

From: Horner, Trina  
Sent: 5/28/2010 6:43:39 AM  
To: 'Velasquez, Carlos A.' (carlos.velasquez@cpuc.ca.gov); Roscow, Steve (steve.roscow@cpuc.ca.gov)  
Cc: Redacted  
Redacted  
Redacted  
Bcc:  
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.

**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

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 Message-----

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>>