

From: Roscow, Steve  
Sent: 5/27/2010 10:49:30 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: RE: PG&E clerk at SR substation advising on how to opt-out/vote

Thanks!

Just reading the note, it was Monday afternoon, sometime before 3:15 pm.

Note also the "witness" is on the Novato council, so sounds like she would be happy to speak to someone directly about this.

**From:** Cherry, Brian K [mailto:BKC7@PGE.COM]  
**Sent:** Thursday, May 27, 2010 10:45 AM  
**To:** Roscow, Steve; Horner, Trina; Clanon, Paul; Fitch, Julie A.; Kahlon, Gurbux  
**Cc:** Velasquez, Carlos A.  
**Subject:** RE: PG&E clerk at SR substation advising on how to opt-out/vote

Thanks Steve. Let me check into this allegation. As I currently understand it, subject to check, we are not advising customers how to opt out of MEA nor are customers service people allowed to advise people on Proposition 16. Can you give me a time and date so that we can follow-up on the ground at the service center ?

**From:** Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]  
**Sent:** Thursday, May 27, 2010 10:42 AM  
**To:** Cherry, Brian K; Horner, Trina; Clanon, Paul; Fitch, Julie A.; Kahlon, Gurbux  
**Cc:** Velasquez, Carlos A.  
**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 on [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

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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