

From: Colvin, Michael  
Sent: 11/20/2012 6:12:41 PM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)  
Cc: Bottorff, Thomas E (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TEB3);  
Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Allen, Meredith  
(/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe); TerKeurst, Charlotte  
(charlotte.terkeurst@cpuc.ca.gov)  
Bcc:  
Subject: RE: Customer Privacy - Open Access protocols

Brian

I realized that I never circled back with you on this note. Sadly, it just got lost in my inbox and I'm finally getting a moment to breathe and clean it out. (We mailed an insane number of PDs today!)

Regarding the customer data center, I think that Sid and I are trying to find a time in early December for me to come to PG&E for me to see the next round of the customer data databases being used for EE and to also talk out some of the privacy concerns. On the emergency drills, I think that Ferron would be *\*very\** interested in joining a drill as appropriate and I think that we can work on finding a good time with Hagan. On the Helms tour, it is on our list, but Ferron agrees it makes sense to wait until after the snow has cleared.

I'm adding Charlotte TerKeurst to this note, as Ferron's chief of staff to help coordinate going forward.

Hope everyone has a happy Thanksgiving and enjoys the time with their family!

Michael

**From:** Cherry, Brian K [mailto:BKC7@pge.com]  
**Sent:** Friday, November 02, 2012 3:13 PM  
**To:** Colvin, Michael  
**Cc:** Dietz, Sidney; Allen, Meredith; Bottorff, Thomas E  
**Subject:** Customer Privacy - Open Access protocols

Michael – at yesterday’s meeting with Commissioner Ferron, I picked up a few follow-ups. First, Mark indicated that the utilities are required by statute to provide access to customer data (subject to certain confidentiality provisions) and that he was interested in pursuing more open access protocols. Could I have Sid work with someone in your office on this matter ? Second, Mark talked about aligning emergency response between the utilities and the Commission, including the possibility of doing joint drills together. I like the idea of getting the Commission more exposed to our planning protocols and procedures. We have lots of emergency planning experience and it might even present an opportunity for Mark’s office to be an observer in one of our major drills. We often invite CPSD staff to these events and are looking to invite General Hagan to the next one. Finally, the offer to tour the Helms facility is available to you should your schedule permit. Be aware that as we head into the winter season, snow conditions can make it difficult to access the facility. That said, you are welcome to visit it or our other hydro facilities any time.

Brian

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