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Sent: 12/19/2012 10:07:40 AM

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Bcc:

Subject:

Below is the agenda for the 11am customer survey webinar.

1. Meeting 11:00 – 11:05 Carlos  
Initiation in Parente, SCE  
Genesys  
Meeting  
Center / Roll  
call for Non-  
IOU parties
2. Introduction 11:05 – 11:10 Karen Zelmar,  
and Purpose of PG&E  
Customer  
Survey
3. Research 11:10 – 11:20 Steve  
Methodology Westberg,  
Hiner Partners
4. Issues We 11:20 – 11:25 Emily  
Heard at Dec Bartman,  
6<sup>th</sup> Workshop PG&E
5. Open up to 11:25 – 11:55 Carlos  
non-IOU Parente, SCE  
Parties for  
discussion
6. Next Steps 11:55 - Noon Carlos  
Parente, SCE

Also, in case the web dial-in doesn't work, attached please find the slides that will be used during today's webinar. Thank you.

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**From:** Tarasova, Catherine

**Sent:** Friday, December 14, 2012 12:51 PM

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**Subject:** RROIR: Customer Survey Webinar Information

The Customer Survey webinar is set for 12/19 at 11am to 12pm. Any materials will be circulated prior to the webinar.

**To join the meeting from a BlackBerry, iPhone, or Android device:**

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24x7 Technical Support

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