

From: Velasquez, Carlos A.
Sent: 5/28/2010 4:29:50 PM
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
Roscow, Steve (steve.roscow@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: Web site changes

Hi Trina – do you have a redlined version of the changes made to this IVR relative to the script that was already recorded?

From: Horner, Trina [mailto:TNHc@pge.com]
Sent: Friday, May 28, 2010 2:28 PM
To: Roscow, Steve; Velasquez, Carlos A.
Cc: [Redacted]
Subject: RE: Web site changes

Steve and Carlos, as promised yesterday, here is the draft IVR script for your review. Please let us know by 10:00 a.m. Tuesday morning your thoughts. The plan is to record on Thursday next week, assuming we have an agreed-upon draft. Thanks,

Trina

<<IVR for CCA - DRAFT - 052810.doc>>

From: Horner, Trina
Sent: Thursday, May 27, 2010 4:40 PM
To: 'Roscow, Steve'; 'Velasquez, Carlos A.'
Cc: [Redacted]
Subject: Web site changes

Steve and Carlos,
Following up on your conversation w/ Daren, Calvin and Tom yesterday, attached are the web site changes (main page and FAQ) that PG&E will implement unless we hear back from you by 5:00 Friday. In terms of the timing of making this change on PG&E's web site, I checked MEA's web site this afternoon and it still informs customers that they should opt out by calling PG&E's IVR phone number or by visiting PG&E's website. Obviously, if MEA's web site still points customers to PG&E's web site or IVR phone line to opt out, but in the meantime the PG&E web site has been modified as attached, customers are going to be very confused and frustrated. This is why we have been asking when MEA is going to put in place their own website changes to provide updated directions on how to opt out, and the ability to do so. To the extent you can facilitate any clarity around this question, we'd appreciate it -- and I can certainly nudge Dawn too.

The IVR script changes should be forthcoming later today. Once final, those changes take a little longer

to implement -- about 3 days I am told -- to get those recordings made and finalized. I will send them to you as soon as I have final draft.

Thanks for your continued patience and attention.

Trina

<< File: UPDATED - CCA Web page_5.27.10_nxcq.doc >> << File: UPDATED - CCA FAQs on PGE_5.27.10_nxcq.doc >>