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Sent: 2/12/2013 11:50:01 AM

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Bcc:

Subject: RE: RROIR Customer Survey Draft B

## Residential Rates OIR Parties:

As a follow up to the release of the Customer Survey Draft B last Friday, we would like provide an explanation of how we processed the red-lined comments that were provided by some parties in this proceeding .

There were a very large number (over 200) of suggested changes to the survey from other parties, many of them overlapping and / or conflicting. Although we were not able to accept every suggested change, we made substantial effort to consider every comment that was provided.

Attached is the “Discussion Topics” document that was shared at the January 31<sup>st</sup> webinar with the parties. It has been augmented with a list of some of the most substantive changes that were made to the Customer Survey Draft B based on the red-line feedback from other parties. In addition, there are explanations of why some suggested changes were not incorporated.

If you provided red-line changes and would like to discuss them further after reviewing the “Discussion Topics” document, we will set up an additional 1:1 meeting with you. Please let me know if you are interested in meeting by **COB, tomorrow, Wednesday February 13<sup>th</sup>**.

In addition, if you would like to provide written comments on Customer Survey Draft B rather than providing feedback in a 1:1 meeting with us, please provide your written comments in email to me by **COB Friday, February 15<sup>th</sup>**. We ask, however, that if your feedback has already been addressed in the “Discussion Topics” document, that you note that in your comments.

Thank You  
Emily

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**Subject:** RE: RROIR Customer Survey Draft B

Emily,

It appears that PG&E chose not to reflect many of DRA and other parties' suggested revisions.

Will PG&E schedule a follow up webinar to discuss the concerns raised by parties but not accepted by PG&E?

Lee-Whei

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**Subject:** RROIR Customer Survey Draft B

Residential Rates OIR Parties:

Thank you for your involvement in the development of the survey being fielded to obtain direct input from customers on residential rate design concepts and structures over the past two months. The following chart recaps the collaborative process thus far:

- December 5<sup>th</sup> and 6<sup>th</sup> - IOUs shared objectives, scope and draft methodology Workshops
  - Parties provided feedback
- December 19 all-party webinar
  - IOUs responded to feedback from December 6<sup>th</sup> Workshops
- January 24
  - IOUs Distributed Customer Survey draft A based on scope and feedback
- January 29
  - IOUs met 1:1 with interested parties who responded to requests to discuss feedback on Customer Survey draft A in detail
- January 31 all-party webinar
  - IOUs responded to feedback on Customer Survey A draft
- February 4
  - Parties provided detailed red-line comments on Customer Survey draft A
- February 8
  - IOUs release Customer Survey draft B
- February 13
  - Feedback on Customer Survey draft B due

Attached is the current version of the survey (Draft “B”), which incorporates all the feedback we have received to date.

Additional feedback is requested by **COB Wednesday, February 13<sup>th</sup>**. As you can understand, it is not possible to address 100% of all concerns. It would be helpful if you could focus the feedback on new areas of concern and items that you think are significant defects. We will do our best to incorporate your concerns into the final survey, but in some cases we may need to defer to the market research experts when there is a trade-off between participant ability to answer a survey question and more detail.

We will also be moving forward in parallel with programming the online survey based on this draft.

Thank you for your continued feedback on this effort.

Emily Bartman



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