

From: Roscow, Steve
Sent: 5/28/2010 6:45:05 PM
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
Dawn Weisz (DWeisz@co.marin.ca.us)
Cc:
Bcc:
Subject: RE: MEA opt-out process

Dawn, it does seem like we need to pin down this timing if you can at this time

Steve

On May 28, 2010, at 6:55 AM, "Horner, Trina" <TNHc@pge.com> wrote:

Dawn,

Following up on Daren's email below and as you discussed Wednesday with Energy Division and the PG&E team members copied on this e-mail, PG&E is finalizing changes to its web site and IVR scripts to inform customers it will no longer accept/process opt outs for MCE, and instead refer customers to MCE if customers wish to opt out.

In terms of the timing of making these changes on PG&E's web site, I checked MCE's web site this morning 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 MCE'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 to refer customers to MCE, customers are going to wonder where to go and likely will be very confused and frustrated. This is why we have been asking when MCE is going to notify customers about the new opt out process and put in place their own website changes to provide updated directions on how to opt out, and the ability to do so.

We are ready to post appropriate changes to our web site at any time. The IVR takes a few days to record and execute, which -- again -- is why we would really appreciate a response from you with an indication of MCE's timeframe for notifying customers and making the changes to your communications venues. This will help us to plan and coordinate our communications on the same time frame, so customers get the same message from both of us, at the same time.

Thanks in advance,
Trina

From: Redacted
Sent: Wednesday, May 26, 2010 1:58 PM

To: 'Weisz, Dawn'; Roscow, Steve; Horner, Trina; [Redacted]

[Redacted]

Cc: Velasquez, Carlos A.; Sandro-Yepes, Pol

Subject: RE: MEA opt-out process

Dawn,

Do you have a date specific of when you will be sending the third notification letter to the Phase 1 customers? Or when MEA will begin processing opt out requests?

Thanks,

[Redacted]

[Redacted]

Pacific Gas and Electric Company

Regulatory Relations

[Redacted]

From: Weisz, Dawn [mailto:DWeisz@co.marin.ca.us]

Sent: Wednesday, May 26, 2010 1:21 PM

To: Roscow, Steve; [Redacted] Horner, Trina; [Redacted]

Cc: Velasquez, Carlos A.; Sandro-Yepes, Pol

Subject: MEA opt-out process

Hi folks,

MEA will be using these two methods to opt out customers on a going forward basis.

Our future opt out notices will be specifying these to methods for customers to opt out. Please ensure that your website and customer service representatives are directing customers to these methods.

Phone: 888-632-3674

Website: www.marincleanenergy.info

Let me know if you have any questions.

Thanks,

Dawn

<image001.jpg>Dawn Weisz

Interim Director

Marin Energy Authority

3501 Civic Center Drive, Rm. 308

San Rafael, CA 94903

415-507-2706; www.marinenergyauthority.org

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]

Sent: Wednesday, May 26, 2010 12:41 PM

To: [Redacted] Weisz, Dawn; John Dalessi; Kirby Dusel; Horner, Trina; [Redacted]
(ESP Services)

Cc: Velasquez, Carlos A.

Subject: Call-in number

[Redacted]

Participant code [Redacted]

From: [Redacted]

Sent: Wednesday, May 26, 2010 12:20 PM

To: Roscow, Steve; Weisz, Dawn; John Dalessi; Kirby Dusel; Horner, Trina; [Redacted]
(ESP Services)

Cc: Velasquez, Carlos A.

Subject: RE: PG&E and MEA call to check-in and tie up loose ends?

Steve,

This works for PG&E. Please provide the call in number for the meeting.

Thanks,

[Redacted]

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]

Sent: Wednesday, May 26, 2010 11:18 AM

To: [Redacted]; Weisz, Dawn; John Dalessi; Kirby Dusel; Horner, Trina; [Redacted]
(ESP Services)

Cc: Velasquez, Carlos A.

Subject: RE: PG&E and MEA call to check-in and tie up loose ends?

All,

The 12:30 slot works for us, however, I'd like to suggest limiting the agenda to just #2. I have edits to MEA's edits on the opt-out letter, and we do not yet have a response from PG&E regarding the database.

So is MEA okay with proceeding just on #2, or do you want to re-schedule?

Sorry for all the back and forth—

Steve

From: [Redacted]
Sent: Wednesday, May 26, 2010 8:25 AM
To: Weisz, Dawn; Roscow, Steve; John Dalessi; Kirby Dusel; Horner, Trina; [Redacted] h
(ESP Services)
Cc: Velasquez, Carlos A.
Subject: RE: PG&E and MEA call to check-in and tie up loose ends?

Hi Steve,

Today at 12:30 works for PG&E. Will you be providing a call in number?

Thanks,

[Redacted]

From: Weisz, Dawn [mailto:DWeisz@co.marin.ca.us]
Sent: Tuesday, May 25, 2010 9:55 PM
To: Roscow, Steve; John Dalessi; Kirby Dusel; [Redacted] Horner, Trina; [Redacted]
(ESP Services)
Cc: Velasquez, Carlos A.
Subject: RE: PG&E and MEA call to check-in and tie up loose ends?

Hi Steve and all,

Thanks for keeping these key tasks in focus for all of us. Here are a few times that would work for me to have the call:

- Wednesday 12:30
- Thursday 9am or 10:30- 2pm

To make the best of our time:

- Steve - On item #1 could you recirculate the most current version of the letter?
- Calvin - On item #3, since we have provided the sample database with fields that

are needed it would be helpful to get this database from you before the call so that we can discuss. When we discussed this in our last meeting all together (on May 11th) the direction seemed pretty clear.

Thanks,

Dawn

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]

Sent: Tuesday, May 25, 2010 5:14 PM

To: Weisz, Dawn; John Dalessi; Kirby Dusel; [Redacted]; Horner, Trina; [Redacted]
(ESP Services)

Cc: Velasquez, Carlos A.

Subject: PG&E and MEA call to check-in and tie up loose ends?

Hi all,

With all the activity these last few weeks, I realize some things are slipping on our mutual "to do" list, so I'm sending this note to see if you all are interested in doing a "check-in" call?

Several possible topics:

- 1 finalization of letter to customers who were opted out via non-tariffed methods
- 2 update of IVR script and material on PG&E website so it fits MEA's actual operations
- 3 customer lists and shared database

Let us know if a call would be useful, and if so, go ahead and propose some days/times that would work.

Thanks,

Steve Roscow

CPUC Energy Division

415-703-1189

Email Disclaimer: <http://www.co.marin.ca.us/nav/misc/EmailDisclaimer.cfm>