

From: Jacobson, Erik B (RegRel)
Sent: 10/14/2010 4:19:19 PM
To: 'Gurbux Kahlon' (gkk@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: generation/non-generation charges on the PG&E bill

Here's what the bill looks like and what Dawn proposed.

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.

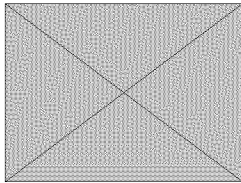
The lack of bill clarity is misleading and is causing customers to believe that they are being double-charged for electricity, and many of them are choosing to opt out of the CCA program as a result. We have been informed that PG&E will be putting a freeze on any billing changes November – end of February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

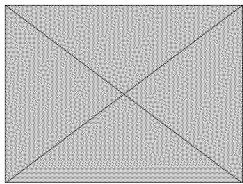
I am just following up on our noon call today where we discussed you sending over your version of the bill mark-up showing the addition of ' generation' and 'non-generation' for electric charges. You mentioned on the phone that you would get that to us today but we have not seen it come across yet we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



Dawn Weisz

Interim Director

Marin Energy Authority

781 Lincoln Ave., Suite 320

San Rafael, CA 94901

415-464-6020; www.marinenergyauthority.org

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

E-mail: Redacted

Phone: Redacted

Cell: Redacted

Fax: 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

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.

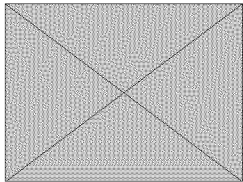
Although we understand changes to the bill may be challenging, PG&E has known for many months that we would be launching this CCA program, and that bill changes would need to occur for customers in our area. We are confident that you all have resources allocated to handle IT upgrades or billing modifications. 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

Interim Director

Marin Energy Authority

781 Lincoln Ave., Suite 320

San Rafael, CA 94901

415-464-6020; www.marinenergyauthority.org

