

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

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**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

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.

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 CCA program. When your specific account becomes eligible to participate, the CCA program 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.

For more information, please visit our Web site at [www.pge.com/cca](http://www.pge.com/cca).

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. However, PG&E can only directly assist eligible customers with the opt-out process if requested by the CCA program.

A CCA program 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 have received a notice from a CCA program 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

If you are a customer in Marin County and are calling to opt out of the Marin Energy Authority's CCA program, you must submit your opt-out request to MEA directly. At this time, PG&E cannot accept requests to opt out of Marin Clean Energy.

To submit your opt-out request, please call MEA at 1-888-632-3674 or visit the MEA website at [www.marincleanenergy.info](http://www.marincleanenergy.info).

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 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]