

From: [Redacted]
 Sent: 5/19/2010 4:39:51 PM
 To: 'Velasquez, Carlos A.' (carlos.velasquez@cpuc.ca.gov)
 Cc: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
 Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov); Roscow, Steve
 (steve.roscow@cpuc.ca.gov)
 Bcc:
 Subject: RE: Opt Out rescind customer lists - E-mail 2 of 2

Thanks Carlos. I thought it would make sense to compile a list that captures all of the outstanding items that PG&E has asked the Energy Division to review or receive feedback on in compliance with all of the CPUC's directives and orders. Any information that you, Steve or Gurbux can provide about these items would be very helpful for the folks at PG&E, whether it's providing the specific feedback we are seeking on the specific item or an estimated date when we should expect to see something from you. In addition, there may be items that I may have missed so please feel free to add to this list if I did not capture everything.

CPUC Compliance	Open Item	Status
Resolution E-4250	IVR Script	Draft IVR script sent to Energy Division for review on April 29
	Website: FAQ Page	Phone call on 5/4: Energy Division informed PG&E that revisions would be provided
May 3 CPUC Executive Director Letter	Communication Letter "nontariffed" opt outs	On 5/10 PG&E sent a draft of the rescind letter to MEA and Energy Division. On 5/13 Energy Division stated they are reviewing the letter and would provide revisions

Thanks,
 Daren

From: Velasquez, Carlos A. [mailto:carlos.velasquez@cpuc.ca.gov]
Sent: Tuesday, May 18, 2010 6:00 PM
To: [Redacted]
Cc: Roscow, Steve
Subject: RE: Opt Out rescind customer lists - E-mail 2 of 2

Thanks Daren. The revised phone script is almost done. I'm also working on revisions to the frequently asked questions and the associated answers; they should be done soon.

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

From: [Redacted]

Sent: Tuesday, May 18, 2010 8:26 AM
To: Velasquez, Carlos A.; [Redacted]
Cc: [Redacted]; Roscow, Steve
Subject: RE: Opt Out rescind customer lists - E-mail 2 of 2

Carlos,

If you are referring to the list of customers for those in the cities of Ross, Larkspur, Corte Madera and Novato then you should have already received that list. John Kaufman sent the list to you on the day that we sent the generic rescind letter to these customers. I have attached his email that he sent to you. Let me know if this is the list you are talking about or if there is something else I'm missing.

On a separate but related note, have you had a chance to review the IVR script that Trina sent to you a while back?

Daren

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

Sent: Monday, May 17, 2010 6:04 PM

To: Velasquez, Carlos A.; [Redacted]

Cc: [Redacted]; Roscow, Steve

Subject: RE: Opt Out rescind customer lists - E-mail 2 of 2

Hi Daren – when should the Energy Division expect to receive from you the list of customers the prematurely opted out of the CCA program in the non-MEA member cities within Marin County?

From: Velasquez, Carlos A.

Sent: Wednesday, May 05, 2010 6:11 PM

To: [Redacted]

Cc: [Redacted]; Roscow, Steve

Subject: RE: Opt Out rescind customer lists - E-mail 2 of 2

Thank you Daren. Energy Division Staff has received clearance to request that PG&E now send the generic rescind letter to customer accounts in the cities of Ross, Larkspur, Corte Madera and Novato that opted out of the CCA program prematurely.

PG&E should also send to Steve Roscow and me a list of these customer accounts (located in Ross, Larkspur, Corte Madera and Novato) containing information fashioned similarly to the information contained in the MEA rescind-list and the generic-rescind list sent to us earlier today; thanks.

From: [Redacted]

Sent: Wednesday, May 05, 2010 5:46 PM

To: [Redacted]; Velasquez, Carlos A.

Cc: [Redacted] Roscow, Steve

Subject: RE: Opt Out rescind customer lists - E-mail 2 of 2

Carlos and Steve,

In order to ensure that PG&E is properly responding to Energy Division's requests/comments/due diligence in compliance with Resolution E-4250 in a timely manner, I am sending this email to formalize the conversation that you had with myself and Roger Goldstein yesterday, 5/4. Per our phone conversation:

- PG&E to provide you a copy of the final generic and MEA rescission letters that were sent to customers on 4/29 and 4/20 respectively. Completed on 5/5.

- PG&E to provide the Energy Division with a list of the customers who were sent the generic and MEA recession letter. Completed on 5/5

- PG&E will wait to receive further instruction from Energy Division before sending the generic letter to the customers in the four cities (Ross, Larkspur, Corte Madera and Novato) of Marin County.

- PG&E will not record the new IVR script sent to the Energy Division on 4/29 until further instruction from Energy Division.

- Energy Division will provide feedback on the FAQ page of PG&E's CCA website.

I believe this list captures everything that we discussed yesterday. In addition to the list I am also attaching an updated copy of the compliance table that I sent last Friday, 4/30, which captures all of the items above.

Daren

From: Redacted

Sent: Wednesday, May 05, 2010 5:10 PM

To: Velasquez, Carlos A.

Cc: Redacted; Roscow, Steve

Subject: RE: Opt Out rescind customer lists - E-mail 2 of 2

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UTILITIES CODE SECTION 583

Hi Carlos –

Good speaking with you just now. I've reattached the files without the password encryption. I'd only ask that—if you work on a laptop—that you not keep these source files on your machine (i.e. store on a company server) if that's feasible for you. I'm just trying to be sensitive to the potential exposure of customer data. Thanks for your understanding, and please let me know if you have any problems with these files.

Thanks,

John

Redacted . PG&E . Redacted

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

Sent: Wednesday, May 05, 2010 4:59 PM

To: Redacted

Cc: Redacted Roscow, Steve

Subject: RE: Opt Out rescind customer lists - E-mail 2 of 2

I'm including my supervisor Steve Roscow on this email. The password did not work.

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

From: [Redacted]

Sent: Wednesday, May 05, 2010 4:45 PM

To: Velasquez, Carlos A.

Cc: [Redacted]

Subject: Opt Out rescind customer lists - E-mail 2 of 2

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UTILITIES CODE SECTION 583.

Here is the password: [Redacted]

- John

Redacted . PG&E . Redacted

From: Redacted

Sent: Wednesday, May 05, 2010 4:44 PM

To: 'Carlos.Velasquez@CPUC.CA.GOV'

Cc: Redacted

Subject: Opt Out rescind customer lists - E-mail 1 of 2

CONFIDENTIAL PROTECTED INFORMATION PURSUANT TO PUBLIC
UTILITIES CODE SECTION 583.

Hello Carlos –

Per Roger and Daren's request, I've attached a zip file containing two Excel files. These files contain the specific records of customers who received the MEA-specific or Generic version of our "opt out rescind" letter. Roger or Daren will follow-up shortly with samples of the letters themselves. As a reminder, neither of these letters have yet been sent to residents of Ross, Larkspur, Corte Madera, or Novato.

To help protect our customers' personally identifiable information, I have password-encrypted this zip file, and I will send you the password via separate e-mail (immediately following this one). Please let me know if you have any problems accessing either of these files.

Thanks,

John

Redacted

Program Marketing Supervisor

Pacific Gas and Electric Company

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* Please consider the environment before printing this email