

From: Roscow, Steve  
Sent: 6/2/2010 10:25:21 AM  
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);  
Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov)  
Cc: Redacted  
Bcc:  
Subject: RE: Updated CCA IVR with changes tracked & flow chart

Trina, here you go. There were a few "substantive" changes between the version Friday and yesterday, but we've sort of subsumed those in a larger re-do. Our biggest issues were the question "Would you like to opt out of a CCA program now?" and the references to the CCA program as an "agency", which seems to introduce a new, confusing, term into the information process. We switched that word back to "program".

So, this version is simply informative, and directs the caller to MEA's website where appropriate.

Steve and Carlos

**From:** Horner, Trina [mailto:TNHc@pge.com]  
**Sent:** Tuesday, June 01, 2010 1:29 PM  
**To:** Roscow, Steve; Velasquez, Carlos A.  
**Cc:** Redacted  
**Subject:** RE: Updated CCA IVR with changes tracked & flow chart

As I understand it, they did make one small change from what I sent you Friday -- the options will be executed using push-button dialing, instead of voice recognition. John assures me no substance though.

Trina

**From:** Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]  
**Sent:** Tuesday, June 01, 2010 1:00 PM  
**To:** Horner, Trina; Velasquez, Carlos A.  
**Cc:** Redacted  
**Subject:** RE: Updated CCA IVR with changes tracked & flow chart

Thanks, we will do our best. To clarify, it looks like you have already revised the version from last Friday?

Steve

**From:** Horner, Trina [mailto:TNHc@pge.com]  
**Sent:** Tuesday, June 01, 2010 12:48 PM  
**To:** Roscow, Steve; Velasquez, Carlos A.  
**Cc:** [Redacted]  
**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