

From: Cherry, Brian K
Sent: 5/7/2010 10:36:09 AM
To: [Redacted] 'Roscow, Steve'
(steve.roscow@cpuc.ca.gov)
Cc: Fitch, Julie A. (julie.fitch@cpuc.ca.gov); Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov); Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov); Weisz, Dawn (DWeisz@co.marin.ca.us); Bottorff, Thomas E (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TEB3); Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC); Clanon, Paul (paul.clanon@cpuc.ca.gov)
Bcc:
Subject: RE: Proposed meeting re: process to reverse opt-outs

Steve - I will ask [Redacted] to coordinate with you on these implementation details. He will make sure the appropriate personnel attend.

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]
Sent: Friday, May 07, 2010 10:22 AM
To: Cherry, Brian K
Cc: Weisz, Dawn; Velasquez, Carlos A.; Fitch, Julie A.; Kahlon, Gurbux; Clanon, Paul
Subject: Proposed meeting re: process to reverse opt-outs

Good morning, Brian—

I'm writing about scheduling a session or 2 with MEA next week in order to accomplish the tasks set out Paul Clanon's May 3 letter regarding letter MEA opt-outs

p. 2: **PG&E's Calling Practices:**

"Any attempted opt-outs that PG&E has obtained by this method are not valid. If any opt-outs were obtained in this manner PG&E must work with Energy Division staff and MEA to (1) identify the specific customers who have opted out of MEA service in this manner, and (2) develop a means of informing these customers that their opt-out is invalid."

P. 3: **PG&E Misunderstands the Limits on What it Can Do to Secure Opt-outs**

"MEA's notice specifies two options: a phone number for the customer to call, and a website. Those are the two options that PG&E must offer, and no others. Mr. Hartman states that "We therefore intend to continue ... soliciting and processing opt-out notices, even if some of these procedures are not included

in the Marin Energy Authority opt-out notices.” In fact, PG&E must not act in this manner. Accordingly, PG&E must meet immediately with Energy Division staff to identify any opt-outs that occurred as a result of any unauthorized means, for the purpose of informing those customers that their opt-out was not properly obtained.”

p. 4 **PG&E Newspaper Advertisements:**

“PG&E must work with Energy Division staff and MEA to (1) identify the specific customers who have opted out of MEA service in this manner, and (2) develop a means of informing these customers that their opt-out is invalid.”

Since the direction in the letter is clear, and since PG&E has responded that they will take the suggested course of action, these will be “working sessions” in which I hope we can finish the tasks listed above, to mutual satisfaction, and move forward quickly. So I’d ask that you send appropriate staff who can work within the group to wrap this up.

MEA has suggested these 2 windows, and I could make them work as well:

Monday 10:30 to 1:30

Tuesday 9:30 to 1:30

Thanks very much,

Steve Roscow

CPUC Energy Division

415-703-1189