

From: Roscow, Steve
Sent: 5/28/2010 4:26:02 PM
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC)
Cc: Redacted

Bcc:

Subject: RE: Web site changes

PG&E folks—

Your webpage and FAQs are fine as written. My only concern, for later, is that I don't recall why MEA isn't part of this conversation?

I've dropped Carlos off this note because he prepared some VERY extensive revisions that I don't feel are necessary or required by the Resolution, so I'm talking to him about those "off-line". I don't have time to pull his limited style edits out of the larger revisions he prepared, and our time is up, so you are good to go.

That includes the edit that Carlos suggested yesterday to the webpage. Your original version is fine.

I'll send another note to you all after I've spoken with Carlos, but I don't want to delay you while I do that.

Thanks again, and may we all have a restful long weekend--

Steve

From: Horner, Trina [mailto:TNHc@pge.com]

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

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