

From: Kahlon, Gurbux
Sent: 10/24/2011 10:03:59 AM
To: Dowdell, Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5);
Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov)
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)
Bcc:
Subject: Re: Early opt-outs from MEA

That's great. Thanks.

From: Dowdell, Jennifer [mailto:JKD5@pge.com]
Sent: Monday, October 24, 2011 10:03 AM
To: Kahlon, Gurbux; Velasquez, Carlos A.
Cc: Cherry, Brian K
Subject: Re: Early opt-outs from MEA

I'm out of the office today, but was able to have enough conversations on Friday so that folks are looking at it.

Jennifer

From: Kahlon, Gurbux [mailto:gurbux.kahlon@cpuc.ca.gov]
Sent: Monday, October 24, 2011 09:58 AM
To: Dowdell, Jennifer; Velasquez, Carlos A. <carlos.velasquez@cpuc.ca.gov>
Cc: Cherry, Brian K
Subject: RE: Early opt-outs from MEA

Jennifer, thanks a lot for the follow up on this issue. Hopefully, you will be able to track this down and provide a resolution.

Gurbux

From: Dowdell, Jennifer [mailto:JKD5@pge.com]
Sent: Friday, October 21, 2011 7:02 PM
To: Velasquez, Carlos A.
Cc: Kahlon, Gurbux; Cherry, Brian K
Subject: RE: Early opt-outs from MEA

Thanks Carlos!

Will check out the link and certainly follow up with Brian. Just wanted to get back to Gurbux timely with what I know right now.

Have a great weekend!

Jennifer

From: Velasquez, Carlos A. [mailto:carlos.velasquez@cpuc.ca.gov]
Sent: Friday, October 21, 2011 6:51 PM
To: Dowdell, Jennifer
Cc: Kahlon, Gurbux
Subject: RE: Early opt-outs from MEA

Jennifer – I'm the Energy Div analyst working on CCA matters.

We are aware that Resolution E-4420 would not change the tariffs in a manner that would enable PG&E to share the customer information of the 117 "phone banked" customers/accounts at issue. ED actually received the information of these 117 accounts back in 2010. At this point, however, I think it would be best if PG&E could identify and provide these 117 accounts to MEA so that we don't end up inadvertently providing MEA with the wrong accounts (there were additional accounts whose opt-out requests were rescinded back in 2010 as well).

FYI – there is a precedent on a somewhat related ED management – Brian Cherry exchange that led to similar data being provided to MEA. Please see Attachment 3 of our third quarter report to the Legislature: <http://www.cpuc.ca.gov/NR/rdonlyres/E6DECC07-7F83-4A74-BB36-5F230A4FBCCA/0/CCAThirdQuarterReport8311.pdf>

-----Original Message-----

From: Dowdell, Jennifer [mailto:JKD5@pge.com]
Sent: Friday, October 21, 2011 6:13 PM
To: Kahlon, Gurbux; Cherry, Brian K; Jacobson, Erik B (RegRel); Warner, Christopher (Law)
Cc: Horner, Trina; Pagedar, Sujata; Litteneker, Randall (Law); Velasquez, Carlos A.
Subject: RE: Early opt-outs from MEA

Gurbux,

Per my voicemail, am talking with the team regarding the quickest cleanest way to address resolution of customer privacy issues and information MEA may need. We certainly don't want customers to be upset with you, us or MEA.

Generally, the CPUC has held that customer data is confidential unless it orders or approves release of that data to a third party. The pending Advice Filing (3841-E-C) and draft resolution (Resolution E-4420) are generally focused on forward-looking CCA customer information, not customer data from last year.

However, if ordered or specifically directed by the CPUC, we are willing to share the 177 opt out rescission names and contact information with MEA.

Alternatively, we of course can provide the list of names directly to the CPUC and the CPUC can determine whether to share the information directly with MEA. PG&E would also expect MEA to share information with us as necessary to help sort out these customer issues.

Hope this helps. Will follow up with you next week. Please don't hesitate to call if you have more questions.

Have a great weekend!

Jennifer

415-516-8347

From: Kahlon, Gurbux [mailto:gurbux.kahlon@cpuc.ca.gov]

Sent: Friday, October 21, 2011 2:28 PM

To: Cherry, Brian K; Jacobson, Erik B (RegRel); Dowdell, Jennifer; Warner, Christopher (Law)

Cc: Horner, Trina; Pagedar, Sujata; Litteneker, Randall (Law); Velasquez, Carlos A.

Subject: RE: Early opt-outs from MEA

Thanks, Brian.

From: Cherry, Brian K [mailto:BKC7@pge.com]

Sent: Friday, October 21, 2011 2:26 PM

To: Kahlon, Gurbux; Jacobson, Erik B (RegRel); Dowdell, Jennifer; Warner, Christopher (Law)

Cc: Horner, Trina; Pagedar, Sujata; Litteneker, Randall (Law); Velasquez, Carlos A.

Subject: Re: Early opt-outs from MEA

Gurbux - I will look into it and have someone get back to you.

From: Kahlon, Gurbux [mailto:gurbux.kahlon@cpuc.ca.gov]

Sent: Friday, October 21, 2011 02:21 PM

To: Cherry, Brian K

Cc: Horner, Trina; Pagedar, Sujata; Litteneker, Randall (Law); Velasquez, Carlos A.
<carlos.velasquez@cpuc.ca.gov>

Subject: Early opt-outs from MEA

Brian, if you recall, there was an issue raised by MEA regarding 117 customers that were opted out by PG&E in the early stages of MEA operations. MEA complained and the Commission ordered PG&E to rescind those opt-outs. MEA then asked PG&E to provide names and contact information of those 117 customers. To my knowledge, PG&E has not provided that information yet.

Recently, in AL 3841-E, PG&E proposed certain changes to its tariffs to be able to disclose additional customer specific data to an operational CCA as well as communities exploring CCA programs under a non-disclosure agreement (NDA). Energy Division staff prepared a resolution (Res E -4420) which is going through the 30 day comment period.

I wonder if PG&E will agree to release the information about the 117 customers after the Commission approves the pending resolution. In my mind, there is no justification for PG&E not providing this information when it has already agreed to provide a whole lot of information to the CCA communities as proposed in AL 3841-E.

The issue has taken a new twist and criticality now that some of the 117 customers who had opted out early are really upset that they have to opt out again. One customer complained to the District Attorney's office alleging wrong doing by MEA. MEA would need to be particularly sensitive to the frustration of these customers who thought they had opted out but are now going to be asked to opt out again or must remain with MEA.

If MEA has the names and contact numbers for these customers, it can approach these customers with more care. This does not only affect MEA negatively but also PG&E that jumped the gun and opted them out before the appropriate time. It does not reflect well on CPUC either. Please let me know what PG&E's position is on providing contact information for these 117 customers to MEA to resolve this issue. Thanks.

Gurbux Kahlon

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