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Sent: 11/21/2011 12:35:11 PM
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Subject: Question for PG&E TAP members

All,

At the last TAP meeting it was announced that "my energy" would be up on Nov. 10. I checked each day and was able to get on the 12th and browse a bit. Sometime early last week the site went down and is still down. Startup problems are not unusual. Question:

For a significant event such as this (the launch), at what point should PG&E engage the TAP by informing us if there is a problem? 1 week? 3 weeks? Only after the fact? Only after the fact if one of us raises a question about it?

Thanks,

Tom

Tom Roberts

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