

Weekly reports summarizing customer opt-outs in Marin County

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	TOTAL
Begin date	02/5/2010	02/13/2010	02/20/2010	02/27/2010	03/6/2010	03/13/2010	03/20/2010	03/27/2010	04/3/2010	04/10/2010	04/17/2010	04/24/2010	
End date	02/12/2010	02/19/2010	02/26/2010	03/5/2010	03/12/2010	03/19/2010	03/26/2010	04/2/2010	04/9/2010	04/16/2010	04/23/2010	04/30/2010	
Customer calls to (866) 743-0335													Proprietary and Confidential Pursuant to PU Code Section 583 Do Not Disclose
	[Redacted]												
Customer visits www.pge.com/cca													
Customer is directly contacted via marketing call then transferred to a Customer Service Representative to opt-out.													
Account Manager (AM) contacts customer to discuss various programs (including CCA) or customer directly contacts AM to opt out. AM receives opt outs verbally and/or via e-mail/fax.													
Account Manager receives opt outs in written form (letter).													
Account Manager receives mail-in opt out form (from the Marin Independent Journal).													
"Other": Customer Service Representative receives opt-out.													
Total													