

TEXT BLOCK A - CCA Greeting

Thank you for calling the PG&E's dedicated phone line for community choice aggregation.

Para Espanol, oprima nueve.

For information about community choice aggregation say "details"

To opt out of a CCA program and continue your electric supply service with PG&E, say PG&E

To speak to an agent, say "operator" at any time, or press 0

[If Customer says "details", go to TEXT BLOCK B]

[If Customer says "PG&E", go to TEXT BLOCK C]

[If Customer says "agent", go to TEXT BLOCK D]

TEXT BLOCK B - CCA DETAILS

Community Choice Aggregation, or CCA, is a program that enables cities and counties to purchase and or generate electricity for their residents and businesses. It is not a PG&E program.

PG&E would continue to deliver the electricity through its transmission and distribution system and provide meter reading, billing, and maintenance services.

Once a city or county implements a CCA program, all customers within the area will—over time—be scheduled to receive their energy supply from that agency. When your specific account becomes eligible to participate, the agency will give you at least two notices within the 60 days before service begins, and at least two additional notices within the 60 days after service begins. If you do not want to participate in the CCA program—and wish to remain with PG&E or your current Direct Access supplier—you can opt out of CCA service within these notification periods at no additional cost to you. If you wait longer to switch back to PG&E, your ability to do so may be subject to additional terms and conditions.

PG&E can answer your questions about CCA **and can help you opt out** if you choose to do so. For more information, please visit our Web site at www.pge.com/cca.

Would you like to opt out of a CCA program now? Please say yes or no. To hear the details again say "repeat that".

[If Customer says "YES", go to **TEXT BLOCK C**]

[If Customer says "NO", go to **TEXT BLOCK F**]

[If Customer says "REPEAT THAT", re-read **TEXT BLOCK B**]

TEXT BLOCK C – OPT OUT INTRO

We can help you with your opt-out request. If you have received a notice from a CCA agency that you will be—or have been—enrolled, and you do not want to be included, you must opt out to continue your electric supply service with PG&E.

You can opt out now through this dedicated phone line. Whether you choose to opt out by phone, online at pge dot com or through a PG&E representative, your request will be processed quickly and efficiently, and you will receive a printed confirmation in the mail.

To start, I need to look up your account information. We can look up your account information by account number or phone number.

To use your account number, press one; your phone number, press two

[Either option takes customer through authentication process. See **TEXT BLOCK E**]

TEXT BLOCK D – TALK TO AN AGENT (business customers will be transferred to a live agent)

You said you wanted to talk to one of our operators, is that correct?

Are you calling about a business account or a residential account?

This call may be recorded for quality assurance . If you do not want to be recorded, please advise our customer service representative. Transferring.

TEXT BLOCK E – AUTHENTICATION (business customers will be transferred to a live agent)

If the customer is using a phone number:

(After customer has entered phone number): Please say or enter the last four digits of your social security number.

For phone number – if request is authenticated and successful:

Thank you for your patience. Your request to opt out from the planned CCA program in your area has been confirmed. We will send you written confirmation when your request has been processed.

For phone number – if unable to authenticate the opt out request:

Thank you for your patience. At this time, we are unable to confirm your request to opt out from the planned CCA program in your area. Please stay on the line while we transfer you to a PG&E customer service representative who can help you.

If the customer is using an account number – if request is authenticated and successful:

Thank you for your patience. Your request to opt out from the planned CCA program in your area has been confirmed. We will send you written confirmation when your request has been processed.

If the customer is using an account number – if unable to authenticate the opt out:

Thank you for your patience. At this time, we are unable to confirm your request to opt out from the planned CCA program in your area. Please stay on the line while we transfer you to a PG&E customer service representative who can help you.

TEXT BLOCK F – CUSTOMER NEEDS NO ADDITIONAL HELP WITH CCA

Alright. If there is anything else I can help you with, press 1, if not, press 2

[If Customer presses 1, go to main PG&E IVR]

[If Customer presses 2, call concludes]