

From: Lakhanpal, Manisha
Sent: 8/1/2012 10:16:40 AM
To: Redacted
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Tom, Jonathan P. (jonathan.tom@cpuc.ca.gov)
Bcc:
Subject: RE: Contacts for bill redesign issue

Thank you.

This was asked to us yesterday and since I never look at my electric bills, it's all online, I did not know what my July bill would look like... now that we have put in all this effort to understand the new bill format I shall be more cognizant of what goes into my bill.

From: Redacted
Sent: Wednesday, August 01, 2012 10:02 AM
To: Lakhanpal, Manisha
Cc: Dietz, Sidney; Tom, Jonathan P.
Subject: RE: Contacts for bill redesign issue

Hi Manisha-

Yes, in Advice 4035-E, we stated "PG&E will implement all of the above on July 1, 2012, with the clarification that the "Conservation Incentive" will immediately be listed as a separate unbundled line item revenue amount on all residential bundled, DA, and CCA customer bills."

The CIA is listed as a separate line item in our charges breakdown – I have attached my bill for your reference, see page 4 of 6, CIA is the last line item on the list. FYI this pdf is from our internal viewer and doesn't include the static definition info that is shown on the backs of the real copies that go out to customers.

Let me know if you have any questions, thanks-

Eric

From: Lakhanpal, Manisha [<mailto:Manisha.Lakhanpal@cpuc.ca.gov>]
Sent: Tuesday, July 31, 2012 6:45 PM
To: [Redacted]
Cc: Dietz, Sidney; Tom, Jonathan P.
Subject: RE: Contacts for bill redesign issue

Hi Eric

Just a follow up question ...since CIA (conservation incentive adjustment) has become effective July 1, 2012, what bill format is PG&E using to issue their July bills for their bundled residential customers and CCA customers?

From: [Redacted]
Sent: Tuesday, July 31, 2012 4:55 PM
To: Tom, Jonathan P.; Lakhanpal, Manisha
Cc: Dietz, Sidney
Subject: Contacts for bill redesign issue

Jonathan/Manisha-

I spoke again with Sidney Dietz and he asked me to forward you the contact list directly per your request.

Sidney Dietz – Director Regulatory Relations (replacement for Jennifer Dowdell on CCA issues) – SBD4@pge.com – 415-973-5921

Brian Rich – Senior Director Customer Care IT (explanation of IT issue) - BFR6@pge.com – 415-973-2411

Steve Malnight – Vice President Customer Care (decision maker for bill redesign) - S0M3@pge.com - 415-973-3247

Thanks for your patience, please let me know if you have any questions.

Redacted

Pacific Gas and Electric Company
Energy Solutions and Service

Redacted

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