

From: Torres, Albert
Sent: 2/28/2014 1:10:35 PM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Allen, Meredith
(/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe); Zafar, Marzia
(marzia.zafar@cpuc.ca.gov)
Cc: Colvin, Michael (michael.colvin@cpuc.ca.gov); Gleicher, Cliff
(/O=PG&E/OU=Corporate/cn=Recipients/cn=CJGf); Redacted
Redacted
Bcc:
Subject: Re: CARE question

All customers including CARE/FERA customers go through an upfront credit check using Experian's TEC (Telecom, Energy and Cable) scoring product which is different than their credit score. TEC score determines how well the customer has paid on their Telecom, Energy and Cable bills. About 70% of our customers pay an upfront deposit.

As an additional note, we do not require the customer to pay the security deposit before starting service. It is billed to the customer and they are allowed up to 3 months to pay.

Al Torres

Vice President, Customer Operations

Pacific Gas and Electric Company

From: Cherry, Brian K
Sent: Friday, February 28, 2014 12:44 PM
To: Zafar, Marzia; Allen, Meredith; Torres, Albert; Dietz, Sidney
Cc: Colvin, Michael
Subject: RE: CARE question

I will defer to Al and Sid on answering this question.

From: Zafar, Marzia [<mailto:marzia.zafar@cpuc.ca.gov>]
Sent: Friday, February 28, 2014 12:41 PM
To: Cherry, Brian K; Allen, Meredith
Cc: Colvin, Michael
Subject: CARE question

Hi,

Does a qualified CARE customer have to pay a deposit to start service with a utility? The deposit is based on your credit score, right? Not everyone is required to have a deposit, right? So, a CARE customer with bad credit, is he/she required to pay a deposit for utility service?

Marzia Zafar - Director, Policy & Planning Division

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