

From: Kahlon, Gurbux
Sent: 8/23/2012 10:37:54 AM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Randolph, Edward F. (edward.randolph@cpuc.ca.gov)
Cc: Tom, Jonathan P. (jonathan.tom@cpuc.ca.gov); Petlin, Gabriel (gabriel.petlin@cpuc.ca.gov); Lakhanpal, Manisha (Manisha.Lakhanpal@cpuc.ca.gov)
Bcc:
Subject: RE: Bill redesign examples with mockup for CARE customers (v3)

Sid, do you know if PG&E has held those focus group meetings with CCA customers that you said you would do? Also please let us know if PG&E and MEA have made any more progress in resolving Dawn's issues with the new CCA bill format. We would also appreciate an update on what you have learned from your IT department on what is not doable right now and why. Thanks for your prompt attention to this.

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From: Dietz, Sidney [mailto:SBD4@pge.com]
Sent: Friday, August 10, 2012 7:46 PM
To: Randolph, Edward F.
Cc: Dietz, Sidney; Kahlon, Gurbux; Lakhanpal, Manisha; Petlin, Gabriel; Tom, Jonathan P.; Dietz, Sidney
Subject: Bill redesign examples with mockup for CARE customers (v3)

Ed –

Thanks for your assistance in working out this issue between MEA and PG&E. I will attached five example bills from our redesign, listed below, to help you visualize the new bill. Note that all of these have been updated to show July 2012 rates. 1 and 2 are non-CCA bills with and without CARE. 3,4, and 5 have been newly mocked up to show what the new design would look like for customers who are on CARE who have been DA customers for a long time, CARE

customers who are with a CCA, and medical-baseline customer who are with a CCA.

1. vanilla
2. CARE bundled
3. CARE, continuous DA
4. CARE, CCA
5. medical, CCA

We will be contacting MEA soon to kick off the quick research effort you recommended.

Let me know if you need any more.

Thanks again!

yours,

sid

From: Huynh, David
Sent: Friday, August 10, 2012 2:39 PM
To: Dietz, Sidney; Dong, Anh; Rifas, Shari
Subject: RE: Bill redesign mockup for CARE customers (v3)

Sid,

Per our conversation, I've modified the titles in the revised "v3_packet."

In brief:

- *Formats 1 and 2* were "updated" to reflect July 2012 rates.
- *Formats 3, 4, and 5* were newly "created" (all with July 2012 dates) to show the various scenarios where PG&E Generation Exemption, CARE Discount, PCIA, and/or CRS Exemption might appear on a CCA/DA bill.

Let me know if this works.

David

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To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>