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Sent: 8/20/2010 9:26:46 AM
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Cc: Caron, Jennifer (jennifer.caron@cpuc.ca.gov); Harvey, Sommer C.
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Bcc:
Subject: Agenda - PDP meeting

Good Morning PG&E,

I'm sending this on behalf of Jennifer and Sommer.

For our 3pm call today, we would like to discuss the following items. Also, attached is our attempt to put our arms around what types of outreach should be done, its timeliness, and lastly we want to make sure that this outreach effort is organized and the customer is informed enough to make an educated decision and not just opt out, because that's an option.

We can discuss your questions and concerns at the meeting today.

- 1) Opt out % (separate from ineligible). For large customers we're concerned that PG&E is pushing to opt out rather than promote the PDP rate. The customer rep for PG&E should not automatically tell the customer that opt out is available w/o first explain the idea being PDP and the incentives of PDP. The customer should be able to make an educated decision.
- 2) What has the customer response been from August bills with July event
- 3) Impacts of 8/9 PDP event, for example: increased calls to PDP line, web page or reps
- 4) On 7/23 you mentioned businesses that are willing to act as case studies for SMB and Small Ag. Have you had further discussions with those customers on what roles you want them to play and when?
- 5) When will we have the 30 minute focus group summary video?
- 6) Are you on track to complete Ag fact sheet by beginning of September? Is a fact sheet being prepared for both large ag and small ag?
- 7) Discuss the attached outreach plan

Regards,
marzia
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