

From: Mark Toney  
Sent: 11/21/2011 12:58:50 PM  
To: Roberts, Thomas (thomas.roberts@cpuc.ca.gov)  
Cc: Danforth, Christopher (christopher.danforth@cpuc.ca.gov); erich@enernex.com ('erich@enernex.com'); mtoney@turn.org ('mtoney@turn.org'); David.Hungerford@energy.ca.gov ('David.Hungerford@energy.ca.gov'); Meadows, James L (/O=PG&E/OU=Corporate/cn=Recipients/cn=J7M2); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Redacted Redacted Gleicher, Cliff (SmartMeter) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJGf); Gupta, Alope (aloke.gupta@cpuc.ca.gov); Morey, Candace (candace.morey@cpuc.ca.gov); Chan, Cherie (cherie.chan@cpuc.ca.gov)

Bcc:

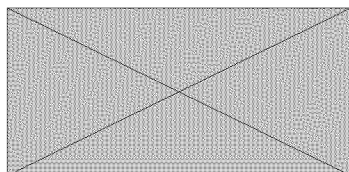
Subject: Re: Question for PG&E TAP members

We have received several complaints from TURN members about the site being down.

**Thanks,**

**Mark**

**Mark W. Toney, Ph.D.**  
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On Nov 21, 2011, at 12:35 PM, Roberts, Thomas wrote:

**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 12<sup>th</sup> 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  
Senior Engineer  
CPUC Division of Ratepayer Advocates

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