

From: Horner, Trina  
Sent: 5/28/2010 4:19:01 PM  
To: 'Velasquez, Carlos A.' (carlos.velasquez@cpuc.ca.gov); Roscow, Steve (steve.roscow@cpuc.ca.gov)

Cc: Redacted Redacted  
Redacted Redacted Redacted  
Redacted Redacted

Bcc:

Subject: RE: Web site changes

Carlos, I'm sorry about that -- I have a mental block that Monday is a holiday! Thanks for the catch. How about 10:00 on Wednesday, although of course if you have feedback earlier, we'll take it. Have a nice weekend.  
Trina

**From:** Velasquez, Carlos A. [mailto:carlos.velasquez@cpuc.ca.gov]  
**Sent:** Friday, May 28, 2010 3:15 PM  
**To:** Horner, Trina; Roscow, Steve  
**Cc:** Redacted  
**Subject:** RE: Web site changes

Trina - we need 24 hours (i.e. work hours). We'll get this to you by 2:28pm on Tuesday.

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

From: Horner, Trina [mailto:TNHc@pge.com]  
Sent: Friday, May 28, 2010 2:28 PM  
To: Roscow, Steve; Velasquez, Carlos A.  
Cc: Redacted  
Subject: RE: Web site changes

Steve and Carlos, as promised yesterday, here is the draft IVR script for your review. Please let us know by 10:00 a.m. Tuesday morning your thoughts. The plan is to record on Thursday next week, assuming we have an agreed-upon draft. Thanks,

Trina

<<IVR for CCA - DRAFT - 052810.doc>>

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From: Horner, Trina

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

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CCA FAQs on PGE\_5.27.10\_nxcq.doc >>