

From: Ramaiya, Shilpa R  
Sent: 4/26/2011 1:06:20 PM  
To: Caron, Jennifer (jennifer.caron@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: CPUC meeting with customer facing managers

Jennifer,

The afternoon of May 6 seems to work but I will know tomorrow for sure. Our lead for Small and Medium Business (SMB) is Redacted and she is on vacation today so I'll confirm her availability for the meeting tomorrow upon her return and get back to you.

Thanks.

Shilpa

**From:** Caron, Jennifer [mailto:jennifer.caron@cpuc.ca.gov]  
**Sent:** Friday, April 22, 2011 2:11 PM  
**To:** Ramaiya, Shilpa R  
**Subject:** RE: CPUC meeting with customer facing managers

Hi Shilpa,

Thanks for getting in touch with me. I should be able to give you a call toward the end of the day today. If not, I will give you a call on Monday. The first week in May will be fine, and I should be able to give some possible dates when I call later.

Jennifer

**From:** Ramaiya, Shilpa R [mailto:SRRd@pge.com]  
**Sent:** Friday, April 22, 2011 2:03 PM

**To:** Caron, Jennifer  
**Subject:** RE: CPUC meeting with customer facing managers

Jennifer,

I just left you a voicemail to begin coordinating. I work with Duane on IDSM policy issues and can help ensure our team is responsive to your needs.

My phone number is 415-973-3186 and email is [srrd@pge.com](mailto:srrd@pge.com)

Look forward to meeting with you.

Shilpa Ramaiya

**From:** Caron, Jennifer [mailto:jennifer.caron@cpuc.ca.gov]  
**Sent:** Thursday, April 21, 2011 2:03 PM  
**To:** Larson, Duane  
**Subject:** FW: Meeting with customer facing managers

Hi Duane,

I hope you enjoyed your time out of the office. I understand what it's like to return to work with an overflowing email inbox, so I wanted to resend this message to you in the event you hadn't seen it yet. I'm looking forward to talking to you about this. Please let me know if you have questions.

Thanks,

Jennifer

**From:** Caron, Jennifer  
**Sent:** Friday, April 15, 2011 1:08 PM  
**To:** 'DFL2@pge.com'  
**Cc:** Harvey, Sommer C.; Green, Stephanie; 'Elizabeth Lowe'; Kaneshiro, Bruce  
**Subject:** Meeting with customer facing managers

Hi Duane,

We met at PG&E's Integrated Regional Training a few weeks back. You encouraged Lisa Paulo and I to contact you if we had specific questions. One thing about the training that impressed me was the small and medium business (SMB) customer session during which, several different PG&E sections coordinated to present about the needs of this customer group and the resources available to PG&E staff to work with them. During that session one of the facilitators announced that PG&E has a plan to coordinate the different customer facing sections of your company to more effectively reach these customers. I am very interested in learning more about PG&E's plan to do this, and believe time is of the essence given that the Commission is currently reviewing two petitions to modify the Peak Day Pricing Decision. Both petitions include suggested changes to the implementation of default dates for SMB customers.

I would like to set up a meeting to learn more about how PG&E's customer facing sections currently coordinate with each other, how that coordination will evolve as they implement their plan, and the intended outcomes of greater coordination. Ideally, I'd like to meet before the end of April. The sections that presented at the training were: BCA, CCRM, AM, BAM, TOM, ESE, 3P, GP and Solutions Marketing. I've worked a great deal with the Solutions Marketing team, but am not familiar with staff in the other groups. Can you put me in touch with the managers of the other sections, or help set up a meeting for us sometime in the next two weeks.

I will be glad to talk to you about this in greater detail. Thank you in advance for your time and thanks to Elizabeth for creating the opportunity for Lisa and I to attend the training.

Jennifer Caron

355-5499