

From: Roscow, Steve
Sent: 12/1/2010 10:37:17 AM
To: Dawn Weisz (dweisz@marinenergyauthority.org); [Redacted]
(/O=PG&E/OU=Corporate/cn=Recipients/cn=[Redact])
Cc: Jacobson, Erik B (RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1);
Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov)
Bcc:
Subject: RE: MCE | Notice to Return to PG&E Bundled Service

All (adding Carlos)—with apologies, tomorrow no longer works for me. The best for me would be the 8th. If that works for PG&E, that would be great.

Prior to that, hopefully by tomorrow morning, I will send around some material that we can use to structure our conversations and our resolution of the outstanding issues.

Dawn, the list [Redacted] requests would be great. In that context, I can tell all of you, the report we submit to the legislature at the end of January will contain “all” issues that have come up in the last year or so, including how they were resolved. So we'll all be spending a good bit of time working together between now and then.

Steve

From: [Redacted]
Sent: Tuesday, November 30, 2010 3:46 PM
To: Dawn Weisz; Roscow, Steve
Cc: Jacobson, Erik B (RegRel)
Subject: RE: MCE | Notice to Return to PG&E Bundled Service

Dawn and Steve:

I wanted to follow-up on the scope of issues. It's my understanding that Steve is working on putting together an agenda (thank you). However, PG&E would like a comprehensive list of issues that are outstanding per MCE. It would be great to have all issues on the table whether or not we actually end up discussing them at this meeting.

thanks,

Redacted

From: Redacted
Sent: Monday, November 29, 2010 4:13 PM
To: 'Dawn Weisz'; Roscow, Steve
Cc: Jamie Tuckey; Kirby Dusel; Sandro-Yepes, Pol; Jacobson, Erik B (RegRel); Jordis Weaver; Velasquez, Carlos A.; Mike Campbell
Subject: RE: MCE | Notice to Return to PG&E Bundled Service

Dawn and Steve:

The dates identified by Dawn would work with 12/2 as our target.

Can I propose 10 to noon for starters with the option to go into the afternoon as needed.

Redacted

From: Dawn Weisz [mailto:dweisz@marinenergyauthority.org]
Sent: Monday, November 29, 2010 2:39 PM
To: Roscow, Steve; Redacted; Jacobson, Erik B (RegRel)
Cc: Jamie Tuckey; Kirby Dusel; Sandro-Yepes, Pol; Jordis Weaver; Velasquez, Carlos A.; Mike Campbell
Subject: RE: MCE | Notice to Return to PG&E Bundled Service

Dec. 2nd, 6th, 7th or 8th in the morning would work for me.

From: Roscow, Steve [mailto:steve.roscow@cpuc.ca.gov]
Sent: Monday, November 29, 2010 2:23 PM
To: Dawn Weisz; Redacted; Jacobson, Erik B (RegRel)
Cc: Jamie Tuckey; Kirby Dusel; Sandro-Yepes, Pol; Jordis Weaver; Velasquez, Carlos A.; Mike Campbell
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 [Redacted] 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 [Redacted] 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-Yeses, Pol; Schmidt, Sam; Jordis Weaver; Roscow, Steve; Velasquez, Carlos A.; Mike Campbell

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

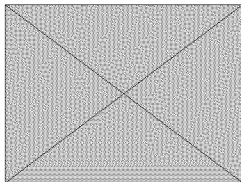
Sebastien,

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]

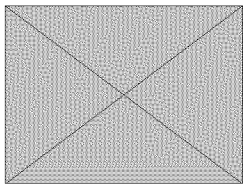
As we have discussed previously, MEA must be contacted directly by the customer to have an opt out processed. As of May, PG&E is no longer responsible for the opt out process for MEA customers.

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

781 Lincoln Ave., Suite 320

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