

From: Horner, Trina  
Sent: 6/1/2010 12:48:13 PM  
To: Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov); 'Roscow, Steve'  
(scr@cpuc.ca.gov)

Cc: 

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Bcc:

Subject: Updated CCA IVR with changes tracked & flow chart

Steve, Carlos,

Per Carlos' request on Friday, I'm forwarding the draft IVR changes with those changes tracked against the currently recorded tape. I'm also forwarding a diagram that illustrates the call flow, which I think may be helpful as the "flow" will change from the current flow with MEA taking over the opt-out processing function. Hopefully this will help simplify your review.

We are very mindful of the urgency of changing this out especially given MEA's current schedule, learned this morning, that they will begin processing opt outs beginning tomorrow (June 2). I know we agreed to Wednesday morning as the deadline to hear back from you on this draft but with the lead time to record this final script and the time needed to program PG&E systems for the new call "flow logic", we'll certainly welcome any feedback you can provide even before tomorrow. Thanks again,  
Trina