

From: Roscow, Steve
Sent: 11/29/2010 2:23:21 PM
To: Jacobson, Erik B (RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1); Dawn Weisz (dweisz@marinenergyauthority.org); [Redacted]
[Redacted]
Cc: Jamie Tuckey (jtuckey@marinenergyauthority.org); Sandro-Yepes, Pol (psandro-yepes@SempraSolutions.com); Kirby Dusel (kdusel@marinenergyauthority.org); Jordis Weaver (jweaver@marinenergyauthority.org); Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov); Mike Campbell (MCampbell@sflower.org)
Bcc:
Subject: RE: MCE | Notice to Return to PG&E Bundled Service

All,

(I've dropped a few e-mails that I didn't recognize, and added Erik Jacobson at PG&E).

With Thanksgiving behind us, I'd like to schedule a meeting, preferably this week, to discuss ALL of the outstanding "operational" issues that have cropped up over the summer and fall months—including the issues below. Secondly, I'd also like to discuss how we might do this better going forward, and I know you all have ideas about that. Finally, the CPUC is obligated to report to the Legislature on a new process to be established to ensure full cooperation, and I have some progress to report on that.

I've asked Sebastien if PG&E would be willing to host such a meeting, as that would enable PG&E's subject-matter folks to drop in and out as their topics came up, and Sebastien seemed willing to do this.

I think if we block out either a morning or an afternoon, we could get this done.

So, could each "party" get back to me with your availability for slots this week? I think Carlos and I are free anytime except Thursday 3-5 and Friday afternoon.

Thank you,

Steve Roscow

CPUC Energy Division

415-703-1189

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

Sent: Monday, November 29, 2010 10:01 AM

To: Redacted

Cc: Jamie Tuckey; NAES MEA Phone Center Support; Shumate, Suzanne; Kirby Dusel; Sandro-Yepes, Pol; Schmidt, Sam; Jordis Weaver; Roscow, Steve; Velasquez, Carlos A.; Mike Campbell

Subject: RE: MCE | Notice to Return to PG&E Bundled Service

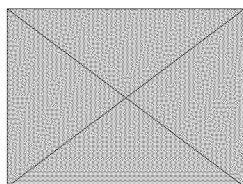
Redacted

It has come to my attention that when a new customer moves into an existing MCE address, PG&E representatives are offering to opt the customer out of MEA service, resulting in a 'drop' being sent to our data center. If this is occurring it would be contrary to the statutory opt out process as these new customers have not yet received the terms and conditions from MEA, and as discussed below, the opt out process is handled in its entirety by MEA, not PG&E.

Can you let me know what steps you will take to insure that this activity stops right away, and also please let me know what steps are being taken to ensure your call center staff are aware of the correct process to use.

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, November 24, 2010 4:31 PM

To: [Redacted]

Cc: Jamie Tuckey; 'NAES MEA Phone Center Support'; 'Shumate, Suzanne'; Kirby Dusel; Sandro-Yepes, Pol; Schmidt, Sam; Jordis Weaver

Subject: RE: MCE | Notice to Return to PG&E Bundled Service

[Redacted]

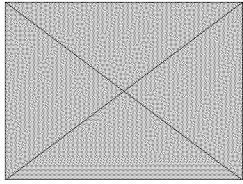
As we have discussed previously, MEA must be contacted directly by the customer to have an opt out processed. As of May, PG&E is no longer responsible for the opt out process for MEA customers.

Please direct customers to contact our call center or visit our website if they want to opt out and return to bundled service.

Please call if we need to discuss or clarify this further.

Thanks very much,

Dawn



Dawn Weisz

Interim Director

Marin Energy Authority

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San Rafael, CA 94901

415-464-6020; www.marinenergyauthority.org

From: Redacted
Sent: Thursday, November 18, 2010 1:46 PM
To: CCA Marin
Subject: MCE | Notice to Return to PG&E Bundled Service

This customer submitted Form 79-011 (return to bundled service).

Can you process for immediate return as requested by the customer.

thanks,

Redacted

From: Elaina Wasmus [mailto:Elaina.Wasmus@scientificconservation.com]

Sent: Friday, November 12, 2010 3:57 PM

To: DANOI

Subject: Notice to Return to PG&E Bundled Service