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Sent: 2/8/2013 6:07:12 PM

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Bcc:

Subject: RE: RROIR Customer Survey Draft B

Hi Lee-Whei,

I just wanted to let you know I got your email, and we will get back to you on Monday with our suggestions on how we can address your concerns.

Have a great weekend.

Emily

Emily Bartman | Principal Strategist, Pricing Products | Pacific Gas and Electric Company | 925-285-2022

**From:** Tan, Lee-Whei [mailto:lee-whei.tan@cpuc.ca.gov]

**Sent:** Friday, February 08, 2013 4:16 PM

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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

**From:** Bartman, Emily [mailto:E1B4@pge.com]

**Sent:** Friday, February 08, 2013 12:51 PM

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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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