

From: Enis, Phillip  
Sent: 12/9/2010 12:35:21 PM  
To: Redacted  
Redacted  
Cc: Jinbachian, Varoujan (varoujan.jinbachian@cpuc.ca.gov); Miller, Karen (karen.miller@cpuc.ca.gov); Dowd, Karen (karen.dowd@cpuc.ca.gov); Hill, Juanita (juanita.hill@cpuc.ca.gov); Lokey, Felecia K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=FKL3); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Redacted  
Redacted; McMahon, Loreen (loreen.mcmahon@cpuc.ca.gov); Redacted  
Redacted  
Bcc:  
Subject: PUC Training RE: SmartMeter Kern Redeployment

Thanks Redacted

We are working on the details on our end. I will get back to you later today.

Phil-

**From:** Redacted  
**Sent:** Thursday, December 09, 2010 10:24 AM  
**To:** Enis, Phillip; Redacted  
**Cc:** Miller, Karen; Dowd, Karen; Hill, Juanita; Jinbachian, Varoujan; McMahon, Loreen; Dietz, Sidney; Redacted; Lokey, Felecia K  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Phil –

Thank you for getting back to me. To clarify, when we discussed this with Marzia, the objective we agreed to was to help PUC Consumer Affairs Team / Call Center to be aware of and better-prepared to answer customer questions regarding the upcoming Kern Redeployment. As a result, we came up with the following agenda:

- PG&E will conduct a 2-hour training session for the San Francisco Consumer Affairs group. Topics will cover SmartMeter in general, review the deployment schedule, share planned activities, provide FAQ's on topics such as RF and Privacy and have a Q&A session.

We were thinking up to 10 people would be attending from the PUC. Also, we would be happy to conduct this at the PUC if that is more convenient – and the 17th will work for us.

Please let me know if you have any questions.

Thank you.

Best regards,

Redacted

Redacted

Redacted

**From:** Enis, Phillip [<mailto:phillip.enis@cpuc.ca.gov>]

**Sent:** Wednesday, December 08, 2010 4:30 PM

**To:** Redacted

**Cc:** Miller, Karen; Dowd, Karen; Hill, Juanita; Jinbachian, Varoujan; McMahon, Loreen

**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Redacted

I had some further questions back from our management team.

1. What is the actual subject matter of the training and who is the training aimed at? We assume that the training is for PG&E Contact Center CSRs and PG&E Executive Office staff, and that the training provides explicit strategies/tools to address customer concerns including EMF/RF issues.

2. Can you share the syllabus at this point? This will help us decide who to send.

3. How many folks can you accommodate for training? We have pretty good video conferencing ability at the Commission, so if you could provide training here we could reach more folks without having to pay for travel.

4. Is the training designed for supervisor/manager level or it is more appropriate for CSRs? This will help us decide who to send if space is limited.

5. Friday December 17th would work better for us if the training must take place at PG&E. If not, would it be possible to schedule alternate dates/venues including at the PUC?

Many thanks.

Phil-

**From:** Redacted  
**Sent:** Tuesday, December 07, 2010 2:13 PM  
**To:** Enis, Phillip; Zafar, Marzia  
**Cc:** Redacted  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Phillip,

The training would be at Beale/Market in SF. We cannot do both days as we have other employee training going on...I wanted to give you options. We could send the materials a couple days in advance.

Thanks!

Redacted

Redacted

**From:** Enis, Phillip [<mailto:phillip.enis@cpuc.ca.gov>]  
**Sent:** Tuesday, December 07, 2010 4:10 PM  
**To:** Redacted Zafar, Marzia  
**Cc:** Redacted  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Thanks Redacted

I will talk to my managers and get back to you tomorrow. It would help if you could answer a couple of questions.

1. Is the training at Beale/Market in San Francisco?
2. Could you do a training on both days? Our call center is CAB (Consumer Affairs Branch) with offices in SF and LA. When one office is training our routine is to have the other office cover the phones.
3. Is there any material we could see before hand?

Phil-

415-703-4112

**From:** Redacted  
**Sent:** Tuesday, December 07, 2010 1:36 PM  
**To:** Zafar, Marzia  
**Cc:** Redacted Enis, Phillip  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Thank you, Marzia.

Phil – I look forward to hearing from you.

Redacted

**From:** Zafar, Marzia [<mailto:marzia.zafar@cpuc.ca.gov>]  
**Sent:** Tuesday, December 07, 2010 3:28 PM  
**To:** Redacted  
**Cc:** Redacted Enis, Phillip  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Hello,

Actually, it is not my team, but Phil Enis' team - he is the manager over the PUC's consumer affairs representatives.

Phil - see the dates below and please work with Lisa to arrange a meeting.

regards,

marzia

Marzia Zafar - [Zaf@cpuc.ca.gov](mailto:Zaf@cpuc.ca.gov) - 415-703-1997

**From:** [Redacted]  
**Sent:** Tuesday, December 07, 2010 12:35 PM  
**To:** Zafar, Marzia  
**Cc:** [Redacted] Lokey, Felecia K; Dietz, Sidney  
**Subject:** PUC Training RE: SmartMeter Kern Redeployment

Marzia,

I have some dates to run by you regarding providing training to your team for the upcoming Kern Redeployment. Can they meet on either the 15th or the 17th for 2 hours at PG&E? If you can let me know by tomorrow, I'll get everything finalized and will send you the formal meeting notice. Also, if you could provide me with a head count and names of attendees, that would be very helpful.

Also, I've attached a soft copy of the deck that we reviewed which includes the key dates of deployment for Kern as well as the high level dates for San Francisco.

If you have any questions, please let me know.

Thank you.

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