

From: Jacobson, Erik B (RegRel)  
Sent: 2/25/2011 2:05:20 PM  
To: 'Fitch, Julie A.' (julie.fitch@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: Move-in customer - opted out w/PG&E

Julie,

Thank you. I will look into this and get back to you early next week.

Erik

**From:** Fitch, Julie A. [mailto:julie.fitch@cpuc.ca.gov]  
**Sent:** Friday, February 25, 2011 11:30 AM  
**To:** Jacobson, Erik B (RegRel)  
**Subject:** FW: Move-in customer - opted out w/PG&E

Erik,

I'm starting informally by sending this to you, but I do think this is contrary to the rules, if Marin's information is correct. Can you tell me what you understand to be PG&E's practice around new customer sign-ups? Thanks.

Julie

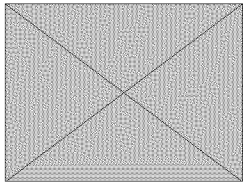
**From:** Dawn Weisz [mailto:dweisz@marinenergyauthority.org]  
**Sent:** Thursday, February 24, 2011 6:01 PM  
**To:** Velasquez, Carlos A.; Fitch, Julie A.; Roscow, Steve  
**Cc:** Kahlon, Gurbux  
**Subject:** FW: Move-in customer - opted out w/PG&E

Hi folks,

Sorry to bring the same issue to you again but you should know that new Phase I CCA customers moving in are still being enrolled by PG&E before they receive terms and conditions from the CCA. The email below describes this occurring today, in fact. This directly contradicts what the IOU is required to do by law. It is revealing that their call center representatives, who have difficulty answering many CCA customer questions correctly, are adept at coaching Phase I customers to opt out of the CCA when they call to have service turned on. This is clearly internal protocol at PG&E which has been communicated to the CSRs.

Thanks in advance for your attention to this matter,

Dawn



Dawn Weisz

Executive Officer

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**From:** Jamie Tuckey [mailto:[jtuckey@marinenergyauthority.org](mailto:jtuckey@marinenergyauthority.org)]  
**Sent:** Thursday, February 24, 2011 5:07 PM  
**To:** Olinghouse, Amber; Jordis Weaver; Dawn Weisz  
**Cc:** NAES MEA Phone Center Support  
**Subject:** RE: Move-in customer - opted out w/P&G&E

Hi Amber,

Thank you so much for informing us of this. This is absolutely not allowed and I appreciate you bringing it to our attention. I'll ask Dawn for next steps.

Jamie

**Jamie Tuckey**

Project Coordinator

415-464-6024

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**From:** Olinghouse, Amber [mailto:[aolinghouse@noblesolutions.com](mailto:aolinghouse@noblesolutions.com)]  
**Sent:** Thursday, February 24, 2011 5:05 PM  
**To:** Jamie Tuckey; Jordis Weaver  
**Cc:** NAES MEA Phone Center Support  
**Subject:** Move-in customer - opted out w/PG&E

Hi Jamie and Jordis,

I just spoke with a man who didn't identify himself but said he called PG&E today to set up service at his new address [Redacted] San Rafael, 94901) and was told by the PG&E rep that he had the option to go with MCE or stay with PG&E. He said the rep told him "we're supposed to enroll you with MCE now but you can stay with us and then join with them at any time". It was my understanding this was something PG&E was recently told they were not supposed to do, and that new customers were to be enrolled with MCE and only opted-out after they've been sent notices. The customer wanted to know more about MCE and said he'd like to participate as long as MCE wasn't going to charge him to join. (It sounded like PG&E implied there may be a cost to join) I'm not sure what we should do next on this one, but thought I'd let you guys know they're still opting out new move-in customers before we receive the enrollment.

Thanks,  
Amber