

From: Roscow, Steve
Sent: 5/27/2010 11:24:51 AM
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
dweisz@co.marin.ca.us (dweisz@co.marin.ca.us); kdusel@navigantconsulting.com
(kdusel@navigantconsulting.com); jdalessi@navigantconsulting.com
(jdalessi@navigantconsulting.com)
Cc: Redacted
Redacted Velasquez, Carlos
A. (carlos.velasquez@cpuc.ca.gov); Redacted
Redacted

Bcc:
Subject: RE: Draft invalid opt out letter

All,

Attached is the much-edited "non-tariffed opt out letter". Clanon has suggested that is be another PG&E/CPUC letter, though there is still time for MEA to join this one as well, of course.

So if you all could let me know on that ASAP, that would be great.

As far as edits, I have tried to duplicate the tone and neutrality of the "letter to 6,000" that is mailing today, so let me know if it needs more attention in that regard. Also, I've tried to update the narrative to reflect that the opt-out process is about to change, while still making it clear to the customers what has happened, and why.

Suggestions welcome...

Steve

From: Horner, Trina [mailto:TNHc@pge.com]
Sent: Tuesday, May 11, 2010 5:19 PM
To: Roscow, Steve; DWeisz@co.marin.ca.us; kdusel@navigantconsulting.com;
jdalessi@navigantconsulting.com; Velasquez, Carlos A.

Cc: Redacted

Subject: Draft invalid opt out letter

All,

Following up on our meeting today, attached is a draft of a letter that PG&E proposes to send to the invalid opt-out customers we discussed today. Let us know your thoughts on this draft. And as John mentioned, we're thinking that a letter from PG&E is less likely to cause customer confusion since PG&E accepted, and now needs to rescind, the opt-out. Frankly, as this letter apologizes for any inconvenience the customer has experienced, MEA might want to distance themselves from the events leading up to this letter. But let us know your thoughts and edits as you read it.

Thanks,

Trina <<DRAFT Eligible Phase I Rescind letter - 051110.doc>>