

From: Lakhanpal, Manisha
Sent: 8/1/2012 10:17:48 AM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Redacted
Redacted
Cc: Tom, Jonathan P. (jonathan.tom@cpuc.ca.gov)
Bcc:
Subject: RE: bill redesign issue

No that is good enough. I was thinking it would be random sampling too, but just wanted to be sure. Thank you.

From: Dietz, Sidney [mailto:SBD4@pge.com]
Sent: Wednesday, August 01, 2012 10:17 AM
To: Lakhanpal, Manisha; Redacted
Cc: Tom, Jonathan P.
Subject: RE: bill redesign issue

Manisha --

I have just been told by the customer care group that we did not exclude CCA customers but they were not a specific focus of the customer research. Finding out if any were in the sample would take some research.

yours,

sid

From: Lakhanpal, Manisha [mailto:Manisha.Lakhanpal@cpuc.ca.gov]
Sent: Wednesday, August 01, 2012 10:13 AM
To: Dietz, Sidney; Redacted
Cc: Tom, Jonathan P.
Subject: RE: bill redesign issue

Thank you for a quick turn around on our request, we really appreciate it.

Just a follow up question on the residential customer survey sample – were CCA customers part of the sample data set?

From: Dietz, Sidney [mailto:SBD4@pge.com]

Sent: Wednesday, August 01, 2012 10:08 AM

To: Lakhanpal, Manisha; [Redacted]

Cc: Tom, Jonathan P.

Subject: RE: bill redesign issue

Manisha –

Here is the results from our customer survey, I'll draw your attention particularly to page 7 of this ppt.

Note that this power point presentation contains confidential information, provided pursuant to PUC § 583, and is marked with that throughout.

I am working on the IT timeline as well as some answers from yesterday.

Let me know if you have any questions.

yours,

sid

From: Lakhanpal, Manisha [mailto:Manisha.Lakhanpal@cpuc.ca.gov]
Sent: Wednesday, August 01, 2012 9:05 AM
To: Dietz, Sidney; Redacted
Cc: Tom, Jonathan P.
Subject: bill redesign issue

Good morning!

We are meeting our Director this morning and just so that we are prepared to answer some of the questions that might come up we'd like to request from you the "Customer Satisfaction Survey" of the new billing form that Sid mentioned during our conf call yesterday and also if we could get the time line documents of the IT folks that alerted PG&E to the "fact" that doing what PG&E agreed to do per AL 4052 will now take 3 months.

We are meeting him in about an hour and half from now, so your help with the answers will be really appreciated.

Manisha Lakhanpal

Analyst, Market Structure and Design

CPUC

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