

From: [Redacted]
Sent: 6/3/2010 5:33:32 PM
To: 'steve.roschow@cpuc.ca.gov' (steve.roschow@cpuc.ca.gov)
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC);
Kiyota, Travis (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TTK3);
'paul.clanon@cpuc.ca.gov' (paul.clanon@cpuc.ca.gov); Fitch, Julie A.
(julie.fitch@cpuc.ca.gov); Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov);
Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov)
Bcc:
Subject: RE: PG&E clerk at SR substation advising on how to opt-out/vote

Hi Steve,

Thanks for following up on the complaint. To date, our Governmental Relations department has left several messages for [Redacted] including again today, but we have not yet spoken with her. Rather than continue to keep you waiting, this email will provide you with answers to your questions about our policy and the results of our internal investigation.

Our policy is that PG&E employees are generally not supposed to engage in discussions with customers about Proposition 16. Front counter employees, such as the clerks in San Rafael are specifically instructed not to discuss Prop 16 with customers. If a customer asks for information about the initiative, front counter employees are instructed to give a one sentence overview and tell the customer to contact the Californians to Protect Our Right to Vote committee at 916-441-2744.

Similarly, our policy is that front counter employees are not to solicit customers to opt out of a CCA, but are to be neutral. As we've previously explained in response to Paul's letters, PG&E is no longer processing opt outs for MEA customers.

After we received your email last week about this issue, PG&E's manager for the northern California local offices met with the two clerks in San Rafael, where this incident occurred. He asked how the clerks respond when a customer asks or inquires about Prop 16. They referenced the company guidelines that they shouldn't talk with customers about Proposition 16, and stated, simply, they don't. The clerks stated there was no such conversation with a customer that Monday about Prop 16 or about MEA. The clerks also noted that it is common for customers waiting in the lobby to discuss Prop 16 and the merits of MEA, and at times, debates are initiated between customers.

Despite these denials from our employees in San Rafael, the Company decided to send an email reinforcing our policy to all front counter offices, re-affirming the appropriate response on Proposition 16. The correct approach on Prop 16 and CCA was also reviewed with the San Rafael employees.

I will let you know once we have closed the loop with [Redacted]

If you have any additional questions on this matter please do not hesitate to ask.

Thanks,

Daren

Redacted

**Pacific Gas and Electric Company
Regulatory Relations**

Redacted

From: Cherry, Brian K
Sent: Thursday, June 03, 2010 9:26 AM
To: 'Roscow, Steve'; Horner, Trina; Clanon, Paul; Fitch, Julie A.; Kahlon, Gurbux; Kiyota, Travis
Cc: Velasquez, Carlos A.
Subject: RE: PG&E clerk at SR substation advising on how to opt-out/vote

Steve - I thought I responded to Paul on this already, but I will go back and review my notes. My original statement was true - that we are not engaged in either activity. I understand that we were going to check in with the Council member but I haven't heard back internally as to how that conversation went. I am cc'ing our Public Affairs Sr Director on this. Travis - did we outreach to the council member ?

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]
Sent: Thursday, June 03, 2010 9:17 AM
To: Cherry, Brian K; Horner, Trina; Clanon, Paul; Fitch, Julie A.; Kahlon, Gurbux
Cc: Velasquez, Carlos A.
Subject: RE: PG&E clerk at SR substation advising on how to opt-out/vote

Hi Brian,

Just following up on this question from last week.

Thanks,

Steve

From: Roscow, Steve
Sent: Thursday, May 27, 2010 10:50 AM
To: 'Cherry, Brian K'; Horner, Trina; Clanon, Paul; Fitch, Julie A.; Kahlon, Gurbux
Cc: Velasquez, Carlos A.
Subject: RE: PG&E clerk at SR substation advising on how to opt-out/vote

Thanks!

Just reading the note, it was Monday afternoon, sometime before 3:15 pm.

Note also the “witness” is on the Redacted council, so sounds like she would be happy to speak to someone directly about this.

From: Cherry, Brian K [mailto:BKC7@PGE.COM]
Sent: Thursday, May 27, 2010 10:45 AM
To: Roscow, Steve; Horner, Trina; Clanon, Paul; Fitch, Julie A.; Kahlon, Gurbux
Cc: Velasquez, Carlos A.
Subject: RE: PG&E clerk at SR substation advising on how to opt-out/vote

Thanks Steve. Let me check into this allegation. As I currently understand it, subject to check, we are not advising customers how to opt out of MEA nor are customers service people allowed to advise people on Proposition 16. Can you give me a time and date so that we can follow-up on the ground at the service center ?

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]
Sent: Thursday, May 27, 2010 10:42 AM
To: Cherry, Brian K; Horner, Trina; Clanon, Paul; Fitch, Julie A.; Kahlon, Gurbux
Cc: Velasquez, Carlos A.
Subject: FW: PG&E clerk at SR substation advising on how to opt-out/vote

Hi Brian,

Just forwarding this note on to you—could you let us know what is PG&E's policy with respect to its in-

person customer service reps, regarding (1) advising customers on how to opt-out of MCE and (2) how they should vote on Prop 16?

The first question, as phrased in the note below, describes an ambiguous situation (ie, did a customer ask directly, and receive advice, or was the clerk advising each customer in turn on how to opt-out?) Regarding the second question, is it correct that PG&E staff can't provide political advice? I'm pretty sure CPUC staff cannot do that while on the job...

Thanks,

Steve

From: Weisz, Dawn [mailto:DWeisz@co.marin.ca.us]
Sent: Thursday, May 27, 2010 1:05 AM
To: Roscow, Steve; Velasquez, Carlos A.
Subject: FW: PG&E clerk at SR substation advising on how to opt-out/vote

Just FYI...

Let me know if you want to follow up by phone with this [Redacted]

From: Shawn Marshall [mailto:[Redacted]]
Sent: Monday, May 24, 2010 3:15 PM
To: Weisz, Dawn
Cc: [Redacted]
Subject: PG&E clerk at SR substation advising on how to opt-out/vote

I just got a call from [Redacted] who was (this afternoon) at the PG&E substation on Lindaro Street in San Rafael –

She called me to report that as she was standing in line for customer service assistance, she overheard the front desk clerk (“the woman at the left desk”) advising customers on how to opt-out of MCE and how they should vote on Prop 16. I’m pretty sure this is in clear violation of the CPUC ruling.

Please forward this information to the appropriate parties. Carole does not use e-mail, but I can send her phone number if you need it for documentation.

Thanks, Shawn

Shawn Marshall

Mill Valley City Council

415-389-9118

415-786-9118 (cell)

Redacted

Humankind cannot solve its problems from the same place of consciousness in which it created them. A new consciousness is required.

A. Einstein

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