

From: Roscow, Steve
Sent: 10/14/2010 5:18:07 PM
To: Jacobson, Erik B (RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1);
Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov)
Cc:
Bcc:
Subject: Re: MEA Billing Changes

Read Erik's attached note: item 3 says "I know it will be hard for us to accommodate #3", and Item #3 is insertion of ONE WORD on the bill. I would say that the money spent on the billing system is directly relevant to this whole sorry exercise.

And a personal note to Erik: you hired me into DRA 19 years ago. I'm just doing the job I learned with your assistance oh-those-many-years-ago: looking out for ratepayers and holding the regulated IOU accountable. I do in fact have a sense of humor about it, but I also take it seriously, and have a lot of professional pride in what I do in the public service. That's all that this is about.

Steve

From: Kahlon, Gurbux
Sent: Thursday, October 14, 2010 5:07 PM
To: 'Jacobson, Erik B (RegRel)'; Roscow, Steve
Subject: RE: MEA Billing Changes

While it is true that PG&E's billing system revamping projects have left much to be desired, it is not the most productive way to resolve the issue at hand. So let us focus on what needs to be done and done quickly. I thought the purpose of the meeting was for Eric to tell us what is being done to resolve the matter.

From: Jacobson, Erik B (RegRel) [mailto:EBJ1@pge.com]
Sent: Thursday, October 14, 2010 4:56 PM
To: Roscow, Steve; Kahlon, Gurbux
Subject: RE: MEA Billing Changes

I don't think that would be helpful to address our current problem. I'll stipulate to the fact that we have spent a significant amount of money to date and that we have a continuing need to make further improvements.

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]
Sent: Thursday, October 14, 2010 4:47 PM
To: Jacobson, Erik B (RegRel); Kahlon, Gurbux
Subject: RE: MEA Billing Changes

I'd like to request that Erik bring along a list of all the Commission decisions and proceedings that have given PG&E funding to revamp its billing system, over, to start, say, the last 10 years. Also the amount of funding authorized. Just a one-page summary would be a good start.

Erik, will you do that?

Steve

-----Original Appointment-----

From: Jacobson, Erik B (RegRel) [mailto:EBJ1@pge.com]
Sent: Thursday, October 14, 2010 4:23 PM
To: Kahlon, Gurbux; Roscow, Steve
Subject: MEA Billing Changes
When: Tuesday, October 19, 2010 10:00 AM-10:30 AM (GMT-08:00) Pacific Time (US & Canada).
Where: CPUC