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Sent: 12/18/2012 2:14:07 PM

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Bcc:

Subject: RE: RROIR: Customer Survey Webinar Information

**Residential Rates OIR - Customer Survey Webinar - December 19, 2012 11 am to Noon  
Agenda**

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

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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.

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