

From: Kahlon, Gurbux
Sent: 10/8/2010 9:39:20 AM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
Jacobson, Erik B (RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1);
Fitch, Julie A. (julie.fitch@cpuc.ca.gov); Velasquez, Carlos A.
(carlos.velasquez@cpuc.ca.gov); Dawn Weisz (dweisz@marinenergyauthority.org);
Roscow, Steve (steve.roscow@cpuc.ca.gov)
Cc: [Redacted] (/O=PG&E/OU=Corporate/cn=Recipients/cn=[Redacted]);
jtuckey@marinenergyauthority.org (jtuckey@marinenergyauthority.org);
jweaver@marinenergyauthority.org (jweaver@marinenergyauthority.org)
Bcc:
Subject: RE: generation/non-generation charges on the PG&E bill

Thanks, Eric. Please keep us informed about the progress you make with Dawn in resolving these issues. I would like to get an update before the end of next week.

Gurbux

From: Jacobson, Erik B (RegRel) [mailto:EBJ1@pge.com]
Sent: Thursday, October 07, 2010 6:33 PM
To: Dawn Weisz; Cherry, Brian K; Roscow, Steve; Velasquez, Carlos A.; Kahlon, Gurbux
Cc: jtuckey@marinenergyauthority.org; [Redacted] jweaver@marinenergyauthority.org
Subject: RE: generation/non-generation charges on the PG&E bill

Dawn,

I wanted to get back to you today with what I know at this point about the possibility of making the generation/non-generation text change you have requested. We met with our IT experts today and learned that it is very difficult to make the mock-up changes to the account summary page of the bill that you have proposed. I don't understand the complexity of the Oracle database coding that is required to make these changes, but to give you a feel for that, I've been told that it took us 6-9 months to do the coding to implement a simple line item change to implement some franchise fees for the City of Bakersfield last year. Another current challenge we face is that we are implementing a new version of the billing system which is the reason for the billing system freeze you have heard about.

There are some alternatives that we are investigating that may be helpful. For example, at the bottom of the summary page, there are text fields that could be used to explain billing items. I understand that these text fields can be targeted to only CCA customers. While this type of explanatory text is not ideal, it might help clarify the charges for CCA customers and it would be easier/faster to implement. There is

also more flexibility for us to make changes to the third party billing page if that would be helpful. My suggestion is that we initially focus on crafting explanatory language to insert in the text fields at the bottom of the account summary page. Our team is looking into the timing and cost of executing such a strategy and I should have better insight into this alternative next week.

I realize that this solution is not what you were hoping for, or what I wish we could actually deliver in the short-run. I also appreciate that it is hard to understand why a simple word change is so difficult to implement; I had the same reaction and I still don't understand the coding requirements. If you are interested in more details, I'd be happy to arrange a conversation or meeting with our IT and billing system experts about the constraints, opportunities and time requirements to make such changes to our billing format. In the meantime, let's plan on talking more about this by phone and I'll do my best to answer any questions you may have.

Best regards and thanks in advance for your understanding,

Erik

From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]
Sent: Thursday, October 07, 2010 11:00 AM
To: Cherry, Brian K; 'Roscow, Steve'; 'Velasquez, Carlos A.'
Cc: jtuckey@marinenergyauthority.org; [Redacted] jweaver@marinenergyauthority.org; Jacobson, Erik B (RegRel)
Subject: RE: generation/non-generation charges on the PG&E bill

For everyone's reference I am providing a mock-up of the generation/non-generation change that has been requested.

Note: This is a fictional customer but the bill presentment is accurate.

From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]
Sent: Wednesday, October 06, 2010 6:33 PM
To: Cherry, Brian K; Roscow, Steve; Velasquez, Carlos A.
Cc: jtuckey@marinenergyauthority.org; [Redacted] jweaver@marinenergyauthority.org; juliefitch@cpuc.ca.gov
Subject: generation/non-generation charges on the PG&E bill

Brian, Steve and Carlos,

I am writing to find out your availability for a meeting on Friday or Monday to discuss and resolve the issue outlined in the emails below. To summarize, MEA has requested that PG&E make the distinction between generation and non-generation charges on the customer bill. This request has been outstanding for 6 months without being resolved.

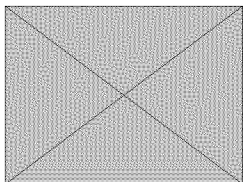
The lack of bill clarity is misleading and is causing customers to believe that they are being double-charged for electricity, and many of them are choosing to opt out of the CCA program as a result. We have been informed that PG&E will be putting a freeze on any billing changes November – end of February and thus, it is urgent that any bill modifications are implemented quickly to avoid being held up until next March.

Given the sense of urgency on this issue and the lack of progress thus far we would like to hold a meeting in the very near term to resolve the issue. We are available on Friday or Monday morning, or if those times do not work, Tuesday 9-2. We are happy to host the meeting at our offices in San Rafael or travel to San Francisco if that is more convenient for everyone.

Please let me know your availability and also, let us know if there are others who should be included in the invitation for the meeting

Thanks very much,

Dawn



Dawn Weisz

Interim Director

Marin Energy Authority

781 Lincoln Ave., Suite 320

San Rafael, CA 94901

415-464-6020; www.marinenergyauthority.org

From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]

Sent: Wednesday, October 06, 2010 5:13 PM

To: Redacted

Cc: jtuckey@marinenergyauthority.org; Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov); Roscow, Steve (steve.roscow@cpuc.ca.gov)

Subject: generation/non-generation charges on the PG&E bill

Hi Redacted,

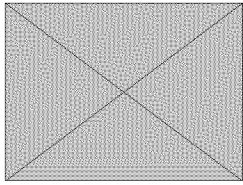
I am just following up on our noon call today where we discussed you sending over your version of the bill mark-up showing the addition of 'generation' and 'non-generation' for electric charges. You mentioned on the phone that you would get that to us today but we have not seen it come across yet we are checking on the status.

As we discussed on the call, this issue has been outstanding since May and because PG&E is planning a freeze on any billing changes starting in November, we need to get this issue resolved immediately. We will be in touch soon about scheduling a meeting to resolve this issue.

We look forward to hearing back from you soon.

Thanks,

Dawn



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From: Redacted

Sent: Tuesday, October 05, 2010 9:29 AM

To: Dawn Weisz

Subject: RE: MEA | Proposed DRAFT Messaging

Hi Dawn:

Our internal team has its weekly meeting today. My goal is that we can discuss this issue along with other pertinent topics. Hopefully, I can provide feedback by our call tomorrow. While I can't speak for our past actions I'm trying my best to present MEA's concerns to our internal decision makers. I think we are making progress on numerous fronts, so I hope we can on this one as well.

Stay tuned!

Redacted

PG&E | Energy Solutions & Service

Redacted

From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]

Sent: Monday, October 04, 2010 9:25 PM

To: Redacted

Cc: carlos.velasquez@cpuc.ca.gov; Redacted Redacted

Subject: RE: MEA | Proposed DRAFT Messaging

Hi Redacted,

Thanks for forwarding this to us. We are comfortable with this proposed language and we do not have any changes. We continue to hope for a cleaner, permanent solution to the problem in the future.

Along those lines I wanted to find out if you have any feedback for us on the changes to the bill we have been requesting to clarify the difference between generation and non-generation electric charges on the account summary page, etc.. Our Board is becoming increasingly concerned about this issue as it has gone unresolved for quite some time. We continue to get daily calls from customers who believe they are being double charged for their electricity and many of them have chosen to opt out as there is nothing on the bill to demonstrate otherwise. As you are aware, these customers are

now subject to the three-year rule which requires them to remain customers of PG&E after opting out.

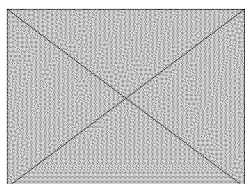
Although we understand changes to the bill may be challenging, PG&E has known for many months that we would be launching this CCA program, and that bill changes would need to occur for customers in our area. We are confident that you all have resources allocated to handle IT upgrades or billing modifications. It seems that it may be in PG&E's interest to not resolve this issue even though retaining confusing or misleading information on the customer bill is not in keeping with the spirit of AB117 or the bill clarity provisions of your tariff.

For these reasons our Board members have asked for some more visibility on the problem if we cannot find a resolution by the end of this week or early next week. I wonder if a meeting with Carlos or other CPUC representatives would be helpful to help brainstorm solutions to avoid having to escalate the issue and to avoid having our Board members begin bringing it to the attention of the press.

Please let me know how you would like to address this issue. If a meeting would be helpful I can be available on Thursday or Friday morning and we are happy to host the meeting at our offices in San Rafael.

Thank you,

Dawn



Dawn Weisz

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