

From: Zafar, Marzia  
Sent: 8/16/2013 2:05:44 PM  
To: Affonsa, Deborah (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=DTA31);  
Ralf Douglas, Kristin (kristin.ralffdouglas@cpuc.ca.gov)  
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);  
Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=ME Ae); Reilly,  
Brooke A (/O=PG&E/OU=Corporate/cn=Recipients/cn=BARI1)  
Bcc:  
Subject: RE: Mutual Introduction - CPUC en Banc October 8 - Accenture

Hey guys,

Thank you so much. We really appreciate PG&E's help on this. Kristin will send out the official agenda no later than Tuesday next week and we'll also send out a press release at the same time.

Thanks again very much. I think this agenda will fill out the room!

Marzia

**Marzia Zafar** - Director, Policy & Planning Division

California Public Utilities Commission | [zaf@cpuc.ca.gov](mailto:zaf@cpuc.ca.gov) | 415-703-1997

**From:** Ralf Douglas, Kristin  
**Sent:** Friday, August 16, 2013 1:23 PM  
**To:** 'Affonsa, Deborah'  
**Cc:** Reilly, Brooke A; Allen, Meredith; Zafar, Marzia  
**Subject:** RE: Mutual Introduction - CPUC en Banc October 8 - Accenture

Deb, Brooke and Meredith,

Marzia and I can't thank you all enough for all the hard work you put into getting these speakers. Should be a great meeting. Thanks!

**From:** Affonsa, Deborah [<mailto:DTA3@pge.com>]  
**Sent:** Friday, August 16, 2013 12:23 PM  
**To:** [gregory.s.guthridge@accenture.com](mailto:gregory.s.guthridge@accenture.com); Ralff Douglas, Kristin  
**Cc:** 'dan.k.hahn@accenture.com'; Reilly, Brooke A; Allen, Meredith  
**Subject:** Mutual Introduction - CPUC en Banc October 8 - Accenture

Kristin and Greg,

A virtual introduction . . . . .Greg – Kristin has been leading the CPUC's effort on the en Banc. Kristin – Greg is Accenture's representative for the session (see below for his bio).

I will let the two of you take it from here . . . but know the PG&E team is here to help and support in whatever you need.

Deb

Deborah T. Affonsa  
Vice President, Corporate Strategy  
Pacific Gas & Electric Company  
[dta3@pge.com](mailto:dta3@pge.com)  
(o) 415-973-4407 (c) 415-260-4407

**Greg Guthridge, Global Managing Director, Accenture Energy Consumer Services**

Greg Guthridge leads Accenture's global utilities customer care practice. Over the past 20 years, he has led and managed customer service-related transformation programs, outsourced business operations, and strategic vision projects for clients in North America, South America,

the United Kingdom, Europe, and Asia Pacific. With experience in customer-centricity, operational transformation, demand-side management, and retail competition, Mr. Guthridge has developed solutions that drive consequent impacts on operating costs, customer satisfaction, revenue assurance, and customer energy demand management. Mr. Guthridge is also regularly called upon to lead strategic initiatives for companies seeking to transform their customer operations and overall differentiation in the market place. In this role, he emphasizes his commitment to a broad spectrum of customer-oriented solutions including workforce engagement, quality and performance, knowledge management, business analytics, and multi-channel service.

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