

From: [Redacted]  
Sent: 12/15/2010 6:57:37 AM  
To: Zafar, Marzia (marzia.zafar@cpuc.ca.gov)  
Cc: 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]  
Bcc:  
Subject: PUC Training RE: SmartMeter Kern Redeployment

Hello Marzia –

I just wanted you to know that we are all set for the PUC training this Friday. Thought you might like to see who is attending.

Thanks and have a great day.

Best regards,

[Redacted]

**From:** Hill, Juanita [mailto:juanita.hill@cpuc.ca.gov]  
**Sent:** Tuesday, December 14, 2010 4:13 PM  
**To:** [Redacted] Dowd, Karen; Williams, Harold; Ward, Thomas; [Redacted]; West, Etta L.;  
Rayo, Allan; Wong, Susan; [Redacted] Evans, Mary  
**Cc:** Enis, Phillip; [Redacted] Miller, Karen; Jinbachian, Varoujan; McMahon, Loreen; Hill, Juanita  
**Subject:** FW: PUC Training RE: SmartMeter Kern Redeployment

Hi [Redacted]

Thanks for the details below. We look forward to this training and meeting your staff. The names of the CPUC staff that will be attending are listed below.

Juanita Hill, Manager LA Consumer Affairs Branch (CAB)

Etta West, Consumer Affairs Representative, LA CAB

Karen Dowd, Manager SF CAB

Harold Williams, Supervisor SF CAB

Tom Ward, Supervisor SF CAB

Rebecca Reyes, Supervisor SF CAB

Allan Rayo, Consumer Affairs Representative, SF CAB

Susan Wong, Consumer Affairs Representative, SF CAB

Judy Cooper, Public Advisor's Office SF

Mary Evans, Public Advisor's Office, SF

If there are any changes to staff, I'll let you know.

Juanita Hill

Consumer Services Manager - LA

CPUC/CSID

213-576-7073

"It's not what you do...it's how you do it,

It's not what you say...it's how you say it...unknown author"

**From:**

Redacted

**Sent:** Tuesday, December 14, 2010 3:33 PM  
**To:** Hill, Juanita; [Redacted]  
**Cc:** Enis, Phillip  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Hi Juanita,

Here are more logistics and information for your team's visit to PG&E Friday.

Date & Time

Friday, December 17, 2010

10 a.m. - 12 p.m.

Location

PG&E Headquarters

77 Beale St.

San Francisco, CA 94177

Upon Arrival

Please come to the 77 Beale entrance. This is mid-block on Beale St, between Market and Mission. (It's the skyscraper). There, all attendees will need to sign-in at the security desk using a state or nationally-issued photo ID.

I will come down at 10am and escort everyone to the conference room where we will be meeting.

*For those that can, it is advised to arrive 10 minutes early to complete the sign-in process.*

By vehicle: Directions & Parking

*From SFO:*

Exit the airport and follow signs for 101-North - San Francisco. Continue for 11 miles.

Take the last exit in San Francisco, 4th Street.

Continue off the exit, crossing the intersection onto Bryant St.

Make your first left on 3rd St.

Take a right on Mission (4 blocks).

Continue about 5 blocks. Once you arrive at Mission and Beale, there are a number of parking garages in the area. Park at the easiest and safest location, and then proceed to walk down Beale toward Market St and you will see our entrance at 77 Beale St.

By Public Transit: BART & SF Muni

Both BART and MUNI take you directly to our building. Take any line to the Embarcadero Station. Use the Market & Beale exit to ascend from the subway. You will then be on Market St, adjacent to Beale. Follow Beale away from Market St, and PG&E's entrance is midblock on the left-hand side of the street.

Please let me know if you have more questions or need anything else.

Redacted

Redacted

PG&E Solutions Marketing

Redacted

**From:** Hill, Juanita [mailto:juanita.hill@cpuc.ca.gov]  
**Sent:** Monday, December 13, 2010 2:49 PM  
**To:** [Redacted]  
**Cc:** Enis, Phillip  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

10am is perfect and hopefully it's a clear sky :)

thanks

Juanita Hill

Consumer Services Manager - LA

CPUC/CSID

213-576-7073

"It's not what you do...it's how you do it,

It's not what you say...it's how you say it...unknown author"

**From:** [Redacted]  
**Sent:** Monday, December 13, 2010 2:47 PM  
**To:** Hill, Juanita; [Redacted]  
**Cc:** Enis, Phillip  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Thanks Juanita.

Can we confirm a start time of 10:00? This will give time for rental car at SFO and also account for any delays - it's been extremely foggy and rainy here and SFO has been operating about 30-60 minutes behind on many days.

I'll send all other information in a separate email toward EOD today.

Redacted

PG&E Solutions Marketing

Redacted

**From:** Hill, Juanita [mailto:juanita.hill@cpuc.ca.gov]  
**Sent:** Monday, December 13, 2010 2:45 PM  
**To:** Hill, Juanita; Redacted  
**Cc:** Enis, Phillip  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Hi Redact

The staff from Los Angeles will arrive at SFO at 7:55 am, we will rent a car and drive to your location. I will also send you a complete list of the 10 CPUC staff names, but wanted to send you our flight times now so you can arrange the start time for the meeting. When you send the meeting information, can you provide information about parking, and best directions from SFO airport.

thanks

Juanita Hill

Consumer Services Manager - LA

CPUC/CSID

213-576-7073

"It's not what you do...it's how you do it,

It's not what you say...it's how you say it...unknown author"

**From:** [Redacted]  
**Sent:** Friday, December 10, 2010 12:54 PM  
**To:** [Redacted] Hill, Juanita  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Hi Juanita,

Nice to virtually meet you. I'm your contact for all of this coordination. Once you send along travel schedules and desired start time on 12/17, I can confirm this, room number, location, security procedures, etc. It's pretty seamless.

Please let me know if there are any other questions in the meantime.

Thanks, [Redacted]

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[Redacted]  
PG&E Solutions Marketing  
[Redacted]

**From:** [Redacted]  
**Sent:** Friday, December 10, 2010 12:48 PM  
**To:** Hill, Juanita  
**Cc:** [Redacted]  
**Subject:** RE: PUC Training RE: SmartMeter Kern Redeployment

Thank you, Juanita. [Redacted] who works with me, will coordinate everything with you. We'll accommodate travel schedules as needed.

Look forward to meeting you.

Best regards,

Redacted

**From:** Hill, Juanita [mailto:juanita.hill@cpuc.ca.gov]  
**Sent:** Friday, December 10, 2010 2:46 PM  
**To:** Redacted  
**Subject:** FW: PUC Training RE: SmartMeter Kern Redeployment

Hi Lisa,

I will send you a list of the 10 names who are happy to attend your training on Dec 17, 2010, at your location in SF. Since there will be 3 traveling from our Los Angeles Consumer Affairs Branch, is there any way to schedule this training so that we will have time to make it from SFO to your location?

I will send you the list by end of day on Monday and I will be coordinating this for the CPUC staff attending. Some of us have never been to your location so we'd need the address, room number, is there security at the door and if so what are your procedures for access, times, etc.

thanks

Juanita Hill

Consumer Services Manager - LA

CPUC/CSID

213-576-7073



"It's not what you do...it's how you do it,

It's not what you say...it's how you say it...unknown author"

**From:** [Redacted]  
**Sent:** Thu 12/9/2010 10:23 AM  
**To:** Enis, Phillip; [Redacted]  
**Cc:** Miller, Karen; Dowd, Karen; Hill, Juanita; Jinbachian, Varoujan; McMahon, Loreen; Dietz, Sidney; [Redacted] Alexander, Denise; 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

**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

Lisa-

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 Lisa-

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

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