

From: Cherry, Brian K  
Sent: 9/14/2012 1:29:32 PM  
To: Miller, Karen (karen.miller@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: PG&E's Comments on the CHANGES Evaluation Draft Report

I have someone looking into this.

**From:** Miller, Karen [mailto:karen.miller@cpuc.ca.gov]  
**Sent:** Friday, September 14, 2012 5:49 AM  
**To:** Cherry, Brian K  
**Subject:** FW: PG&E's Comments on the CHANGES Evaluation Draft Report

Hi Brian,

Here are the comments on the draft evaluation report on our CHANGES program. The evaluation was done by an outside contractor. I want to mention that prior to these comments being sent, the contractor had agreed to include most of the raw data behind his conclusion. So the writers knew that the data would be provided.

Anyhow, we were a bit surprised at the tone of these comments, as we know that PG&E management is a big supporter of in-language assistance. Redacted used to be the lead on the project, on behalf of PG&E and she was a real pleasure to work with. However, she is retired and I am not sure that the new folks are exactly clear on what we are trying to do with the CHANGES program.

I am in Los Angeles today, but will back in SF all next week if you want to chat.

And again, congratulations on your beautiful little boy!

Karen

415-703-2299

**From:** Redacted  
**Sent:** Friday, August 17, 2012 3:29 PM  
**To:** Francisco, Tory; DeVine, Kyle  
**Cc:** Redacted  
**Subject:** PG&E's Comments on the CHANGES Evaluation Draft Report

Tory and Kyle,

Please find attached PG&E's comments on the draft CHANGES Pilot Evaluation Report submitted to the CPUC on August 2, 2012.


Regards,

Redacted

Regulatory Affairs | Pacific Gas & Electric Company  
77 Beale Street, MC B9A | San Francisco, CA 94105

Redacted

This email is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law, including the attorney-client privilege. If the reader of this email is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Do not disclose the contents to anyone. If you have received this communication in error, please return the original message to the sender via email.

 Stay GREEN: Please don't print this e-mail unless you really need to.

PG&E is committed to protecting our customers' privacy.  
To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>