

From: Ralff Douglas, Kristin  
Sent: 8/16/2013 1:21:26 PM  
To: Affonsa, Deborah (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=DTA31); gregory.s.guthridge@accenture.com (gregory.s.guthridge@accenture.com)  
Cc: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe); Zafar, Marzia (marzia.zafar@cpuc.ca.gov); Reilly, Brooke A (/O=PG&E/OU=Corporate/cn=Recipients/cn=BARI1); 'dan.k.hahn@accenture.com' (dan.k.hahn@accenture.com)  
Bcc:  
Subject: RE: Mutual Introduction - CPUC en Banc October 8 - Accenture

Deb, thanks again for the introduction!

Greg, thanks very much for agreeing to participate in our en banc. Please let me know when it would be convenient for us to talk. My contact information is below. Best, Kristin.

Kristin Ralff Douglas

Senior Policy Analyst, Sustainability and Customer Engagement

California Public Utilities Commission

505 Van Ness Ave, San Francisco, CA 94102

415-703-2826

krd@cpuc.ca.gov

**From:** Affonsa, Deborah [mailto:DTA3@pge.com]  
**Sent:** Friday, August 16, 2013 12:23 PM

**To:** 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.

PG&E is committed to protecting our customers' privacy.  
To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>