

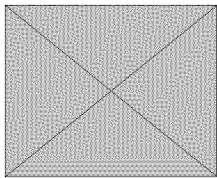
From: Dawn Weisz
Sent: 1/10/2012 5:03:33 PM
To: Dowdell, Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5); Tom, Jonathan P. (jonathan.tom@cpuc.ca.gov); Murtishaw, Scott (scott.murtishaw@cpuc.ca.gov); Randolph, Edward F. (edward.randolph@cpuc.ca.gov); Velasquez, Carlos A. (carlos.velasquez@cpuc.ca.gov); Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov); Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); Jacobson, Erik B (RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1); Pagedar, Sujata (/O=PG&E/OU=Corporate/cn=Recipients/cn=sxpg); Miller, Suzy (/O=PG&E/OU=Corporate/cn=Recipients/cn=SLMc); [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted] Sam Schmidt (sschmidt@noblesolutions.com); Suzanne Shumate (sshumate@noblesolutions.com); Room 5305 (room5305@cpuc.ca.gov)
Cc: Litteneker, Randall (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=RJL9); [Redacted]; Jamie Tuckey (jtuckey@marinenergyauthority.org); [Redacted]
[Redacted]
Bcc:
Subject: RE: PG&E - MEA Issues List

Jennifer,

See responses below as well as attached email on the customer issue. Let me know if you have any follow up questions.

Thanks,

Dawn



Dawn Weisz

Executive Officer

781 Lincoln Ave., Suite 320

San Rafael, CA 94901

415.464.6020

MarinCleanEnergy.com

From: Dowdell, Jennifer [mailto:JKD5@pge.com]

Sent: Monday, January 09, 2012 6:58 PM

To: 'Velasquez, Carlos A.'; Randolph, Edward F.; Kahlon, Gurbux; Tom, Jonathan P.; Murtishaw, Scott; Miller, Suzy; Cherry, Brian K; Jacobson, Erik B (RegRel); [Redacted]; [Redacted] [Redacted] [Redacted] [Redacted] Pagedar, Sujata; 'Suzanne Shumate'; 'Sam Schmidt'; Room 5305

Cc: 'Dawn Weisz'; 'Jamie Tuckey'; Litteneker, Randall (Law); [Redacted] [Redacted]

Subject: RE: PG&E - MEA Issues List

All

Below is the list of action items from today's meeting:

1. Jennifer to schedule a meeting with PG&E, MEA and Nobel to resolve: 1) procedures and window for bill cancelation, 2) file size rejection procedures and parameters, and 3) solution for third party bill viewing.

Thanks for setting up meetings on item 1 and 2. We can probably handle these two items on a conference call and would save you all the lunch expense. For item 3, we do not believe that a meeting is needed to discuss third party bill viewing as it is very clear what is needed. If you all could propose timeline for making third party bill viewing available that would be great.

● [Redacted] Will send out outlook invite for Friday, Jan 20, 12:00 pm to 2:30 pm. PG&E will provide box lunch.

2. Jennifer to provide status update on bill data rejection by Tuesday, January 17 w/ cc to all meeting participants.

3. Clay and Jennifer to provide timeline and summary of what happen with respect to billing error issue 33.

4. MEA to provide customer names associated with opt-out related to bill issue, so that PG&E can investigate potential inappropriate CSR actions and statements to customers.

As we discussed yesterday, there was one customer who called MEA to opt out after being told (by a PG&E CSR rep) that the error was due to MEA. The information about this call was provided to you, [Redacted] and Bill on December 12. The email correspondence is attached here. This is when we were made aware that the corrected scripts had not been provided to the call center. We have not asked you to conduct further investigation into all 43 opt outs as the bill confusion itself was the cause for the bulk of these opt outs.

5. PG&E to review CSR training and call routing associated with MEA customer and report out asap.

6. Jennifer to provide MEA with the proper PG&E contact for coordinating multiple serials and who will contact MEA in case of rejected files for size or other reasons. (Will walk through this in detail at Jan 20 meeting as well).

Thank you all for taking so much time on this. Please let me know if I have missed any action item.

Jennifer

415-516-8347: cell

415-973-2904: office

From: Velasquez, Carlos A. [mailto:carlos.velasquez@cpuc.ca.gov]

Sent: Friday, December 16, 2011 3:26 PM

To: Velasquez, Carlos A.; Randolph, Edward F.; Kahlon, Gurbux; Tom, Jonathan P.; Murtishaw, Scott; Miller, Suzy; Cherry, Brian K; Jacobson, Erik B (RegRel); [Redacted]; Pagedar, Sujata;

'Suzanne Shumate'; 'Sam Schmidt'; Room 5305

Cc: 'Dawn Weisz'; Dowdell, Jennifer; 'Jamie Tuckey'; Litteneker, Randall (Law); [Redacted]; [Redacted]

Subject: Updated: PG&E - MEA Issues List

When: Monday, January 09, 2012 3:30 PM-5:00 PM (GMT-08:00) Pacific Time (US & Canada).

Where: 505 Van Ness, SF (CPUC building) - Monday 1/9 at 3:30-5pm

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Where: 505 Van Ness, SF (CPUC building) - Monday 1/9 at 3:30-5pm

Note: The GMT offset above does not reflect daylight saving time adjustments.

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The purpose of this meeting is described in Scott Murtishaw's email below.

From: Murtishaw, Scott

Sent: Thursday, December 08, 2011 4:28 PM

To: 'Dawn Weisz'; Velasquez, Carlos A.; 'Jamie Tuckey'; 'jkd5@pge.com'; 'RJL9@pge.com'; [Redacted]
[Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]
'sxpg@pge.com'; 'Suzanne Shumate'; 'Sam Schmidt'

Cc: Tom, Jonathan P.; Randolph, Edward F.; Kahlon, Gurbux

Subject: RE: PG&E - MEA Issues List

Dawn,

If I understand the first issue correctly, and if PG&E is clearly at fault, then I strongly urge PG&E to use all available means to contact these 2,500 customers and explain that this incident is due to PG&E's error. I would also ask that if any of the affected customers contact PG&E to inquire about returning to PG&E service that the customer service reps be instructed to explain the cause of the error.

If possible, I would like to attend the first meeting between MEA and PG&E that is scheduled following the issuance of PG&E's proposals for resolving all outstanding issues on the 16th, and I want to have the PUC host it. Dawn and Jennifer, can you work with Carlos to find a time that works for me and any members of Energy Division staff and management who wish to attend?