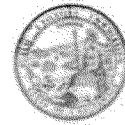


PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 12, 2012

Ms. Loreen McMahon, Director
Consumer Service and Information Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Mr. Edward Randolph, Director
Energy Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

RE: Extension Request for the due date of an independent consultant's evaluation report for the CHANGES Program approved in Resolution CSID-005 (November 10, 2011)

Mr. Randolph and Ms McMahon:

On November 10, 2011, the Commission approved Resolution CSID-005, which extended the duration of the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) pilot program while the Commission collected and evaluated data and considered whether the CHANGES pilot should become a permanent program and whether it should be funded through California Alternate Rates for Energy (CARE) funds. Specifically, the Resolution ordered that an evaluation report pursuant to this effort be prepared by an independent consultant and submitted to the Energy Division (ED) and Consumer Service and Information Division (CSID) by July 15, 2012.

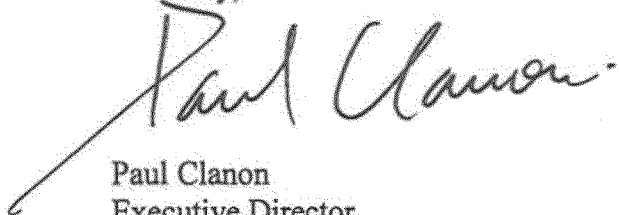
Due to a number of unforeseen circumstances encountered during the contracting process, and the need to provide the selected consultant with a sufficient amount of time to produce a robust evaluation, ED and CSID recognized that the original due date for the evaluation report of July 15, 2012, could only be met with great difficulty. Consequently, pursuant to Rule 16.6 of the CPUC's Rules of Practice and Procedure, on March 8, 2012, ED and CSID jointly requested an extension of time for the due date of the report to September 1, 2012. The extension of time would allow for the proper conclusion of the contracting process and ensure that the chosen consultant would have a reasonable amount of time to complete the report.

Pursuant to Rule 16.6 of the Commission's Rules of Practice and Procedure, the request for an extension of time is hereby granted. The CHANGES evaluation report will now be due on September 1, 2012.

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ED/CSID will serve a copy of this letter via email to all recipients of CSID-005 which includes all parties in R.10-02-005 and A.11-05-017.

Sincerely,

A handwritten signature in black ink that reads "Paul Clanon". The signature is written in a cursive style with a long, sweeping underline that extends to the left.

Paul Clanon
Executive Director