

Community Choice Aggregation Line - 1-866-743-0335 IVR script
TRACKED CHANGES AGAINST CURRENT IVR
As of 6/01/10 – 12:00 p.m.

TEXT BLOCK A - CCA Greeting

Thank you for calling the PG&E's dedicated phone line for community choice aggregation.

para espanol, oprima nueve

For information about community choice aggregation, press 1

If you want information about opting out of a CCA program and receiving your electric supply service from PG&E, press 2

To speak to a service representative, press zero at any time

TEXT BLOCK B - CCA DETAILS

Community Choice Aggregation, or CCA, is a program that enables cities and counties to purchase and/or generate electricity for their residents and businesses. It is not a PG&E program.

PG&E would continue to deliver the electricity through its transmission and distribution system and provide meter reading, billing, and maintenance and outage response services.

Once a city or county implements a CCA program, all customers within the area will—over time—be scheduled to receive their energy supply from that agency. When your specific account becomes eligible to participate, the agency will give you at least two notices within the 60 days before service begins, and at least two additional notices within the 60 days after service begins.

If you do not want to participate in the CCA program—and wish to remain with PG&E or your current Direct Access supplier—you can opt out of CCA service within these notification periods at no additional cost to you. If you choose to switch back to PG&E after this time, additional terms and conditions may apply.

PG&E can answer your questions about CCA and can advise you of your opt out options. For more information, please visit our Web site at www.pge.com/cca.

To hear this information again, press 1. If you would like to opt out of a CCA program now, press 2. Otherwise, press 3

TEXT BLOCK C – OPT OUT INTRO

If you have received a notice from a CCA agency that you will be—or have been—enrolled in their program, and you do not want to be included, you must opt out to receive your electric supply service from PG&E.

PG&E can only assist eligible customers with the opt-out process if requested by the CCA agency. A CCA agency is required to notify customers in writing to explain which opt-out methods will be available should they decide to opt out of the program.

If you are a customer in Marin County and are calling to opt out of the Marin Energy Authority's CCA program, called Marin Clean Energy, press 1.

If you are a customer of any other city or County in PG&E's service territory, and are calling to opt out of a planned CCA, press 2

To hear this information again, press 3

Otherwise, press 4

TEXT BLOCK D – TALK TO AN AGENT

If you are calling about a business account, press 1. For a residential account, press 2.

This call may be recorded for quality assurance . If you do not want to be recorded, please advise our customer service representative. Transferring.

TEXT BLOCK E – MARIN

At this time, PG&E cannot accept requests to opt out of Marin Clean Energy.

If you want to opt out of Marin Clean Energy, and have received notice from the Marin Energy Authority—or MEA—that your electric service has been, or 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.

Is there anything else I can help you with? For yes, press 1. No, press 2. To hear the information again, press 3.

TEXT BLOCK F – OTHER LOCATION

At this time, there are no other CCA agencies that have notified customers of their intent to transition service to their program. Therefore, PG&E cannot accept any opt-out requests at this time.

To hear this information again, press 1
If you live in Marin County, press 2
Otherwise, press 3

TEXT BLOCK F – CUSTOMER NEEDS NO ADDITIONAL HELP WITH CCA

Alright. If there is anything else I can help you with, press 1, if not, press 2

[If Customer presses 1, go to main PG&E IVR]

[If Customer presses 2, go to main PG&E IVR]