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Sent: 4/24/2013 9:04:58 AM

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Subject: RE: RROIR Customer Survey - Key Findings Webinars Follow-up

Emily,

Thank you for sending some of the responses to the questions.

I recommend that PG&E also provide written responses to the questions that PG&E stated “**Answered in 4/19 Webinar**”.

There were parties who were not able to attend that webinar would not have heard the answers for those questions at the Webinar.

In addition, we were also having some difficulty in hearing all the answers PG&E provided on that day.

Thank you for your consideration.

Lee-Whei

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

**Sent:** Monday, April 22, 2013 12:32 PM

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**Subject:** RE: RROIR Customer Survey - Key Findings Webinars Follow-up

Thank you for attending our Webinar on Friday where we addressed questions related to the RROIR Customers Survey Key Findings that were presented the previous Tuesday.

Attached is the revised list of questions, with answers to the questions we did not have time to address, and some of the additional questions that were discussed.

Also attached are the climate zone cross-tabs that were recently completed. The climate zones are collapsed into "regions" in order to have large enough sample size for comparison.

Please let me know if you have any questions.

Thanks

Emily

-----Original Appointment-----

**From:** Bartman, Emily

**Sent:** Friday, April 19, 2013 1:59 PM

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**Subject:** RROIR Customer Survey - Key Findings Follow Up Webinar - Please Review Docs Attached

**When:** Friday, April 19, 2013 2:00 PM-3:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** 1 877 897 0004 \*9252852022\*

#### Agenda:

- Key Findings Report questions
- Cross-tab questions

Please see attached zip file for Cross-tab data tables, and attached email for explanation of Cross-tabs. Also included for your convenience is the Key Findings report from Tuesday's Webinar and the final version of the survey that was fielded.

**We would appreciate, although it is not required, if you could send by email ([Emily.Bartman@pge.com](mailto:Emily.Bartman@pge.com)) any additional questions you might have by COB Thursday, so we are able to be prepared to make the best use of the time in Friday's Webinar.**

Thank You.

Emily

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<< File: RROIR Survey Key Findings 041613 Final.pptx >> << File: RROIR Customer Survey



Draft C Final 022813.docx >> << File: RROIR Customer Survey Cross-Tabs Hiner 041713.zip  
>> << Message: RE: RROIR Customer Survey Key Findings Webinar - Call-in and Link AND  
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