

From: Bartman, Emily

Sent: 4/26/2013 2:18:54 PM

Petlin, Gabriel (gabriel.petlin@cpuc.ca.gov); Tarasova, Catherine (/O=PG&E/OU=Corporate/cn=Recipients/cn=yxt537641601); Tan, Lee-Whei (lee-whei.tan@cpuc.ca.gov); 'blaising@braunlegal.com' (blaising@braunlegal.com); 'nes@a-klaw.com' (nes@a-klaw.com); 'apak@semprautilities.com' (apak@semprautilities.com); 'douglass@energyattorney.com' (douglass@energyattorney.com); 'jcorralejo@lbcgla.org' (jcorralejo@lbcgla.org); 'Gloria.Ing@sce.com' (Gloria.Ing@sce.com); 'enriqueg@greenlining.org' (enriqueg@greenlining.org); 'SRahon@SempraUtilities.com' (SRahon@SempraUtilities.com); 'sachu.constantine@energycenter.org' (sachu.constantine@energycenter.org); 'michael@sandiegocan.org' (michael@sandiegocan.org); 'bruce.reed@sce.com' (bruce.reed@sce.com); 'akbar.jazayeri@sce.com' (akbar.jazayeri@sce.com); 'nquan@gswater.com' (nquan@gswater.com); 'JPacheco@SempraUtilities.com' (JPacheco@SempraUtilities.com); 'steve@schiller.com' (steve@schiller.com); 'rsalter@edf.org' (rsalter@edf.org); Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); RegRelCPUCCases (/O=PG&E/OU=Corporate/cn=Recipients/cn=RegRelCPUCCases); Heiden, Gregory (gregory.heiden@cpuc.ca.gov); 'kmills@cfbf.com' (kmills@cfbf.com); 'brbarkovich@earthlink.net' (brbarkovich@earthlink.net); 'service@cforat.org' (service@cforat.org); 'diane.fellman@nrgenergy.com' (diane.fellman@nrgenergy.com); 'vidhyaprabhakaran@dwt.com' (vidhyaprabhakaran@dwt.com); 'jarmstrong@goodinmacbride.com' (jarmstrong@goodinmacbride.com); 'ek@a-klaw.com' (ek@a-klaw.com); 'hayley@turn.org' (hayley@turn.org); 'faith.mabuhayalliance@gmail.com' (faith.mabuhayalliance@gmail.com); 'jmauldin@adamsbroadwell.com' (jmauldin@adamsbroadwell.com); 'jack.clark@energycenter.org' (jack.clark@energycenter.org); 'jkeyes@kfwlaw.com' (jkeyes@kfwlaw.com); 'erin@falquier.com' (erin@falquier.com); 'andykatz@sonic.net' (andykatz@sonic.net); 'Ekelly@MarinEnergy.com' (Ekelly@MarinEnergy.com); 'charlie.buck@energycenter.org' (charlie.buck@energycenter.org); 'ssmyers@att.net' (ssmyers@att.net); 'Bob.Dodds@liberty-energy.com' (Bob.Dodds@liberty-energy.com); 'sarah.wallace@pacificorp.com' (sarah.wallace@pacificorp.com); 'Joelle.Steward@PacifiCorp.com' (Joelle.Steward@PacifiCorp.com); 'carlierfrancois@yahoo.fr' (carlierfrancois@yahoo.fr); 'Eric@CoalitionofEnergyUsers.org' (Eric@CoalitionofEnergyUsers.org); 'lwisland@ucsusa.org' (lwisland@ucsusa.org); 'b.bordiine@d-e-c-a.org' (b.bordiine@d-e-c-a.org); 'scarter@nrdc.org' (scarter@nrdc.org); 'blake@consumercal.org' (blake@consumercal.org); 'kelly@votesolar.org' (kelly@votesolar.org); 'Erin.Grizard@BloomEnergy.com' (Erin.Grizard@BloomEnergy.com); 'asmart@svlg.org' (asmart@svlg.org); Haertle, Steve (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=SRH1); Singh, Amrit P (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=APS5); Warner,

To:

Christopher (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJW5); Khamou, Karen (/O=PG&E/OU=Corporate/cn=Recipients/cn=K1K3); 'mrw@mrwassoc.com' (mrw@mrwassoc.com); 'cem@newsdata.com' (cem@newsdata.com); 'liddell@energyattorney.com' (liddell@energyattorney.com); 'joyw@mid.org' (joyw@mid.org); 'case.admin@sce.com' (case.admin@sce.com); 'filings@a-klaw.com' (filings@a-klaw.com); 'marcel@turn.org' (marcel@turn.org); 'mdjoseph@adamsbroadwell.com' (mdjoseph@adamsbroadwell.com); 'StephanieC@greenlining.org' (StephanieC@greenlining.org); 'chris\_king@siemens.com' (chris\_king@siemens.com); 'dmarcus2@sbcglobal.net' (dmarcus2@sbcglobal.net); 'matthew@turn.org' (matthew@turn.org); 'tomb@crossborderenergy.com' (tomb@crossborderenergy.com); 'jweil@aglet.org' (jweil@aglet.org); 'sue.mara@rtoadvisors.com' (sue.mara@rtoadvisors.com); 'DWTCPUCDOCKETS@dwt.com' (DWTCPUCDOCKETS@dwt.com); 'RobertGnaizda@gmail.com' (RobertGnaizda@gmail.com); 'stephengeorge@fscgroup.com' (stephengeorge@fscgroup.com); 'michaelperry@fscgroup.com' (michaelperry@fscgroup.com); 'holly@SunrunHome.com' (holly@SunrunHome.com); 'sdalal@sflower.org' (sdalal@sflower.org); 'kkiener@solarelectricpower.org' (kkiener@solarelectricpower.org); 'siobhan.foley@energycenter.org' (siobhan.foley@energycenter.org); 'terry.clapham@energycenter.org' (terry.clapham@energycenter.org); 'Fadia.Khoury@sce.com' (Fadia.Khoury@sce.com); 'JWaen@MarinEnergy.com' (JWaen@MarinEnergy.com); 'timothy.treadwell@energycenter.org' (timothy.treadwell@energycenter.org); 'jfine@edf.org' (jfine@edf.org); 'susannah@votesolar.org' (susannah@votesolar.org); 'michaelsullivan@fscgroup.com' (michaelsullivan@fscgroup.com); 'samholmberg@fscgroup.com' (samholmberg@fscgroup.com); 'Nick.Pappas@asm.ca.gov' (Nick.Pappas@asm.ca.gov); 'jimin@mid.org' (jimin@mid.org); 'lindaf@mid.org' (lindaf@mid.org); 'allenmcw@comcast.net' (allenmcw@comcast.net); 'spauker@wsgr.com' (spauker@wsgr.com); 'steve@bakerstreetpublishing.com' (steve@bakerstreetpublishing.com); 'jleslie@McKennaLong.com' (jleslie@McKennaLong.com); 'matt.vespa@SierraClub.org' (matt.vespa@SierraClub.org); 'jeannetteo@moval.org' (jeannetteo@moval.org); 'dan.delurey@drsgcoalition.org' (dan.delurey@drsgcoalition.org); 'gayatri@jbsenergy.com' (gayatri@jbsenergy.com); 'WWright@SunrunHome.com' (WWright@SunrunHome.com); 'sephra.ninow@energycenter.org' (sephra.ninow@energycenter.org); 'nbrockway@aol.com' (nbrockway@aol.com); 'ed@temix.com' (ed@temix.com); 'rick@votesolar.org' (rick@votesolar.org); 'kerry.hattevik@nee.com' (kerry.hattevik@nee.com); Bustamante, Claudia (/O=PG&E/OU=Corporate/cn=Recipients/cn=C4BO); 'paul.pietsch@drsgcoalition.org' (paul.pietsch@drsgcoalition.org); 'mtierney-lloyd@enernoc.com' (mtierney-lloyd@enernoc.com); 'joshbode@fscgroup.com' (joshbode@fscgroup.com); 'russell.garwacki@sce.com' (russell.garwacki@sce.com); 'eric.wright@bves.com' (eric.wright@bves.com); 'mokeefe@efficiencycouncil.org' (mokeefe@efficiencycouncil.org);

'sswaroop@naacoalition.org' (sswaroop@naacoalition.org);  
'sean.beatty@genon.com' (sean.beatty@genon.com); 'TCahill@SempraUtilities.com'  
(TCahill@SempraUtilities.com); 'oliviapara@dwt.com' (oliviapara@dwt.com);  
'jwiedman@kfwlaw.com' (jwiedman@kfwlaw.com); Villarreal, Christopher  
(christopher.villarreal@cpuc.ca.gov); Tran, Ava N. (ava.tran@cpuc.ca.gov);  
Fortune, Hazlyn (hazlyn.fortune@cpuc.ca.gov); Zelmar, Karen  
(/O=PG&E/OU=Corporate/cn=Recipients/cn=KJZ1); Lee, Rebecca Tsai-Wei  
(rebecca.lee@cpuc.ca.gov); Danforth, Christopher  
(christopher.danforth@cpuc.ca.gov); Murtishaw, Scott  
(scott.murtishaw@cpuc.ca.gov); Zafar, Marzia (marzia.zafar@cpuc.ca.gov);  
'atrowbridge@daycartermurphy.com' (atrowbridge@daycartermurphy.com);  
'bill@jbsenergy.com' (bill@jbsenergy.com); 'rvn@a-klaw.com' (rvn@a-klaw.com);  
O'Donnell, Arthur J. (Arthur.O'Donnell@cpuc.ca.gov); Willis, Dan  
(Dan.Willis@cpuc.ca.gov); Watts-Zagha, Karen Camille (KarenCamille.Watts-  
Zagha@cpuc.ca.gov); Zhang, Zhen (Zhen.Zhang@cpuc.ca.gov); Kito, Michele  
(michele.kito@cpuc.ca.gov); McKinney, Jeanne (jeanne.mckinney@cpuc.ca.gov);  
McKinney, Jeanne (jeanne.mckinney@cpuc.ca.gov); Levin, Robert  
(robert.levin@cpuc.ca.gov); Houry, Dexter (dexter.khoury@cpuc.ca.gov);  
'lmh@eslawfirm.com' (lmh@eslawfirm.com); 'cathie.allen@pacificorp.com'  
(cathie.allen@pacificorp.com); 'sbirmingham@seia.org' (sbirmingham@seia.org);  
'brian.theaker@nrgenergy.com' (brian.theaker@nrgenergy.com);  
'nicole@braunlegal.com' (nicole@braunlegal.com); 'danielle@ceert.org'  
(danielle@ceert.org); 'kdw@woodruff-expert-services.com' (kdw@woodruff-expert-  
services.com); 'david@ceert.org' (david@ceert.org); 'patrick.saxton@energy.ca.gov'  
(patrick.saxton@energy.ca.gov); 'cpuc@libertyutilities.com'  
(cpuc@libertyutilities.com); Sullivan, Timothy J. (timothy.sullivan@cpuc.ca.gov);  
Benjamin, Robert (robert.benjamin@cpuc.ca.gov); Wingate, Barbara A  
(/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BAWB); Torres, Elise  
(elise.torres@cpuc.ca.gov); 'Rachel@consciousventuresgroup.com'  
(Rachel@consciousventuresgroup.com);  
'Yolanda.Lewis@BlackEconomicCouncil.org'  
(Yolanda.Lewis@BlackEconomicCouncil.org); 'Yunker, Chris'  
(cyunker@semprautilities.com); 'Walker, Lori' (lori.a.walker@sce.com); 'Ramirez,  
Andre' (andre.ramirez@sce.com); 'Loosbrock, Jamie'  
(jloosbrock@semprautilities.com); 'Fang, Cyndee (cfang@semprautilities.com)  
(cfang@semprautilities.com); 'bneenan@epri.com' (bneenan@epri.com)  
(bneenan@epri.com); 'Steve Westberg (swestberg@hinerpartners.com)  
(swestberg@hinerpartners.com)' (swestberg@hinerpartners.com); 'Luke Thelen  
(lthelen@hinerpartners.com)' (lthelen@hinerpartners.com)  
Cc: 'Patrick McGuire' (patrickm@crossborderenergy.com); 'Candice Churchwell'  
(candicechurchwell@fscgroup.com); 'Santana, Dana'  
(DSantana@semprautilities.com); 'York, Jamie K (JYork@semprautilities.com)  
(JYork@semprautilities.com); Randolph, Edward F.  
(edward.randolph@cpuc.ca.gov); Mutialu, Rajan (rajan.mutialu@cpuc.ca.gov);  
'Jennifer Potter' (Jennifer.Potter@smud.org)

Bcc:

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

RROIR Customer Survey Interested Parties:

Attached is the Key Findings Q&A from last Friday with all the answers documented.

Thanks to Steve Westberg from Hiner and Partners for completing this.

Emily

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

**From:** Bartman, Emily

**Sent:** Friday, April 26, 2013 6:33 AM

**To:** 'Petlin, Gabriel'; 'Tan, Lee-Whei'; Tarasova, Catherine; 'enriqueg@greeniining.org'; 'nes@a-klaw.com'; 'sachu.constantine@energycenter.org'; 'blaising@braunlegal.com'; 'Steve@schiller.com'; 'rsalter@edf.org'; 'jpacheco@semprautilities.com'; 'JCorralejo@LBCgla.org'; 'douglass@energyattorney.com'; 'akbar.jazayeri@sce.com'; 'gloria.ing@sce.com'; 'bruce.reed@sce.com'; 'nquan@gswater.com'; 'APak@SempraUtilities.com'; 'michael@sandiegocan.org'; 'SRahon@SempraUtilities.com'; 'Faith.MabuhayAlliance@gmail.com'; 'jmauldin@adamsbroadwell.com'; 'Erin.Grizard@BloomEnergy.com'; 'Heiden, Gregory'; 'hayley@turn.org'; 'scarter@nrdc.org'; 'jarmstrong@goodinmacbride.com'; 'VidhyaPrabhakaran@dwt.com'; 'ssmyers@att.net'; Cherry, Brian K; 'jkeyes@kfwlaw.com'; 'service@cforat.org'; 'andykatz@sonic.net'; 'lwisland@ucsusa.org'; 'Ekelly@MarinEnergy.com'; 'b.bordiine@d-e-c-a.org'; 'asmart@svlg.org'; 'kelly@votesolar.org'; 'Eric@CoalitionofEnergyUsers.org'; 'blake@consumercal.org'; 'kmills@cfbf.com'; 'Bob.Dodds@liberty-energy.com'; 'sarah.wallace@pacificcorp.com'; 'brbarkovich@earthlink.net'; RegRelCPUCCases; 'charlie.buck@energycenter.org'; 'Diane.Fellman@nrgenergy.com'; 'erin@falquier.com'; 'ek@a-klaw.com'; 'carlierfrancois@yahoo.fr'; 'jack.clark@energycenter.org'; 'Joelle.Steward@PacifiCorp.com'; 'mokeefe@efficiencycouncil.org'; 'Nick.Pappas@asm.ca.gov'; 'oliviapara@dwt.com'; 'sephra.ninow@energycenter.org'; 'spauker@wsgr.com'; 'stephaniec@greenlining.org'; 'susannah@votesolar.org'; 'timothy.treadwell@energycenter.org'; 'dwtcpucdockets@dwt.com'; 'mrw@mrwassoc.com'; 'dmarcus2@sbcglobal.net'; 'filings@a-klaw.com'; 'siobhan.foley@energycenter.org'; 'terry.clapham@energycenter.org'; 'nbrockway@aol.com'; 'dan.delurey@drsgcoalition.org'; 'kkiener@solarelectricpower.org'; 'paul.pietsch@drsgcoalition.org'; 'rick@votesolar.org'; 'case.admin@sce.com'; 'Fadia.Khoury@sce.com'; 'russell.garwacki@sce.com'; 'jleslie@mckennalong.com'; 'liddell@energyattorney.com'; 'tcahill@semprautilities.com'; 'eric.wright@bves.com'; 'jeannetteo@moval.org'; 'mtierney-lloyd@enernoc.com'; 'ed@temix.com'; 'sue.mara@RTOadvisors.com'; 'robertgnaizda@gmail.com'; 'sswaroop@naacoalition.org'; 'mdjoseph@adamsbroadwell.com'; 'sdalal@sfwater.org'; 'joshbode@fscgroup.com'; 'marcel@turn.org';

'matthew@turn.org'; 'michaelperry@fscgroup.com'; 'michaelsullivan@fscgroup.com';  
'samholmberg@fscgroup.com'; 'stephengeorge@fscgroup.com'; Singh, Amrit P; Warner, Christopher  
(Law); Bustamante, Claudia; 'holly@SunrunHome.com'; 'jfine@edf.org'; Khamou, Karen;  
'matt.vespa@sierraclub.org'; Haertle, Steve; 'VWright@SunrunHome.com'; 'cem@newsdata.com';  
'steve@bakerstreetpublishing.com'; 'chris\_king@siemens.com'; 'kerry.hattevik@nee.com';  
'allenmcw@comcast.net'; 'sean.beatty@genon.com'; 'jwiedman@kfwlaw.com';  
'tomb@crossborderenergy.com'; 'JWaen@MarinEnergy.com'; 'jweil@aglet.org'; 'jimin@mid.org';  
'joyw@mid.org'; 'lindaf@mid.org'; 'gayatri@jbsenergy.com'; 'bill@jbsenergy.com';  
'brian.theaker@nrgenergy.com'; 'danielle@ceert.org'; 'david@ceert.org'; 'kdw@woodruff-expert-  
services.com'; 'nicole@braunlegal.com'; 'lmh@eslawfirm.com'; 'Rachel@consciousventuresgroup.com';  
'ATrowbridge@DayCarterMurphy.com'; 'cpuc@libertyutilities.com'; 'rvn@a-klaw.com';  
'sbirmingham@seia.org'; 'cathie.allen@pacificcorp.com'; 'O'Donnell, Arthur J.'; 'Tran, Ava N.'; 'Danforth,  
Christopher'; 'Villarreal, Christopher'; 'Willis, Dan'; 'Khoury, Dexter'; 'Torres, Elise'; 'Fortune, Hazlyn';  
'McKinney, Jeanne'; 'Watts-Zagha, Karen Camille'; 'Zafar, Marzia'; 'Kito, Michele'; 'Levin, Robert';  
'Murtishaw, Scott'; 'Sullivan, Timothy J.'; 'Zhang, Zhen'; 'patrick.saxton@energy.ca.gov'; 'Lee, Rebecca  
Tsai-Wei'; 'Yolanda.Lewis@BlackEconomicCouncil.org'; 'Walker, Lori'; 'Ramirez, Andre'; 'Loosbrock,  
Jamie'; 'Yunker, Chris'; 'Fang, Cyndee (cfang@semprautilities.com)'; Wingate, Barbara A; 'Luke Thelen  
(lthelen@hinerpartners.com)'; 'Steve Westberg (swestberg@hinerpartners.com)  
(swestberg@hinerpartners.com)'; 'bneenan@epri.com' (bneenan@epri.com); Zelman, Karen;  
'Benjamin, Robert'; 'McKinney, Jeanne'  
**Cc:** 'Candice Churchwell'; 'Patrick McGuire'; 'Santana, Dana'; 'York, Jamie K  
(JYork@semprautilities.com)'; 'Mutialu, Rajan'; 'Randolph, Edward F.'; 'Jennifer Potter'  
**Subject:** RE: RROIR Customer Survey - Key Findings Webinars Follow-up

Gabe and Lee-Whei,

The complete Q&A will be shared with the list by Monday, hopefully by end of day today.

Thanks

Emily

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

**From:** Bartman, Emily

**Sent:** Wednesday, April 24, 2013 1:20 PM

**To:** 'Petlin, Gabriel'; Tan, Lee-Whei; Tarasova, Catherine; 'enriqueg@greenlining.org'; 'nes@a-  
klaw.com'; 'sachu.constantine@energycenter.org'; 'blaising@braunlegal.com'; 'Steve@schiller.com';  
'rsalter@edf.org'; 'jpacheco@semprautilities.com'; 'JCorralejo@LBCgla.org';  
'douglass@energyattorney.com'; 'akbar.jazayeri@sce.com'; 'gloria.ing@sce.com';  
'bruce.reed@sce.com'; 'nquan@gswater.com'; 'APak@SempraUtilities.com';  
'michael@sandiegocan.org'; 'SRahon@SempraUtilities.com'; 'Faith.MabuhayAlliance@gmail.com';  
'jmauldin@adamsbroadwell.com'; 'Erin.Grizard@BloomEnergy.com'; Heiden, Gregory;  
'hayley@turn.org'; 'scarter@nrdc.org'; 'jarmstrong@goodinmacbride.com';  
'VidhyaPrabhakaran@dwt.com'; 'ssmyers@att.net'; Cherry, Brian K; 'jkeyes@kfwlaw.com';

'service@cforat.org'; 'andykatz@sonic.net'; 'Iwisland@ucsusa.org'; 'Ekelly@MarinEnergy.com'; 'b.bordiine@d-e-c-a.org'; 'asmart@svlg.org'; 'kelly@votesolar.org'; 'Eric@CoalitionofEnergyUsers.org'; 'blake@consumercal.org'; 'kmills@cfbf.com'; 'Bob.Dodds@liberty-energy.com'; 'sarah.wallace@pacificorp.com'; 'brbarkovich@earthlink.net'; RegReICPUCCases; 'charlie.buck@energycenter.org'; 'Diane.Fellman@nrgenergy.com'; 'erin@falquier.com'; 'ek@a-klaw.com'; 'carlierfrancois@yahoo.fr'; 'jack.clark@energycenter.org'; 'Joelle.Steward@PacifiCorp.com'; 'mokeefe@efficiencycouncil.org'; 'Nick.Pappas@asm.ca.gov'; 'oliviapara@dwt.com'; 'sephra.ninow@energycenter.org'; 'spauker@wsgr.com'; 'stephaniec@greenlining.org'; 'susannah@votesolar.org'; 'timothy.treadwell@energycenter.org'; 'dwtcpucdockets@dwt.com'; 'mrw@mrwassoc.com'; 'dmarcus2@sbcglobal.net'; 'filings@a-klaw.com'; 'siobhan.foley@energycenter.org'; 'terry.clapham@energycenter.org'; 'nbrockway@aol.com'; 'dan.delurey@drsgcoalition.org'; 'kkiener@solarelectricpower.org'; 'paul.pietsch@drsgcoalition.org'; 'rick@votesolar.org'; 'case.admin@sce.com'; 'Fadia.Khoury@sce.com'; 'russell.garwacki@sce.com'; 'jleslie@mckennalong.com'; 'liddell@energyattorney.com'; 'tcahill@semprautilities.com'; 'eric.wright@bves.com'; 'jeannetteo@moval.org'; 'mtierney-lloyd@enernoc.com'; 'ed@temix.com'; 'sue.mara@RTOadvisors.com'; 'robertgnaizda@gmail.com'; 'sswaroop@naacoalition.org'; 'mdjoseph@adamsbroadwell.com'; 'sdalal@sfwater.org'; 'joshbode@fscgroup.com'; 'marcel@turn.org'; 'matthew@turn.org'; 'michaelperry@fscgroup.com'; 'michaelsullivan@fscgroup.com'; 'samholmberg@fscgroup.com'; 'stephengeorge@fscgroup.com'; Singh, Amrit P; Warner, Christopher (Law); Bustamante, Claudia; 'holly@SunrunHome.com'; 'jfine@edf.org'; Khamou, Karen; 'matt.vespa@sierraclub.org'; Haertle, Steve; 'WWright@SunrunHome.com'; 'cem@newsdata.com'; 'steve@bakerstreetpublishing.com'; 'chris\_king@siemens.com'; 'kerry.hattevik@nee.com'; 'allenmcw@comcast.net'; 'sean.beatty@genon.com'; 'jwiedman@kfwlaw.com'; 'tomb@crossborderenergy.com'; 'JWaen@MarinEnergy.com'; 'jweil@aglet.org'; 'jimin@mid.org'; 'joyw@mid.org'; 'lindaf@mid.org'; 'gayatri@jbsenergy.com'; 'bill@jbsenergy.com'; 'brian.theaker@nrgenergy.com'; 'danielle@ceert.org'; 'david@ceert.org'; 'kdw@woodruff-expert-services.com'; 'nicole@braunlegal.com'; 'lmh@eslawfirm.com'; 'Rachel@consciousventuresgroup.com'; 'ATrowbridge@DayCarterMurphy.com'; 'cpuc@libertyutilities.com'; 'rvn@a-klaw.com'; 'sbirmingham@seia.org'; 'cathie.allen@pacificorp.com'; O'Donnell, Arthur J.; Tran, Ava N.; Danforth, Christopher; Villarreal, Christopher; Willis, Dan; Khoury, Dexter; Torres, Elise; Fortune, Hazlyn; McKinney, Jeanne; Watts-Zagha, Karen Camille; Zafar, Marzia; Kito, Michele; Levin, Robert; Murtishaw, Scott; Sullivan, Timothy J.; Zhang, Zhen; 'patrick.saxton@energy.ca.gov'; Lee, Rebecca Tsai-Wei; 'Yolanda.Lewis@BlackEconomicCouncil.org'; 'Walker, Lori'; 'Ramirez, Andre'; 'Loosbrock, Jamie'; 'Yunker, Chris'; 'Fang, Cyndee ([cfang@semprautilities.com](mailto:cfang@semprautilities.com))'; Wingate, Barbara A; 'Luke Thelen ([lthelen@hinerpartners.com](mailto:lthelen@hinerpartners.com))'; 'Steve Westberg ([swestberg@hinerpartners.com](mailto:swestberg@hinerpartners.com))'; 'bneenan@epri.com' ([bneenan@epri.com](mailto:bneenan@epri.com)); Zelmar, Karen; Benjamin, Robert; McKinney, Jeanne  
**Cc:** 'Candice Churchwell'; 'Patrick McGuire'; 'Santana, Dana'; 'York, Jamie K ([JYork@semprautilities.com](mailto:JYork@semprautilities.com))'; Mutialu, Rajan; Randolph, Edward F.; 'Jennifer Potter'  
**Subject:** RE: RROIR Customer Survey - Key Findings Webinars Follow-up

Gabe and Lee-Whei,

We will provide written answers to all of the questions. I will get back to you by COB tomorrow on when we will provide this, but I imagine it shouldn't be more than a couple of days. We all have a lot of plates to juggle right now!

Thanks,

Emily

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

**From:** Petlin, Gabriel [<mailto:gabriel.petlin@cpuc.ca.gov>]

**Sent:** Wednesday, April 24, 2013 9:16 AM

**To:** Tan, Lee-Whei; Bartman, Emily; Tarasova, Catherine; 'enriqueg@greenlining.org'; 'nes@a-klaw.com'; 'sachu.constantine@energycenter.org'; 'blaising@braunlegal.com'; 'Steve@schiller.com'; 'rsalter@edf.org'; 'jpacheco@semprautilities.com'; 'JCorralejo@LBCgla.org'; 'douglass@energyattorney.com'; 'akbar.jazayeri@sce.com'; 'gloria.ing@sce.com'; 'bruce.reed@sce.com'; 'nquan@gswater.com'; 'APak@SempraUtilities.com'; 'michael@sandiegocan.org'; 'SRahon@SempraUtilities.com'; 'Faith.MabuhayAlliance@gmail.com'; 'jmauldin@adamsbroadwell.com'; 'Erin.Grizard@BloomEnergy.com'; Heiden, Gregory; 'hayley@turn.org'; 'scarter@nrdc.org'; 'jarmstrong@goodinmacbride.com'; 'VidhyaPrabhakaran@dwt.com'; 'ssmyers@att.net'; Cherry, Brian K; 'jkeyes@kfwlaw.com'; 'service@cforat.org'; 'andykatz@sonic.net'; 'lwisland@ucsusa.org'; 'Ekelly@MarinEnergy.com'; 'b.bordine@d-e-c-a.org'; 'asmart@svlg.org'; 'kelly@votesolar.org'; 'Eric@CoalitionofEnergyUsers.org'; 'blake@consumercal.org'; 'kmills@cfbf.com'; 'Bob.Dodds@liberty-energy.com'; 'sarah.wallace@pacificorp.com'; 'brbarkovich@earthlink.net'; RegRelCPUCCases; 'charlie.buck@energycenter.org'; 'Diane.Fellman@nrgenergy.com'; 'erin@falquier.com'; 'ek@a-klaw.com'; 'carlierfrancois@yahoo.fr'; 'jack.clark@energycenter.org'; 'Joelle.Steward@PacifiCorp.com'; 'mokeefe@efficiencycouncil.org'; 'Nick.Pappas@asm.ca.gov'; 'oliviapara@dwt.com'; 'sephra.ninow@energycenter.org'; 'spauker@wsgr.com'; 'stephaniec@greenlining.org'; 'susannah@votesolar.org'; 'timothy.treadwell@energycenter.org'; 'dwtcpucdockets@dwt.com'; 'mrw@mrwassoc.com'; 'dmarcus2@sbcglobal.net'; 'filings@a-klaw.com'; 'siobhan.foley@energycenter.org'; 'terry.clapham@energycenter.org'; 'nbrockway@aol.com'; 'dan.delurey@drsgcoalition.org'; 'kkiener@solarelectricpower.org'; 'paul.pietsch@drsgcoalition.org'; 'rick@votesolar.org'; 'case.admin@sce.com'; 'Fadia.Khoury@sce.com'; 'russell.garwacki@sce.com'; 'jleslie@mckennalong.com'; 'liddell@energyattorney.com'; 'tcahill@semprautilities.com'; 'eric.wright@bves.com'; 'jeannetteo@moval.org'; 'mtierney-lloyd@enernoc.com'; 'ed@temix.com'; 'sue.mara@RTOadvisors.com'; 'robertgnaizda@gmail.com'; 'sswaroop@naacoalition.org'; 'mdjoseph@adamsbroadwell.com'; 'sdalal@sfwater.org'; 'joshbode@fscgroup.com'; 'marcel@turn.org'; 'matthew@turn.org'; 'michaelperry@fscgroup.com'; 'michaelsullivan@fscgroup.com'; 'samholmberg@fscgroup.com'; 'stephengeorge@fscgroup.com'; Singh, Amrit P; Warner, Christopher (Law); Bustamante, Claudia; 'holly@SunrunHome.com'; 'jfine@edf.org'; Khamou, Karen; 'matt.vespa@sierraclub.org'; Haertle, Steve; 'WWright@SunrunHome.com'; 'cem@newsdata.com'; 'steve@bakerstreetpublishing.com'; 'chris\_king@siemens.com'; 'kerry.hattevik@nee.com'; 'allenmcw@comcast.net'; 'sean.beatty@genon.com'; 'jwiedman@kfwlaw.com'; 'tomb@crossborderenergy.com'; 'JWaen@MarinEnergy.com'; 'jweil@aglet.org'; 'jimin@mid.org'; 'joyw@mid.org'; 'lindaf@mid.org'; 'gayatri@jbsenergy.com'; 'bill@jbsenergy.com'; 'brian.theaker@nrgenergy.com'; 'danielle@ceert.org'; 'david@ceert.org'; 'kdw@woodruff-expert-services.com'; 'nicole@braunlegal.com'; 'lmh@eslawfirm.com'; 'Rachel@consciousventuresgroup.com'; 'ATrowbridge@DayCarterMurphy.com'; 'cpuc@libertyutilities.com'; 'rvn@a-klaw.com'; 'sbirmingham@seia.org'; 'cathie.allen@pacificorp.com'; O'Donnell, Arthur J.; Tran, Ava N.; Danforth, Christopher; Villarreal, Christopher; Willis, Dan; Khoury, Dexter; Torres, Elise; Fortune, Hazlyn; McKinney, Jeanne; Watts-Zagha, Karen Camille; Zafar, Marzia; Kito, Michele; Levin, Robert; Murtishaw, Scott; Sullivan, Timothy J.; Zhang, Zhen; 'patrick.saxton@energy.ca.gov'; Lee, Rebecca Tsai-Wei; 'Yolanda.Lewis@BlackEconomicCouncil.org'; 'Walker, Lori'; 'Ramirez, Andre'; 'Loosbrock, Jamie'; 'Yunker, Chris'; 'Fang, Cyndee ([cfang@semprautilities.com](mailto:cfang@semprautilities.com))'; Wingate, Barbara A; 'Luke Thelen ([ltthelen@hinerpartners.com](mailto:ltthelen@hinerpartners.com))'; 'Steve Westberg ([swestberg@hinerpartners.com](mailto:swestberg@hinerpartners.com))

([swestberg@hinerpartners.com](mailto:swestberg@hinerpartners.com)); 'bneenan@epri.com' ([bneenan@epri.com](mailto:bneenan@epri.com)); Zelman, Karen; Benjamin, Robert; McKinney, Jeanne  
**Cc:** 'Candice Churchwell'; 'Patrick McGuire'; 'Santana, Dana'; 'York, Jamie K' ([JYork@semprautilities.com](mailto:JYork@semprautilities.com)); Mutialu, Rajan; Randolph, Edward F.; 'Jennifer Potter'  
**Subject:** RE: RROIR Customer Survey - Key Findings Webinars Follow-up

Emily,

I also echo the thanks for providing responses to some of the questions. Lee-Whei brings up a good point. For those not on the call and for consistency with the other written responses provided it would be very helpful to all parties and the Energy Division if the IOUs could provide written answers to the questions "Answered in 4/19 Webinar" as well as those additional questions asked during the webinar. We very much appreciate it.

Thank you.

**Gabe Petlin**

Regulatory Analyst

Energy Division | Demand-Side Analysis Branch| Retail Rate Design

California Public Utilities Commission

505 Van Ness Ave | San Francisco CA 94102

415-703-1677 | [gp1@cpuc.ca.gov](mailto:gp1@cpuc.ca.gov)

**From:** Tan, Lee-Whei

**Sent:** Wednesday, April 24, 2013 9:05 AM

**To:** 'Bartman, Emily'; Tarasova, Catherine; 'enriqueg@greenlining.org'; 'nes@a-klaw.com'; 'sachu.constantine@energycenter.org'; 'blaising@braunlegal.com'; 'Steve@schiller.com'; 'rsalter@edf.org'; 'jpacheco@semprautilities.com'; 'JCorralejo@LBCgla.org'; 'douglass@energyattorney.com'; 'akbar.jazayeri@sce.com'; 'gloria.ing@sce.com'; 'bruce.reed@sce.com'; 'nquan@gswater.com'; 'APak@SempraUtilities.com'; 'michael@sandiegocan.org'; 'SRahon@SempraUtilities.com'; 'Faith.MabuhayAlliance@gmail.com'; 'jmauldin@adamsbroadwell.com'; 'Erin.Grizard@BloomEnergy.com'; Heiden, Gregory; 'hayley@turn.org'; 'scarter@nrdc.org'; 'jarmstrong@goodinmacbride.com'; 'VidhyaPrabhakaran@dwt.com'; 'ssmyers@att.net'; Cherry, Brian K; 'jkeyes@kfwlaw.com'; 'service@cforat.org'; 'andykatz@sonic.net'; 'lwisland@ucsusa.org'; 'Ekelly@MarinEnergy.com'; 'b.bordiine@d-e-c-a.org'; 'asmart@svlg.org'; 'kelly@votesolar.org'; 'Eric@CoalitionofEnergyUsers.org';



'blake@consumercal.org'; 'kmills@cbbf.com'; 'Bob.Dodds@liberty-energy.com';  
'sarah.wallace@pacificorp.com'; 'brbarkovich@earthlink.net'; RegReICPUCCases;  
'charlie.buck@energycenter.org'; 'Diane.Fellman@nrgenergy.com'; 'erin@falquier.com'; 'ek@a-  
klaw.com'; 'carlierfrancois@yahoo.fr'; 'jack.clark@energycenter.org'; 'Joelle.Steward@PacifiCorp.com';  
'mokeefe@efficiencycouncil.org'; 'Nick.Pappas@asm.ca.gov'; 'oliviapara@dwt.com';  
'sephra.ninow@energycenter.org'; 'spauker@wsgr.com'; 'stephaniec@greenlining.org';  
'susannah@votesolar.org'; 'timothy.treadwell@energycenter.org'; 'dwtcpucdockets@dwt.com';  
'mrw@mrwassoc.com'; 'dmarcus2@sbcglobal.net'; 'filings@a-klaw.com';  
'siobhan.foley@energycenter.org'; 'terry.clapham@energycenter.org'; 'nbrockway@aol.com';  
'dan.delurey@drsgcoalition.org'; 'kkiener@soiarelectricpower.org'; 'paul.pietsch@drsgcoalition.org';  
'rick@votesolar.org'; 'case.admin@sce.com'; 'Fadia.Khoury@sce.com'; 'russell.garwacki@sce.com';  
'jleslie@mckennalong.com'; 'liddell@energyattorney.com'; 'tcahill@semprautilities.com';  
'eric.wright@bves.com'; 'jeannetteo@moval.org'; 'mtierney-lloyd@enernoc.com'; 'ed@temix.com';  
'sue.mara@RTOadvisors.com'; 'robertgnaizda@gmail.com'; 'sswaroop@naacoalition.org';  
'mdjoseph@adamsbroadwell.com'; 'sdalal@sfwater.org'; 'joshbode@fscgroup.com'; 'marcel@turn.org';  
'matthew@turn.org'; 'michaelperry@fscgroup.com'; 'michaelsullivan@fscgroup.com';  
'samholmberg@fscgroup.com'; 'stephengeorge@fscgroup.com'; Singh, Amrit P; Warner, Christopher  
(Law); Bustamante, Claudia; 'holly@SunrunHome.com'; 'jfine@edf.org'; Khamou, Karen;  
'matt.vespa@sierraclub.org'; Haertle, Steve; 'VWright@SunrunHome.com'; 'cem@newsdata.com';  
'steve@bakerstreetpublishing.com'; 'chris\_king@siemens.com'; 'kerry.hattevik@nee.com';  
'allenmcw@comcast.net'; 'sean.beatty@genon.com'; 'jwiedman@kfwlaw.com';  
'tomb@crossborderenergy.com'; 'JWae@MarinEnergy.com'; 'jweil@aglet.org'; 'jimin@mid.org';  
'joyw@mid.org'; 'lindaf@mid.org'; 'gayatri@jbsenergy.com'; 'bill@jbsenergy.com';  
'brian.theaker@nrgenergy.com'; 'danielle@ceert.org'; 'david@ceert.org'; 'kdw@woodruff-expert-  
services.com'; 'nicole@braunlegal.com'; 'lmh@eslawfirm.com'; 'Rachel@consciousventuresgroup.com';  
'ATrowbridge@DayCarterMurphy.com'; 'cpuc@libertyutilities.com'; 'rvn@a-klaw.com';  
'sbirmingham@seia.org'; 'cathie.allen@pacificorp.com'; O'Donnell, Arthur J.; Tran, Ava N.; Danforth,  
Christopher; Villarreal, Christopher; Willis, Dan; Khoury, Dexter; Torres, Elise; Petlin, Gabriel; Fortune,  
Hazlyn; McKinney, Jeanne; Watts-Zagha, Karen Camille; Zafar, Marzia; Kito, Michele; Levin, Robert;  
Murtishaw, Scott; Sullivan, Timothy J.; Zhang, Zhen; 'patrick.saxton@energy.ca.gov'; Lee, Rebecca  
Tsai-Wei; 'Yolanda.Lewis@BlackEconomicCouncil.org'; 'Walker, Lori'; 'Ramirez, Andre'; 'Loosbrock,  
Jamie'; 'Yunker, Chris'; 'Fang, Cyndee (cfang@semprautilities.com)'; Wingate, Barbara A; 'Luke Thelen  
(lthelen@hinerpartners.com)'; 'Steve Westberg (swestberg@hinerpartners.com)  
(swestberg@hinerpartners.com)'; 'bneenan@epri.com' (bneenan@epri.com); Zelmar, Karen;  
Benjamin, Robert; McKinney, Jeanne  
**Cc:** 'Candice Churchwell'; 'Patrick McGuire'; 'Santana, Dana'; 'York, Jamie K  
(JYork@semprautilities.com)'; Mutialu, Rajan; Randolph, Edward F.; 'Jennifer Potter'  
**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

**To:** Tarasova, Catherine; 'enriqueg@greenlining.org'; 'nes@a-klaw.com'; 'sachu.constantine@energycenter.org'; 'blaising@braunlegal.com'; 'Steve@schiller.com'; 'rsalter@edf.org'; 'jpacheco@semprautilities.com'; 'JCorralejo@LBCgla.org'; 'douglass@energyattorney.com'; 'akbar.jazayeri@sce.com'; 'gloria.ing@sce.com'; 'bruce.reed@sce.com'; 'nquan@gswater.com'; 'APak@SempraUtilities.com'; 'michael@sandiegocan.org'; 'SRahon@SempraUtilities.com'; 'Faith.MabuhayAlliance@gmail.com'; 'jmauldin@adamsbroadwell.com'; 'Erin.Grizard@BloomEnergy.com'; Heiden, Gregory; 'hayley@turn.org'; 'scarter@nrdc.org'; 'jarmstrong@goodinmacbride.com'; 'VidhyaPrabhakaran@dwt.com'; 'ssmyers@att.net'; Cherry, Brian K; 'jkeyes@kfwlaw.com'; 'service@cforat.org'; 'andykatz@sonic.net'; 'lwisland@ucsusa.org'; 'Ekelly@MarinEnergy.com'; 'b.bordiine@d-e-c-a.org'; 'asmart@svlg.org'; 'kelly@votesolar.org'; 'Eric@CoalitionofEnergyUsers.org'; 'blake@consumercal.org'; 'kmills@cfbf.com'; 'Bob.Dodds@liberty-energy.com'; 'sarah.wallace@pacificorp.com'; 'brbarkovich@earthlink.net'; RegRelCPUCCases; 'charlie.buck@energycenter.org'; 'Diane.Fellman@nrgenergy.com'; 'erin@falquier.com'; 'ek@a-klaw.com'; 'carlierfrancois@yahoo.fr'; 'jack.clark@energycenter.org'; 'Joelle.Steward@PacifiCorp.com'; 'mokeefe@efficiencycouncil.org'; 'Nick.Pappas@asm.ca.gov'; 'oliviapara@dwt.com'; 'sephra.ninow@energycenter.org'; 'spauker@wsgr.com'; 'stephaniec@greenlining.org'; 'susannah@votesolar.org'; 'timothy.treadwell@energycenter.org'; 'dwtcpucdockets@dwt.com'; 'mrw@mrwassoc.com'; 'dmarcus2@sbcglobal.net'; 'filings@a-klaw.com'; 'siobhan.foley@energycenter.org'; 'terry.clapham@energycenter.org'; 'nbrockway@aol.com'; 'dan.delurey@drsgcoalition.org'; 'kkiener@solarelectricpower.org'; 'paul.pietsch@drsgcoalition.org'; 'rick@votesolar.org'; 'case.admin@sce.com'; 'Fadia.Khoury@sce.com'; 'russell.garwacki@sce.com'; 'jleslie@mckennalong.com'; 'liddell@energyattorney.com'; 'tcahill@semprautilities.com'; 'eric.wright@bves.com'; 'jeannetteo@moval.org'; 'mtierney-lloyd@enernoc.com'; 'ed@temix.com'; 'sue.mara@RTOadvisors.com'; 'robertgnaizda@gmail.com'; 'sswaroop@naacoalition.org'; 'mdjoseph@adamsbroadwell.com'; 'sdalal@sfwater.org'; 'joshbode@fscgroup.com'; 'marcel@turn.org'; 'matthew@turn.org'; 'michaelperry@fscgroup.com'; 'michaelsullivan@fscgroup.com'; 'samholmberg@fscgroup.com'; 'stephengeorge@fscgroup.com'; Singh, Amrit P; Warner, Christopher (Law); Bustamante, Claudia; 'holly@SunrunHome.com'; 'jfine@edf.org'; Khamou, Karen; 'matt.vespa@sierraclub.org'; Haertle, Steve; 'WWright@SunrunHome.com'; 'cem@newsdata.com'; 'steve@bakerstreetpublishing.com'; 'chris\_king@siemens.com'; 'kerry.hattevik@nee.com'; 'allenmcw@comcast.net'; 'sean.beatty@genon.com'; 'jwiedman@kfwlaw.com'; 'tomb@crossborderenergy.com'; 'JWaen@MarinEnergy.com'; 'jweil@aglet.org'; 'jimin@mid.org'; 'joyw@mid.org'; 'lindaf@mid.org'; 'gayatri@jbsenergy.com'; 'bill@jbsenergy.com'; 'brian.theaker@nrgenergy.com'; 'danielle@ceert.org'; 'david@ceert.org'; 'kdw@woodruff-expert-services.com'; 'nicole@braunlegal.com'; 'lmh@eslawfirm.com'; 'Rachel@consciousventuresgroup.com'; 'ATrowbridge@DayCarterMurphy.com'; 'cpuc@libertyutilities.com'; 'rvn@a-klaw.com'; 'sbirmingham@seia.org'; 'cathie.allen@pacificorp.com'; O'Donnell, Arthur J.; Tran, Ava N.; Danforth, Christopher; Villarreal, Christopher; Willis, Dan; Khoury, Dexter; Torres, Elise; Petlin, Gabriel; Fortune, Hazlyn; McKinney, Jeanne; Watts-Zagha, Karen Camille; Zafar, Marzia; Kito, Michele; Levin, Robert; Murtishaw, Scott; Sullivan, Timothy J.; Zhang, Zhen; 'patrick.saxton@energy.ca.gov'; Lee, Rebecca Tsai-Wei; 'Yolanda.Lewis@BlackEconomicCouncil.org'; 'Walker, Lori'; 'Ramirez, Andre'; 'Loosbrock, Jamie'; 'Yunker, Chris'; 'Fang, Cyndee (cfang@semprautilities.com)'; Wingate, Barbara A; 'Luke Thelen

(lthelen@hinerpartners.com)'; 'Steve Westberg (swestberg@hinerpartners.com) (swestberg@hinerpartners.com)'; 'bneenan@epri.com' (bneenan@epri.com)'; Tan, Lee-Whei; Zelman, Karen; Benjamin, Robert; McKinney, Jeanne  
**Cc:** 'Candice Churchwell'; 'Patrick McGuire'; 'Santana, Dana'; 'York, Jamie K (JYork@semprautilities.com)'; Mutialu, Rajan; Randolph, Edward F.; 'Jennifer Potter'  
**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

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

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

**From:** Bartman, Emily

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

**To:** Tarasova, Catherine; 'enriqueg@greenlining.org'; 'nes@a-klaw.com'; 'sachu.constantine@energycenter.org'; 'blaising@braunlegal.com'; 'Steve@schiller.com'; 'rsalter@edf.org'; 'jpacheco@semprautilities.com'; 'JCorralejo@LBCgla.org'; 'douglass@energyattorney.com'; 'akbar.jazayeri@sce.com'; 'gloria.ing@sce.com'; 'bruce.reed@sce.com'; 'nquan@gswater.com'; 'APak@SempraUtilities.com'; 'michael@sandiegocan.org'; 'SRahon@SempraUtilities.com'; 'Faith.MabuhayAlliance@gmail.com'; 'jmauldin@adamsbroadwell.com'; 'Erin.Grizard@BloomEnergy.com'; Heiden, Gregory (gregory.heiden@cpuc.ca.gov); 'hayley@turn.org'; 'scarter@nrdc.org';

'jarmstrong@goodinmacbride.com'; 'VidhyaPrabhakaran@dwt.com'; 'ssmyers@att.net'; Cherry, Brian K; 'jkeyes@kfwlaw.com'; 'service@cforat.org'; 'andykatz@sonic.net'; 'lwisland@ucsusa.org'; 'Ekelly@MarinEnergy.com'; 'b.bordiine@d-e-c-a.org'; 'asmart@svlg.org'; 'kelly@votesolar.org'; 'Eric@CoalitionofEnergyUsers.org'; 'blake@consumercal.org'; 'kmills@cbbf.com'; 'Bob.Dodds@liberty-energy.com'; 'sarah.wallace@pacificorp.com'; 'brbarkovich@earthlink.net'; RegRelCPUCcases; 'charlie.buck@energycenter.org'; 'Diane.Fellman@nrgenergy.com'; 'erin@falquier.com'; 'ek@a-klaw.com'; 'carlierfrancois@yahoo.fr'; 'jack.clark@energycenter.org'; 'Joelle.Steward@PacifiCorp.com'; 'mokeefe@efficiencycouncil.org'; 'Nick.Pappas@asm.ca.gov'; 'oliviapara@dwt.com'; 'sephra.ninow@energycenter.org'; 'spauker@wsgr.com'; 'stephaniec@greenlining.org'; 'susannah@votesolar.org'; 'timothy.treadwell@energycenter.org'; 'dwtcpucdockets@dwt.com'; 'mrw@mrwassoc.com'; 'dmarcus2@sbcglobal.net'; 'filings@a-klaw.com'; 'siobhan.foiey@energycenter.org'; 'terry.clapham@energycenter.org'; 'nbrockway@aol.com'; 'dan.delurey@drsgcoalition.org'; 'kkiener@solarelectricpower.org'; 'paul.pietsch@drsgcoalition.org'; 'rick@votesolar.org'; 'case.admin@sce.com'; 'Fadia.Khoury@sce.com'; 'russell.garwacki@sce.com'; 'jleslie@mckennalong.com'; 'iiddell@energyattorney.com'; 'tcahiil@semprautilities.com'; 'eric.wright@bves.com'; 'jeannetteo@moval.org'; 'mtierney-lloyd@enernoc.com'; 'ed@temix.com'; 'sue.mara@RTOadvisors.com'; 'robertgnaizda@gmail.com'; 'sswaroop@naacoalition.org'; 'mdjoseph@adamsbroadwell.com'; 'sdalal@sfwater.org'; 'joshbode@fscgroup.com'; 'marcel@turn.org'; 'matthew@turn.org'; 'michaelperry@fscgroup.com'; 'michaelsullivan@fscgroup.com'; 'samholmberg@fscgroup.com'; 'stephengeorge@fscgroup.com'; Singh, Amrit P; Warner, Christopher (Law); Bustamante, Claudia; 'holly@SunrunHome.com'; 'jfine@edf.org'; Khamou, Karen; 'matt.vespa@sierraclub.org'; Haertle, Steve; 'WWright@SunrunHome.com'; 'cem@newsdata.com'; 'steve@bakerstreetpublishing.com'; 'chris\_king@siemens.com'; 'kerry.hattevik@nee.com'; 'allenmcw@comcast.net'; 'sean.beatty@genon.com'; 'jwiedman@kfwlaw.com'; 'tomb@crossborderenergy.com'; 'JWaen@MarinEnergy.com'; 'jweil@aglet.org'; 'jimin@mid.org'; 'joyw@mid.org'; 'lindaf@mid.org'; 'gayatri@jbsenergy.com'; 'bill@jbsenergy.com'; 'brian.theaker@nrgenergy.com'; 'danielle@ceert.org'; 'david@ceert.org'; 'kdw@woodruff-expert-services.com'; 'nicole@braunlegal.com'; 'lmh@eslawfirm.com'; 'Rachel@consciousventuresgroup.com'; 'ATrowbridge@DayCarterMurphy.com'; 'cpuc@libertyutilities.com'; 'rvn@a-klaw.com'; 'sbirmingham@seia.org'; 'cathie.allen@pacificorp.com'; O'Donnell, Arthur J. (Arthur.O'Donnell@cpuc.ca.gov); Tran, Ava N. ([ava.tran@cpuc.ca.gov](mailto:ava.tran@cpuc.ca.gov)); Danforth, Christopher ([christopher.danforth@cpuc.ca.gov](mailto:christopher.danforth@cpuc.ca.gov)); Villarreal, Christopher ([christopher.villarreal@cpuc.ca.gov](mailto:christopher.villarreal@cpuc.ca.gov)); Willis, Dan ([Dan.Willis@cpuc.ca.gov](mailto:Dan.Willis@cpuc.ca.gov)); Khoury, Dexter ([dexter.khoury@cpuc.ca.gov](mailto:dexter.khoury@cpuc.ca.gov)); Torres, Elise ([elise.torres@cpuc.ca.gov](mailto:elise.torres@cpuc.ca.gov)); Petlin, Gabriel ([gabriel.petlin@cpuc.ca.gov](mailto:gabriel.petlin@cpuc.ca.gov)); Fortune, Hazlyn ([hazlyn.fortune@cpuc.ca.gov](mailto:hazlyn.fortune@cpuc.ca.gov)); McKinney, Jeanne ([jeanne.mckinney@cpuc.ca.gov](mailto:jeanne.mckinney@cpuc.ca.gov)); Watts-Zagha, Karen Camille ([KarenCamille.Watts-Zagha@cpuc.ca.gov](mailto:KarenCamille.Watts-Zagha@cpuc.ca.gov)); Zafar, Marzia ([marzia.zafar@cpuc.ca.gov](mailto:marzia.zafar@cpuc.ca.gov)); Kito, Michele ([michele.kito@cpuc.ca.gov](mailto:michele.kito@cpuc.ca.gov)); Levin, Robert ([robert.levin@cpuc.ca.gov](mailto:robert.levin@cpuc.ca.gov)); Murtishaw, Scott ([scott.murtishaw@cpuc.ca.gov](mailto:scott.murtishaw@cpuc.ca.gov)); Sullivan, Timothy J. ([timothy.sullivan@cpuc.ca.gov](mailto:timothy.sullivan@cpuc.ca.gov)); Zhang, Zhen ([Zhen.Zhang@cpuc.ca.gov](mailto:Zhen.Zhang@cpuc.ca.gov)); 'patrick.saxton@energy.ca.gov'; Lee, Rebecca Tsai-Wei ([rebecca.lee@cpuc.ca.gov](mailto:rebecca.lee@cpuc.ca.gov)); 'Yolanda.Lewis@BlackEconomicCouncil.org'; 'Walker, Lori'; 'Ramirez, Andre'; 'Loosbrock, Jamie'; 'Yunker, Chris'; Fang, Cyndee ([cfang@semprautilities.com](mailto:cfang@semprautilities.com)); Wingate, Barbara A; Luke Thelen ([lthelen@hinerpartners.com](mailto:lthelen@hinerpartners.com)); Steve Westberg ([swestberg@hinerpartners.com](mailto:swestberg@hinerpartners.com)); 'bneenan@epri.com' ([bneenan@epri.com](mailto:bneenan@epri.com)); [lee-whei.tan@cpuc.ca.gov](mailto:lee-whei.tan@cpuc.ca.gov); Zelmar, Karen; Benjamin, Robert ([robert.benjamin@cpuc.ca.gov](mailto:robert.benjamin@cpuc.ca.gov)); [jmo@cpuc.ca.gov](mailto:jmo@cpuc.ca.gov)

**Cc:** Candice Churchwell; 'Patrick McGuire'; Santana, Dana; York, Jamie K

([JYork@semprautilities.com](mailto:JYork@semprautilities.com)); Mutialu, Rajan; Randolph, Edward F.; Jennifer Potter

**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

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

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**To join the meeting manually:**

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United States

1 205 354 0284

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2. Enter the Meeting Number: \*9252852022\*

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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 PPT >>

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