

From: Roscow, Steve  
Sent: 5/28/2010 4:59:19 PM  
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);  
Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov)

Cc: Redacted

Bcc:

Subject: RE: Web site changes

All,

I'm going to declare "time is up" and say that ED is okay with PG&E's website text and FAQs "as written".

Thanks for giving us another look these last few days.

Steve Roscow

CPUC Energy Division

415-703-1189

**From:** Velasquez, Carlos A.  
**Sent:** Friday, May 28, 2010 4:51 PM  
**To:** Horner, Trina; Roscow, Steve  
**Cc:** Redacted  
**Subject:** RE: Web site changes

Trina – here is a new modification. This takes into account that MEA/MCE is the only CCA that a customer has a choice to opt out of. This language can be modified if CleanPowerSF decides to use PG&E's opt out mechanism. Moreover, CleanPowerSF's notices will inform customers how to opt out. Therefore, the "**At this time, we are not accepting opt-out requests.**" language is unnecessary – since at a future time PG&E still may not be allowed to accept opt out requests from customers. Please call me if you have questions. I will be available until 6:15 tonight.

New Modification (5/28/10 @ 4:50pm)

## Opt-Out Information

Please note: At this time, PG&E is not accepting opt out requests. PG&E will only accept opt out requests if a CCA requests PG&E to do so on its behalf. Marin Energy Authority (MEA) has decided to process its own opt out requests.

If you want to opt out of MEA and have received notice from MEA that your electric service will be transitioned, you must submit your opt-out request to MEA directly.

To submit your opt-out request, please call MEA at 1-888-632-3674 or visit the MEA website at [www.marincleanenergy.info](http://www.marincleanenergy.info).

## Previous Modification

### Opt-Out Information

Please note: PG&E will no longer process your Marin Energy Authority (MEA) opt out request.

If you want to opt out of CCA and have received notice from MEA that your electric service will be transitioned, you must submit your opt-out request to MEA directly.

To submit your opt-out request, please call MEA at 1-888-632-3674 or visit the MEA website at [www.marincleanenergy.info](http://www.marincleanenergy.info).

## Original

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To submit your opt-out request, please call MEA at 1-888-632-3674 or visit the MEA website at [www.marincleanenergy.info](http://www.marincleanenergy.info).

-----Original Message-----

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

Sent: Friday, May 28, 2010 6:44 AM

To: Velasquez, Carlos A.; Roscow, Steve

Cc: Redacted

Subject: RE: Web site changes

Carlos, just so you are aware of the thinking here, the sentence you edited, which hinted that PG&E may be able to process customers' opt out requests in the future, was drafted as a more generic, non-MEA specific statement. It is true that PG&E is not currently processing opt outs but PG&E may process opt outs in the future -- it depends on what the CCA chooses. Thus the "hinting" to which you refer. So that was the thinking behind that statement. That said, I'm ok with your language.

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From: Velasquez, Carlos A. [mailto:carlos.velasquez@cpuc.ca.gov]

Sent: Thursday, May 27, 2010 5:28 PM

To: Horner, Trina; Roscow, Steve

Cc: Redacted

Subject: RE: Web site changes

Hi Trina – in order accurately reflect the current state of the opt out rules and MCE's plans moving forward, it's best not to hint that PG&E may be able to process customers' opt out requests in the future. I've included an edit to reflect this fact, highlighted below and included in the attachment.

## Opt-Out Information

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-----Original Message-----

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