (1) advising customers on how to opt-out of MCE and (2) how they should vote on Prop 16?

The first question, as phrased in the note below, describes an ambiguous situation (ie, did a customer ask directly, and receive advice, or was the clerk advising each customer in turn on how to opt-out?) Regarding the second question, is it correct that PG&E staff can't provide political advice? I'm pretty sure CPUC staff cannot do that while on the job...

Thanks,

Steve

**From:** Weisz, Dawn [mailto:DWeisz@co.marin.ca.us]  
**Sent:** Thursday, May 27, 2010 1:05 AM  
**To:** Roscow, Steve; Velasquez, Carlos A.  
**Subject:** FW: PG&E clerk at SR substation advising on how to opt-out/vote

Just FYI...

Let me know if you want to follow up by phone with this Councilwoman.

**From:** Shawn Marshall [Redacted]  
**Sent:** Monday, May 24, 2010 3:15 PM  
**To:** Weisz, Dawn  
**Cc:** McGlashan, Charles  
**Subject:** PG&E clerk at SR substation advising on how to opt-out/vote

I just got a call from Councilmember Carole Dillon-Knudson of Novato who was (this afternoon) at the PG&E substation or [Redacted]

She called me to report that as she was standing in line for customer service assistance, she overheard the front desk clerk (“the woman at the left desk”) advising customers on how to opt-out of MCE and how they should vote on Prop 16. I’m pretty sure this is in clear violation of the CPUC ruling.

Please forward this information to the appropriate parties. Carole does not use e-mail, but I can send her phone number if you need it for documentation.

Thanks, Shawn

Shawn Marshall

Mill Valley City Council

415-389-9118

[Redacted]

*Humankind cannot solve its problems from the same place of consciousness in which it created them. A new consciousness is required.*

*A. Einstein*

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