

From: Miller, Karen
Sent: 10/4/2013 6:52:10 AM
To: [Redacted]
Cc: [Redacted]; Miller, Karen
(karen.miller@cpuc.ca.gov); Dawn Weisz (dweisz@marinenergy.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); 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

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

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/>

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