

From: Miller, Karen
Sent: 10/18/2013 3:50:56 PM
To: [Redacted]
Cc: [Redacted] 'Dawn Weisz'
(dweisz@marinenergy.com); 'jtuckey@mcecleanenergy.com'
(jtuckey@mcecleanenergy.com); 'jkudo@marinenergy.com'
(jkudo@marinenergy.com); Dietz, Sidney
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]
[Redacted] DeVine, Kyle
(kyle.devine@cpuc.ca.gov); Hill, Juanita (juanita.hill@cpuc.ca.gov); Cooper, Judy
(judy.cooper@cpuc.ca.gov); Kaur, Ravneet (Ravneet.Kaur@cpuc.ca.gov); Portillo,
Claudia (Claudia.Portillo@cpuc.ca.gov); Hill, Albert (albert.hill@cpuc.ca.gov)
Bcc:
Subject: RE: Customer Communication - Information on power generation mix/power
content of PG&E's electric resources

Hi [Redacted]

The attachments are approved. Thank you all for following up on these corrections.

Karen

From: [Redacted]
Sent: Wednesday, October 16, 2013 2:56 PM
To: Miller, Karen
Cc: 'Dawn Weisz'; 'jtuckey@mcecleanenergy.com'; 'jkudo@marinenergy.com'; [Redacted] Dietz,
Sidney; [Redacted] DeVine, Kyle; Cooper, Judy; Portillo, Claudia; Kaur, Ravneet;
Hill, Albert
Subject: RE: Customer Communication - Information on power generation mix/power content of
PG&E's electric resources

Dear Karen,

Attached is the customer letter PG&E plans to send in MCE's service territory regarding the error on PG&E's 2012 Electric Power Generation Mix. Both MCE and PG&E are in

agreement with the content and mailing of the letter. PG&E's Chief Customer Officer's signature is on the letter.

In addition, MCE has requested a limited number of reprinted Joint Rate Comparison postcards to reflect the corrected PG&E 2012 Electric Power Generation Mix. These updated postcards would be available for MCE to distribute at customer events. Attached is the residential Joint Rate Comparison postcard reflecting the correction. The footnote under the power generation mix chart was expanded to explain PG&E's numbers were updated to correct the error made in the previous version of the mailer. The same changes will be made to the other four Joint Rate Comparison postcards.

We are requesting your review and approval on both these items.

If you have any questions, please let me know.

Best regards,

Redacted

Senior Case Manager

Pacific Gas and Electric Company

Redacted

From: Redacted

Sent: Monday, October 07, 2013 4:20 PM

To: 'Miller, Karen'

Cc: Dawn Weisz; jkudo@marinenergy.com; Redacted Dietz, Sidney; Redacted

Red DeVine, Kyle; Cooper, Judy; Portillo, Claudia; Kaur, Ravneet; Hill, Albert

Subject: RE: Customer Communication - Information on power generation mix/power content of

PG&E's electric resources

Karen,

PG&E and MCE discussed the proposed customer letter on Friday morning and MCE is fine with the approach. They provided us with initial comments and will follow up with additional comments on Tuesday.

Our thought is Helen Burt will sign the letter.

As we work through the details of the letter with MCE, at some point we will send you the letter for review and approval.

Thanks,

Redacted

Sr Case Manager

From: Miller, Karen [mailto:karen.miller@cpuc.ca.gov]

Sent: Friday, October 04, 2013 6:52 AM

To: Redacted

Cc: Miller, Karen; Dawn Weisz; jkudo@marinenergy.com; Redacted Dietz, Sidney; Redacted

Redacted DeVine, Kyle; Cooper, Judy; Portillo, Claudia; Kaur, Ravneet; Hill, Albert

Subject: Re: Customer Communication - Information on power generation mix/power content of PG&E's electric resources

Hello

Redacted

I appreciate you quickly bringing this to my attention. Your proposed resolution and the new documents appear to be fine. However, as we all worked very hard to achieve a balanced approach in these notices, I would like confirmation that MCE is okay with this approach.

Also, who will be the PG&E signatory on the apology letter?

Karen Miller

Public Advisor

Californian Public Utilities Commission

Sent from my iPad

On Oct 3, 2013, at 8:51 PM, Redacted wrote:

Dear Karen,

We wanted to notify you of two errors in recent communications to PG&E's customers regarding the power generation mix/power content of PG&E's and California's electric resources. These issues were brought to our attention by MCE staff last week. Our team has been working feverishly to identify the cause of the errors, and to implement fixes so that customers are provided accurate information. This note summarizes the errors, and informs you of our activities to correct them.

The first error was in the Joint Rate Comparison postcards that were mailed to customers in July 2013 (sample attached). The PG&E data in the chart titled "2012 Electric Power Generation Mix" should have reflected PG&E's **2012** figures but instead are PG&E's **2011** figures. This was an inadvertent error made by PG&E that occurred when we moved from 2011 to 2012 numbers shortly before production. These numbers were also reflected on the www.pge.com/cca website.

RESOLUTION:

- We have already updated the content on pge.com/cca to reflect the accurate information. We have searched for other pages on our website to ensure all areas reflect the most current data.
- We will be issuing a letter to all customers who received these postcards in July (~140K customers), apologizing for the error in our material, and providing the information they should have received in the initial mailing. To mitigate customer confusion, we will keep all the information the same, with the exception of updating our power mix figures. A draft of this communication is attached. Per the process we followed earlier in the year, we will share and obtain approval of this letter with the MCE team and your office prior to release.

The second error was in PG&E's September 2013 bill insert on the Power Content Label (copy attached). The column titled "2012 CA Power Mix", should have been read "**2011** CA Power Mix". The figures in the chart are correct—2011 was the most current, verified data available at the time—but the column header should have indicated 2011.

RESOLUTION:

- We have already updated the content on www.pge.com/billinserts, which houses digital copies of all printed inserts—to reflect the correct column name.
- We will be reprinting and inserting a corrected insert into customer's energy statements later this month. We are moving quickly to make this happen, and anticipate mailing the updated inserts starting around 10/24.

We deeply apologize for these errors. We recognize the critical importance and responsibility to provide customers with accurate information about power mix information, so they are able to make informed decisions about their energy choices. Our teams will be implementing new business processes to avoid these errors in the future.

If you have any questions regarding the customer communication regarding the power generation mix and power content label, please let us know.

Best regards,

Redacted

Sr Case Manager

Redacted

Redacted

Manager, Customer Outreach

Redacted

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

<04_ A-6-FIN.pdf>

<PGE apology letter - 100413.docx>

<9 13 PowerContentV3.pdf>

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To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>

