

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	1	1/1/2013	1397290714	correction needed cust just signed up with vista and decided that she does not want their service we have not yet processed the change due to cust provided vista with acct info just today please cancel any req to enroll with vista cust will contact vista as well to cancel before app is processed	CORRECTION NEEDED CUST JUST SIGNED UP WITH VISTA AND DECIDED THAT SHE DOES NOT WANT THEIR SERVICE WE HAVE NOT YET PROCESSED THE CHANGE DUE TO CUST PROVIDED VISTA WITH ACCT INFO JUST TODAY PLEASE CANCEL ANY REQ TO ENROLL WITH VISTA CUST WILL CONTACT VISTA	Unauthorized Switch	We do not show this customer in our system.
Xoom	2	1/1/2013	7137476229	CUSTOMER called xoom to cancel but they advised him to call pg&e. he wants xoom to not take effect on his account. please cancel immediately	CUSTOMER CALLED XOOM TO CANCEL BUT THEY ADVISED HIM TO CALL PG&E. HE WANTS XOOM TO NOT TAKE EFFECT ON HIS ACCOUNT. PLEASE CANCEL IMMEDIATELY. THANK YOU.	Cancellation Request	12/13 cust called to request cancellation, XOOM submitted the request. 12/27 drop was rejected, submitted another request PGE accepted the request with drop effective date of 2/14. cust was never told to call PGE. There is no need for additional follow-up
Tiger	3	1/1/2013	3649091441	CUSTOMER WANTED TO DROP 3RD PARTY GAS PROVIDER & SWITCHING TO PG&E ASAP. CUST WILL CALL GAS PROVIDER. THANKS!	CUSTOMER WANTED TO DROP 3RD PARTY GAS PROVIDER & SWITCHING TO PG&E ASAP. CUST WILL CALL GAS PROVIDER. THANKS!	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Xoom	4	1/1/2013	1130462528	CUSTOMER has reqstd that Xoom not start a sa for her. she rcvd letter in the mail confirming the start of her srvc with xoom. pls contact xoom on her behalf to cncl sa. she is elderly	CUSTOMER has reqstd that Xoom not start a sa for her. she rcvd letter in the mail confirming the start of her srvc with xoom. pls contact xoom on her behalf to cncl sa. she is elderly	Cancellation Request	Will make 3 attempts to contact customer to confirm her cancellation
Vista	5	1/1/2013	6736907308	We have been contacted by CUSTOMER via case XXXXXXXXXX. CUSTOMER advised he was lied to by Vista during their sales pitch. He advised he will not be paying vista one penny. I advised the customer all I could do is send this email advising Vista to contact him and reach a resolution due to vista is not pge and we can't remove or change dates vista submitted. Please contact this customer with a resolution due to this customer is disputing the return date back to pge and esp charges.	CUSTOMER has a letter that he doesnt want vista energy -- and they said 2 days he would not his provider and he already got another bill -- if you can call him	Questionable Solicitation Activity	Customer terminated by Vista via customer's request on 1/17/2013, PGE confirmed on 1/20/2013
Vista	6	1/1/2013	5275281505	CPUC complaint The customer below received Vista charges for one bill cycle. She was returned to PG&E bundled service on 2/4/13. She says she stopped service with Vista as of 1/10/13. Customer is requesting a refund from Vista for the month of service. Please resolve	CPUC complaint The customer below received Vista charges for one bill cycle. She was returned to PG&E bundled service on 2/4/13. She says she stopped service with Vista as of 1/10/13. Customer is requesting a refund from Vista for the month of service. Please resolve	Cancellation Request	Acct Terminated as requested by Customer on 1/10/2013 and PGE confirmed on 1/13/2013.
Vista	7	1/2/2013	6792687308	customer is upset that he is still with vista, he claims that he called in april 2012..he does not pay this bill, but it is in his name, he says his wife called to cancel, please research and call customer of the findings	customer is upset that he is still with Vista, he claims that he called in April 2012...he does not pay this bill, but it is in his name, he says his wife called to cancel, please research and call customer of the findings	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/06
Vista	8	1/2/2013	1295219716	wants to be taken off of vista. avsd her to also call vista and follow up with them	WANTS TO BE TAKEN OFF OF VISTA. AVSD HER TO ALSO CALL VISTA AND FOLLOW UP WITH THEM.	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/05
Vista	9	1/2/2013	7337007164	very upset that she being enrolled with a da , she states that she told vista / service , she wants to stay with pge an does not was da/ esp please stop da service	very upset that she being enrolled with a da , she states that she told vista / commerce energy that she does not want there service , she wants to stay with pge an does not was da/ esp please stop da service	Unauthorized Switch	We do not show this customer in our system.
Vista	10	1/2/2013	957216372	just answered her door and was under the impression that she was talking with pg&e. when they left, she looked at the paperwork and realized it was for vista energy. she does not want to start services with vista and would like us to stop anything with vista.	JUST ANSWERED HER DOOR AND WAS UNDER THE IMPRESSION THAT SHE WAS TALKING WITH PG&E. WHEN THEY LEFT, SHE LOOKED AT THE PAPERWORK AND REALIZED IT WAS FOR VISTA ENERGY. SHE DOES NOT WANT TO START SERVICES WITH THIS COMPANY AND WOULD LIKE US TO STOP	Unauthorized Switch	This customer was cancelled from Vista without termination fee on 01/05
Xoom	11	1/2/2013	525683211	spoke to customer and requests to terminate xoom	Customer requests termination effective 12/14/2012.	Cancellation Request	12/21 cust called to confirm his drop request. Drop submitted to PGE, effective date is 1/31/13. There is no need for additional follow-up
Tiger	12	1/3/2013	8866063106	customer would like to cancel and return back to pge asap thanks	REQUESTS TERMINATION AS OF 01/03/2013	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/17
Vista	13	1/3/2013	1702874124	requesting return to pge gas from vista, this is her second phn call, she requested the stop via vista but says their rep was very rude & she is worried they will not process the cancel & return to pge. mrs. quintana would like confirmation phn call the pge was able to process the return to pge gas. thank you	requesting return to PGE gas from Vista, this is her second phn call, she requested the stop via Vista but says their rep was very rude & she is worried they will not process the cancel & return to PGE would like confirm	Questionable Solicitation Activity	This customer was cancelled from Vista without termination fee on 01/17
Vista	14	1/3/2013	8866063106	customer requesting to return to pge bundled service	REQUESTS TERMINATION AS OF 01/03/2013	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/17
YEP	15	1/4/2013	5393810592	they have called and cancelled there third party gas supplier North Star, states it was some sort of mix up or wasn't explained correctly when they called. He spoke with North star to get credit back for the usage charges on bill date 12/28 of \$43.22. North Star advised him to contact pge. Please contact customer	THEY HAVE CALLED AND CANCELLED THERE THIRD PARTY GAS SUPPLIER NORTH STAR, STATES IT WAS SOME SORT OF MIX UP OR WASN'T EXPLAINED CORRECTLY WHEN THEY CALLED. HE SPOKE WITH NORTHSTAR TO GET CREDIT BACK FOR THE USAGE CHARGES ON BILL DATE	Cancellation Request	YEP submitted a drop dsr on 1/4/2013 and confirmed by PG&E on 1/5/2013
Commerce	16	1/4/2013	2720684801	customer states that commerce is harrasing him. states they keep calling him after he has told them he does NOT want their service. is frustrated and would like the calls to stop	SAYS HE IS GETTING HARASSED FROM COMMERCE ENERGY. HE SAYS HE DECLINED SERVICE WITH THEM MANY TIMES AND THEY KEEP CALLING.	Questionable Solicitation Activity	The customer's phone number has been added to the "No call list"
Tiger	17	1/4/2013	813418950	states rcv a letter from tiger (welcome letter) stated he made sure tiger understood he did not want their srvc and was not interested. request return to bundled service.	STATES RCV A LETTER FROM TIGER (WELCOME LETTER) STATED HE MADE SURE TIGER UNDERSTOOD HE DID NOT WANT THEIR SRVC AND WAS NOT INTERESTED. PER LETTER OBVIOUSLY THAT IS NOT THE CASE	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Tiger	18	1/4/2013	3949261196	stating he never requested to go to tiger, stated he called several times at different times, unable to get a hold of a live agent. states he left messages. would like to make sure his services dont switch to tiger.	CALLED STATING HE NEVER REQUESTED TO GO TO TIGER, STATED HE CALLED SEVERAL TIMES AT DIFFERNT TIMES, UNABLE TO GET A HOLD OF A LIVE AGENT. STATES HE LEFT MESSAGES. WOULD LIKE TO MAKE SURE HIS SERVICES DONT SWITCH TO TIGER.	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	19	1/4/2013	7877116358	customer would like to cancel her service with vista	customer would like to end her service with Vista. I also advised her to contact them directly to close her account.	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/16
Vista	20	1/4/2013	9651994455	cleo would like to return to pge	CLEO WOULD LIKE TO RETURN TO PGE AS OF 01/04/2013 OR ASAP	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/17
Blue Spruce	21	1/5/13	6182424424	Customer contact Blue Spruce to unenrolled and still not resolved. Customer request to return back to PG&E services.	CUST STATED CONTACT ESP TO UNENROLLED AND STILL NOT RESOLVED. PLEASE RESEARCH AND REMOVED FROM ESP... CUST UNABLE TO PAID HIGH BILLED...	Cancellation Request	she mentioned that her cancellation request was already taken care of. I searched but could not find her acct in CIPHER. I also contacted CSS and they re-submitted the request just in case.
YEP	22	1/5/2013	1951072441	Customer said he signed with "North Star Gas" and has been trying to get back to PG&E ever since he signed up- has also contacted CPUC who advised him to check back with PG&E to get back to full service. He has made numerous calls to cancel and he continues to get billed.	CUST SAID HE SIGNED WITH "NORTH STAR GAS" AND HAS BEEN TRYING TO GET BACK TO PG&E EVER SINCE HE SIGNED UP- HAS ALSO CONTACTED CPUC WHO ADVS HIM TO CHECK BACK WITH PG&E TO GET BACK TO FULL SERVICE. HE HAS MADE NUMEROUS CALLS TO CANCEL AND HE CONTINUES TO	Cancellation Request	YEP submitted a drop dsr on 1/7/2013 and confirmed by PG&E on 1/9/2013
Vista	23	1/5/13	8555028718	customer would like to close his account with vista, please remove vista he wishes to remain with pg&e.	CUSTOMER WOULD LIKE TO CLOSE HIS ACCOUNT WITH VISTA. PLEASE REMOVE VISTA HE WISHES TO REMAIN WITH PG&E.	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/16

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	24	1/5/2013	6636478247	CUSTOMER speaks cantonese called to complain about commerce energy. a man came to their home and was offering to lower gas bill and thought he was from pge. when we spoke further he wasnt from pge he said he wanted to look at the pge bill so he could lower the rate. wrote down the information and asked for our phone number and son said before you give me your phone number please give me your information because i dont know who you are. the guy then started walking away and ran out of the house when he got down the stairs he said i am going to sue you, your dog bit me. dog was in the garage. customer called cops and they came out and went to talk to him and they said they looked at his badge and called to complain. the guy was so rude and was flipping off the customer, threatening them and making up lies. customer immediatly informed us to not change his service and called commerce, they said when the paperwork comes through they will cancel it and now its on the bill. wanted to let us know thats unprofessional and it was a horrible experience.	CUSTOMER XXX-XXX-XXXX (Cantonese) and his son NAME calling to complain about Commerce energy. A man came to their hm and he was ETHNICITY and he was offering to lower gas bill and we thought he was from pge. When we spoke further he wasnt from	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	25	1/7/2013	1851124357	Customer wants to cancel service with united blue spruce energy asap and return back to pge.	WISHES TO CLOSE HER ACCT WITH BLUE SPRUCE ENERGY EFFECTIVE 1-7-2013. SHE WILL BE CONTACTING THEM HERSELF AS WELL TO CANCEL	Cancellation Request	This acct has already been disconnected. The request was sent to PG&E on 1.9.13.
Ambit	26	1/7/2013	4086728712	customer has changed mind about changing to AMBTFC wants to stay with PGE, customer contacted AMBTFC and let them know, please contact customer if customer is too late for this bill, thank you	customer has changed mind about changing to AMBTFC wants to stay with PGE, customer contacted AMBTFC and let them know, please contact customer if customer is too late for this bill, thank you	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	27	1/7/2013	1676674520	states vista energy came to business stating was working with pge and in order to provide a discount needed to see copy of bill. did not authorize service. contacted third party vista and da still has not been canceled.	STATES VISTA ENERGY CAME TO BUSINESS STATING WAS WORKING WITH PGE AND IN ORDER TO PROVIDE A DISCOUNT NEEDED TO SEE COPY OF BILL. DID NOT AUTHORIZE SERVICE. CONTACTED THIRD PARTY VISTA AND DA STILL HAS NOT BEEN CANCELED.	Questionable Solicitation Activity	This customer was cancelled from Vista without termination fee on 01/12
Blue Spruce	28	1/8/2013	1884488795	Customer wants to cancel service with united blue spruce energy asap and return back to pge.	Customer has been calling UET DBA BLUE SPRUCE ENERGY SERVICES at number listed on bill but states that it keeps going to voice mail. They have been trying to stop the with Blue Spruce energy and it not having any luck.	Cancellation Request	This acct was already cancelled/disconnect submitted on 1.9.13.
Ambit	29	1/8/2013	4834551493	customer would like to cancel service with ambit...customer advised they only want pge thanks	has notified xoom 2 different times including 11/15/2012 that he no longer wants them as a provider and is still with xoom. he is frustrated and feels he is not getting any assistance on their end to correct this. simply wants to come back to pge	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
YEP	30	1/8/2013	8761656630	Customer wants to cancel asap please contact customer asap thanks	CORRECTION NEEDED...THERE IS A CONTACT DATED 11/8/2012 UNCLERON IF CUST WILL BE SWITCHED BACK TO PGE. SAYS HE HAS A LTR FROM DA ADVISING THAT REQUEST TO SWITCH BACK TO PGE WAS SENT ELECTRONIC DATA INTERCHANGE. SAYS THIS IS HIS	Cancellation Request	YEP customer services called to confirm her request to cancel. Drop dsar effective 1/4/2013 was confirmed by PG&E.
Ambit	31	1/8/2013	4834551493	customer is confused with switch to ambit please contact and resolve	notified xoom 2 different times including 11/15/2012 that he no longer wants them as a provider and is still with xoom. he is frustrated and feels he is not getting any assistance on their end to correct this. simply wants to come back to pge	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	32	1/8/2013	2419194776	cust upset as she states she told this cta that she does not want their service and to cancel cust called them again to ask if it was cancelled, they told her they had no record of her cancelling her agreement with the cta.	CUST UPSET AS SHE STATES SHE TOLD THIS CTA THAT SHE DOES NOT WANT THEIR SERVICE AND TO CANCEL. CUST CALLED THEM AGAIN TO ASK IF IT WAS CANCELLED. THEY TOLD HER THEY HAD NO RECORD OF HER CANCELLING HER AGREEMENT WITH THE CTA. GAVE CUST CPUC PH#	Cancellation Request	Services were schedule to switch over to Commence on February 1, 2013. However, the account was cancelled on time. The drop was submitted to PG&E on January 8, 2013. The account is cancelled. We were unable to establish communication to advise on the resolution. However, a detailed voicemail was left, a letter advising of the matter has also been mailed.
Tiger	33	1/8/2013	9421327239	states that energy partners went to her home and did repairs and states that they enrolled her w/tiger energy iadv that energy partners enrolled her in care. cust would like to cancel tiger energy.	STATES THAT ENERGY PARTNERS WENT TO HER HOME AND DID REPAIRS AND STATES THAT THEY ENROLLED HER W/TIGER ENERGY I ADV THAT ENERGY PARTNERS ENROLLED HER IN CARE. CUST WOULD LIKE TO CANCEL TIGER ENERGY.	Questionable Solicitation Activity	CTA has contacted customer to resolve issue
Vista	34	1/8/2013	4115489612	customer is very upset she would like to be contact regarding the unauth billing...the customer advised she was lied to by vista stating vista is calling as a part of pge...that they were a new supplier of gas...this customer feels she should not be responsible for these charges from vista and advise she will go to the media of how vista does business. the customer is very upset...please resolve.	STATES THAT SHE WAS MISINFORMED BY VISTA ENERGY AND SHE HAS PAID MORE THROUGH VISTA AND WAS ADV THAT SHE WAS GOING TO SAVE MONEY AND SHE DOESNT FEEL SHE SHOULD PAY VISTA CHARGE. SHE STATES SHE IS GOING TO MEDIA FOR VISTA ENERGY	Questionable Solicitation Activity	This customer was cancelled from Vista without termination fee on 01/16
Vista	35	1/8/2013	written request	customer would like to cancel service with vista they didn't realize they were a 3rd party. customer wants to stay with pge only thanks	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Vista	36	1/8/2013	4610029373	cust called very upset that vista energy came to her door and said that they represent pge. she wanted to talk to legal dept to tell them that there is company misrepresenting us. Please resolve.	CUST CALLED VERY UPSET THAT VISTA ENERGY CAME TO HER DOOR AND SAID THAT THEY REPRESENT PG&E. SHE WANTED TO TALK TO LEGAL DEPT TO TELL THEM THAT THERE IS COMPANY MISREPRESENTING US. THINKS IT'S WRONG THAT THEY ARE TRICKING PEOPLE AND REFUSED TO SHOW HER AN	Questionable Solicitation Activity	You have our information regarding the efforts we take to portray Vista as separate from PGE. CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	37	1/9/2013	7466129240	Customer says he attempted to switch gas service back to pge on several occasions and all attempts have failed. He is asking for pge help to get gas switch back to pge.	Correction needed, SAYS HE ATTEMPTED TO SWITCH GAS SRVC BACK TO PGE ON SEVERAL OCCASIONS AND ALL ATTEMPTS HAVE FAILED. HE IS ASKING FOR PGE HELP TO GET GAS SWITCH BACK TO PGE.	Cancellation Request	explained to him that his disconnect was processed as a retro. He was satisfied.
Spark	38	1/9/2013	8794464038	Customer wants to cancel service with spark and return back to pge asap thanks.	CUST REQ CANCELLATION EFF 01-09-2013 CUST ALREADY CONTACTED SPARKS	Cancellation Request	Spark Energy's records indicate that contacted Spark Energy on 1/9/13 to request a cancellation of service. At that time, a cancellation request was submitted and service is scheduled to resume with PG&E on 1/31/13, as determined by PG&E.
Spark	39	1/9/2013	9754499088	Customer states she did not sign up for service with 3rd party gas service provider. This is the first bill customer gets with the additional charges. Customer said has attempted to call customer service multiple times and gets a busy signal every time she calls. Advised customer she needs to keep making attempts to call them and process a cancellation. Customer is spanish speaking and states she never authorized the change.	CUSTOMER STATES SHE DID NOT SIGN UP FOR SERVICE WITH 3RD PARTY GAS SERVICE PROVIDER. THIS IS THE FIRST BILL CUSTOMER GETS WITH THE ADDITIONAL CHARGES. CUSTOMER SAID HAS ATTEMPTED TO CALL CUSTOMER SERVICE MULTIPLE TIMES	Unauthorized Switch	During the enrollment was advised that Spark Energy is not PG&E or an affiliate of PG&E, but an approved supplier. The third party verification is in Spanish. Our records indicate that contacted Spark Energy on 1/10/13 to request a cancellation of service, at that time a cancellation request was submitted and service is scheduled to resume with PG&E on 2/1/2013, as determined by PG&E.
Blue Spruce	40	1/9/2013	1059389818	was enrolled by Blue Spruce on October 2012. The call was made in english, and customer was under the impression that she was receiving a discount from PG&E. She's been trying to cancel directly from Blue Spruce with no luck. Customer reports that she can't speak to anyone at Blue Spruce in Spanish. She's desperate & wants to discontinue service with Blue Spruce.	WAS ENROLLED BY BLUE SPRUCE ON OCTOBER 2012. THE CALL WAS MADE IN ENGLISH, AND WAS UNDER THE IMPRESSION THAT SHE WAS RECEIVING A DISCOUNT FROM PG&E. SHE'S BEEN TRYING TO CANCEL DIRECTLY FROM BLUE SPRUCE	Cancellation Request	This account was already disconnected/cancelled by NAME on 1.10.13
Spark	41	1/9/2013	172550236	Spark did not solve issue; customer has been attempting to contact Spark since last month and always is left on hold and no one evers answer. Customer does not want service Spark.	SPARK DID NOT SOLVE ISSUE; CUSTOMER HAS BEEN ATTEMPTING TO CONTACT ESP SINCE LAST MONTH AND ALWAYS IS LEFT ON HOLD AND NO ONE EVERS ANSWER; CUSTOMER DOES NOT WANT ESP	Cancellation Request	Spark Energy's records indicate that customer contacted Spark Energy on 1/9/2013 to request a cancellation of service. At that time, a cancellation request was submitted and service is scheduled to resume with PG&E on 2/1/2013. Our records do not indicate any prior cancellation requests from the customer.
Tiger	42	1/9/2013	3108871806	customer would like to cancel service with redwood tiger asap thanks	CUSTOMER RECEIVED LETTER STATING HIS NEW PROVIDER WOULD NOT BE EFFECTIVE AUG 2013/CUSTOMER STATES HE CONTACTED TIGER AND STATES HE IS NOT UNDER ANY CONTRACT/WOULD LIKE TO VERIFY WHY CHANGE IS NOT ABLE TO BE EFFECTIVE SOONER/PLEASE CALLBACK WITH EXPLANATION/T	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service or another service provider

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Tiger	43	1/9/2013	9023267613	customer said was sick the day that tiger called just wanted to hang up with him; did agree to svrc; she felt like she got framed into signing up; she called them today to cancel and she said their response was "we will have to think about it"; customer wants to cancel service with tiger and return back to pge asap thanks	WAS SICK THE DAY THAT TIGER CALLED JUST WANTED TO HANG UP WITH HIM; DID AGREE TO SRVC; SHE FELT LIKE SHE GOT FRAMED INTO SIGNING UP; SHE CALLED THEM TODAY TO CANCEL AND SHE SAID THEIR RESPONSE WAS "WE WILL HAVE TO THINK AB	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Tiger	44	1/9/2013	7899957508	customer called tiger to cancel. rep said that they were cancelling as they spoke. still showing up on bill. please cancel service and return customer back to pge asap thanks	Customer requests termination effective 12-10-2012 at 11 AM. Called Tiger to cancel. Rep said that they were cancelling as they spoke. Still showing up on bill.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	45	1/9/2013	3987112584	CUSTOMER wants to cancel service with vista and return back to pge asap thanks	CUSTOMER STATES SHE CANCELED VISTA SERV TODAY, WANTS TO MAKE SURE THAT HER SERVICE W/ THEM IS CANCELED AND WILL BE BACK W/ PGE. PLEASE INVESTIGATE.	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/09
Vista	46	1/9/2013	2387729087	per CUSTOMER; vista was going door to door and adv cust that they signing her up for add discont; cust read paper realized it was a third party; called immed to removed; they didnt remove has called again still not removed; cust does not want to be switched to vista wants to remain exclusively with pge.	PER CUSTOMER; VISTA WAS GOING DOOR TO DOOR AND ADV CUST THAT THEY SIGNING HER UP FOR ADD DISCNT; CUST READ PAPER REALIZED IT WAS A THIRD PARTY, CALLED IMMEDIATELY TO REMOVED; THEY DIDNT REMOVE HAS CALLED AGAIN STILL NOT REMOVED; CUST DOES NOT WANT TO BE SWITCHED	Unauthorized Switch	This customer was cancelled from Vista without termination fee on 01/09
Vista	47	1/9/2013	5392438471	CUSTOMER called vista energy to notify them she does not want their service, adv they stated they were with pge and that pge has a program to lower their rate, cust is upset that he felt she was deceived and wants to make sure she does not have vista as a provider.	CUSTOMER adv called vista energy to notify them she does not want their service, adv they stated they were with pge and that pge has a program to lower their rate, cust is upset that he felt she was deceived and wa	Questionable Solicitation Activity	This customer was cancelled from Vista without termination fee on 01/17
Vista	48	1/9/2013	6370960935	CUSTOMER has tried atleast 2 times to contact vista energy to cancel services with them and to come back to pge cst is requesting since he is getting the run around and is not getting any resolution, would like for pge to end services with vista and start back up in pge	CUSTOMER HAS TRIED ATLEAST 2 TIMES TO CONTACT VISTA ENERGY TO CANCEL SERVICES WITH THEM AND TO COME BACK TO PGE CST IS REQUESTING SINCE HE IS GETTING THE RUN AROUND AND IS NOT GETTING ANY RESOLUTION, WOULD LIKE FOR PGE TO END SERVICES WITH VISTA AND START BAC	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/09
Vista	49	1/9/2013	7337949522	customer says that a man from vista never represented himself as vista energy, says that he said that he was with pge and that we were giving discounts to our customers, she would have never signed up for vista if she knew it was vista, wants to remain a pge customer only	CUSTOMER SAYS THAT A MAN FROM VISTA NEVER REPRESENTED HIMSELF AS VISTA ENERGY, SAYS THAT HE SAID THAT HE WAS WITH PGE AND THAT WE WERE GIVING DISCOUNTS TO OUR CUSTOMERS, SHE WOULD HAVE NEVER SIGNED UP FOR VISTA IF SHE KNEW IT WAS VISTA. WANTS TO REMAIN A P	Unauthorized Switch	This customer was cancelled from Vista without termination fee on 01/12
Vista	50	1/9/2013	6252258398	cust called upset he feels misled please resolve.	CUST CALLED UPSET ABOUT DAASU SHE FEELS MISLEAD AND WANTS TO COMPLAIN.	Questionable Solicitation Activity	This customer was cancelled from Vista without termination fee on 01/17
Xoom	51	1/9/2013	8932767706	customer would like to return back to pge asap...customer wants to cancel service with 3rd party xoom and return back to pge... thanks	CUSTOMER CALLED XOOM ON 12/20/2012 TO CANCEL SERVICE. CANCEL DID NOT GO THRU AFTER CUSTOMER RECEIVED BILL. CALLED BACK TODAY 1/3/2013 AND XOOM SAID SOMETHING HAPPENED AND THE CANCEL DID NOT GO THRU. PLEASE BE ON THE LOOK OUT FOR THE CANCEL ORDER AND FO	Cancellation Request	Per cust request drop submitted 1/3, effective date of drop 1/28. There is no need for additional follow-up.
Xoom	52	1/9/2013	5052680441	customer is having problems canceling da directly due to language barrier, request cancellation and bundled back with pge, per customer was told no contract when switch was made.	CUSTOMER IS HAVING PROBLEMS CANCELING DA DIRECTLY DUE TO LANGUAGE BARRIER, REQUEST CANCELLATION AND BUNDLED BACK WITH PGE. PER CUSTOMER WAS TOLD NO CONTRACT WHEN SWITCH WAS MADE.	Cancellation Request	Research WFGXXXXX submitted to drop the account, due to cust concern about language, Please contact the customer and advise drop is pending awaiting confirmation from PGE
Blue Spruce	53	1/10/2013	3100200335	Customer states he did not authorize the switch for his gas, customer states he has tried to contact the Blue Spruce several times and has not been able to reach anyone, customer is requesting to switch to pge services.	CUST STATES HE DID NOT AUTHORIZE THE SWITCH TO DA FOR HIS GAS, CUST STATES HE HAS TRIED TO CONTACT THE DA PROVIDER SEVERAL TIMES AND HAS NOT BEEN ABLE TO REACH ANYONE, CUST IS REQ WE CXL HIS DA SA, THANK YOU	Unauthorized Switch	GPT to see why the original disconnect request wasn't handled. Since it was submitted to PG&E in a timely manner, UET is waiting to see if the retro disconnect has been approved.
YEP	54	1/10/2013	5241627558	was given conf # 011013764 confirming cancellation. Customer says YEP was going to cancel retroactively. Customer feels she was misled and is very upset that they called & lied to her to get her to sign up, please contact customer to confirm when we receive notice from YEP customer to return to PG&E	CALLED & CANCELED LECTA - YEP ENERGY...SDSHE SPK TO A SUPERVISOR AND WAS GIVEN CONF#011013764 CONFIRMING CANCELLATION...CUST SAYS YEP WAS GOING TO CANCEL RETROACTIVELY.....CUSTFE	Questionable Solicitation Activity	called YEP customer services dept to request cancellation on 1/10/2013 and drop dsar effective 1/11/2013 was confirmed by PG&E. YEP advised that we will submit retro billing request to PG&E billing dept.
YEP	55	1/10/2013	38103816	Customer has a pending switch to YEP Energy effective 11/15/2013, however he states he never authorized the change. Customer is requesting to stop switch to YEP Energy and continue only with PG&E. She has tried to make changes by phone but has not been successful. Request to cancel pending switch and notify the customer of the change	Customer has a pending switch to YEP Energy effective 11/15/2013, however he states he never authorized the change. Customer then gave permission to speak with mother regarding account. She has just canceled	Unauthorized Switch	YEP customer services dept to request cancellation on 1/11/2013 and drop dsar effective 1/12/2013 was confirmed by PG&E. YEP informed his gas account will remain with PG&E as normal.
Blue Spruce	56	1/10/2013	7184878367	Customer Samuel has called Blue Spruce several times to cancel services. Customer no longer wants to see charges on his bill. Customer does not want North Star. She advised, Customer says that there is no contact # for North Star /yep. Please assist, customer wants to cancel service with Northstar/yep.	HAS CALLED DA SEVERAL TIMES TO CANCEL SERVICES. PLEASE CANCEL, NO LONGER WANTS TO SEE CHARGES ON HIS BILL.	Cancellation Request	cancelled his account and explained the disconnect process
YEP	57	1/10/2013	3411515927	customer upset does not want northstar provider/she adv brother was lied too/there is no contact # for northstar /yep/pls assist/wants to cancel with northstar/yep	customer upset does not want northstar provider/she adv brother was lied too/there is no contact # for northstar /yep/pls assist/wants to cancel with northstar/yep	Cancellation Request	YEP submitted a drop dsar on 1/15/2013 and confirmed by PG&E on 1/16/2013
Ambit	58	1/10/2013	5639464641	customer says does not want to purchase gas directly from ambit, has called to cancel but does not reach anyone to assist	AMBIT CALIFORNIA LLC CUSTOMER SAYS DOES NOT WANT TO PURCHASE GAS DIRECTLY FROM AMBIT, HAS CALLED TO CANCEL BUT DOES NOT REACH ANYONE TO ASSIST	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	59	1/10/2013	8514543021	per customer, request to cancel vista energy. she has tried to call and cancel but every time she mentions the cancellation request the call ends or they hang up on her. customer wants to return back to pge asap thanks	PER CUSTOMER, REQUEST TO CANCEL VISTA ENERGY. SHE HAS TRIED TO CALL AND CANCEL BUT EVERY TIME SHE MENTIONS THE CANCELLATION REQUEST HE CALLS ENDS OR THEY HANG UP ON HER.	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/13
Vista	60	1/10/2013	324478784	customer is calling because she would like to discontinue vista. please take off vista asap. avsd cst to followup with vista as well.	CUSTOMER IS CALLING BECAUSE SHE WOULD LIKE TO DISCONTINUE VISTA. PLEASE TAKE OFF VISTA ASAP. AVSD CST TO F/U WITH VISTA AS WELL.	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/17
Vista	61	1/10/2013	7622633350	customer has contacted third party supplier vista energy, however, they have not returned her call. she is interested in stopping their supply altogether, and staying with pge alone.	CUSTOMER HAS CONTACTED THIRD PARTY SUPPLIER VISTA ENERGY, HOWEVER, THEY HAVE NOT RETURNED HER CALL. SHE IS INTERESTED IN STOPPING THEIR SUPPLY ALTOGETHER, AND STAYING WITH PGE ALONE. Customer Name: CUSTOMER	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/13
Vista	62	1/10/2013	4027840677	CUSTOMER has contacted pg&e and vista energy several times advising that she does not want to change her service provider to vista. she would like to keep pg&e as her gas provider. it seems that the vista sa will begin on 01/31/2013	Contact number Cellular Phone: (VISTA ENERGY) did not resolve problem Summary of situation CUSTOMER HAS CONTACTED PG&E AND VISTA ENERGY SEVERAL TIMES ADVISING THAT SHE DOES NOT WANT TO CHANGE HER SERV	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/13
Vista	63	1/10/2013	8596622352	CUSTOMER request to cancel service with vista, he said that he's already reached out vistas to have them cancel his sa w/ them and failed to do so, please assist. sa id: 2583248654	CUSTOMER request to cancel service with vista, he said that he's already reached out vistas to have them cancel his sa w/ them and failed to do so, please assist. sa id: xxxxxxxxxx	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/17
Tiger	64	1/11/2013	3805705308	states she did not sign up for tiger. contacted tiger to end relationship. cor is also disputing the charges of \$61.39. she states tiger could not confirm when she "signed up" for this service and she does not feel she is responsible to pay. she has already contacted tiger and was adv to contact pge to have billing updated, pls follow up	STATES SHE DID NOT SIGN UP FOR TIGER. CONTACTED TIGER TO END RELATIONSHIP. COR IS ALSO DISPUTING THE CHARGES OF \$61.39. SHE STATES TIGER COULD NOT CONFIRM WHEN SHE "SIGNED UP" FOR THIS SERVICE AND SHE DOES NOT FEEL SHE IS RESPONSIBLE TO PAY. SHE HAS	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	65	1/11/2013	8391096265	CUSTOMER is elderly and stated someone came to her house stating they were from pge and she didnt know she was signing something from vista did not want to change providers; she called vista they told her they were unable to process her cancel please investigate and follow up no one from vista called her back to help her	CUSTOMER Vista Energy CUSTOMER is elderly and stated someone came to her house stating they were from pge and she didnt know she was signing something from Vista did not want to change providers; she called vista they told her they were u	Unauthorized Switch	This customer was cancelled from Vista without termination fee on 01/13
Vista	66	1/11/2013	0912816728	per CUSTOMER she had a rep from vista go to her door yesterday she feels very misled and wants it notated that she will be calling to cancel any contract that may have been started with them/she would also like to inform us that he was wearing orange vest like pge and had a pge badge which made her really believe he was from pge	per CUSTOMER she had a rep from vista go to her door yesterday she feels very misled and wants it notated that she will be calling to cancel any contract that may have been started with them/she would also like to inform us that he was wearing orange vest li	Questionable Solicitation Activity	This customer was cancelled from Vista without termination fee on 01/16
Vista	67	1/11/2013	2234245729	customer doesnt want to change to vista he wants to stay with pg&e.	CUSTOMER STATED HE FELT THAT HE WAS LIED TO BY THE VISTA REP HE SAID THAT HE HAD A JACKET W/ PG&E LOGO & SO HE THOUGHT THAT PG&E WAS OFFERING A DISCOUNT. HE DOESNT WANT TO CHANGE TO VISTA HE WANTS TO STAY WITH PG&E.	Questionable Solicitation Activity	This customer was cancelled from Vista without termination fee on 01/16
Blue Spruce	68	1/11/2013	4239486904	Customer called to find out why her bill with blue spruce is higher than it was with pg&e; states she signed up over the phone and promised contract/rate breakdown docs; nothing received; customer has tried to contact Blue Spruce via phone/e-mail/vm and no responses; Customer asked for CPUC number; she'd like to come back to pg&e.	Marlana called to find out why her bill with Blue Spruce is higher than it was with PG&E; states she signed up over the phone and promised contract/rate breakdown docs; nothing received; has tried to contact ESP via phone/E-mail/vm and no responses; provide	Cancellation Request	NAME spoke with this customer and cancelled her acct on 1.18.13.
Vista	69	1/11/2013	9139962820	customer wants to cancel vista and return back to pge asap..thanks	CUSTOMER CALLED TO CANCEL VISTA ENERGY ON ACCOUNT. PLEASE REMOVE VISTA FROM ACCOUNT ASAP, ADV. CUSTOMER TO CONTACT VISTA TO CANCEL ON THEIR END AS WELL.	Cancellation Request	Account Terminated Per customer Request on 1/15/2013 PGE acknowledgment dated 1/18/2013
Vista	70	1/11/2013	2110525948	CUSTOMER claims that he never signed up w vista. he is a spanish speaking customer and states he called vista today to complain that he never gave permission to sign up with vista energy via phone or in person. he requested proof from this company that he gave permission to enroll in their company and they got upset with him and hung up on him. he states he attempted to call back vista and got no answer. customer wants pg&e to intervene if possible.	CUSTOMER claims that he never signed up w Vista. He is a spanish speaking customer and states he called Vista today to complain that he never gave permission to sign up with Vista Energy via phone or in person. He requested proof from this company that he ga	Unauthorized Switch	Account Terminated Per customer Request on 1/11/2013 PGE acknowledgment dated 1/16/2013
Vista	71	1/11/2013	113470518	CUSTOMER is payee (did not discuss acct with her but only verified what she asked me about the bill she had regard vista) stated that CUSTOMER is in no condition to authorize a change and didnt know what was going on when she changed gas providers	CUSTOMER IS PAYEE (DID NOT DISCUSS ACCT WITH HER BUT ONLY VERIFIED WHAT SHE ASKED ME ABOUT THE BILL SHE HAD REGARD VISTA) STATED THAT CUSTOMER IS IN NO CONDITION TO AUTHORIZE A CHANGE AND DIDNT KNOW WHAT WAS GOING ON WHEN SHE CHANGED GAS PROVIDERS	Cancellation Request	Account Terminated Per customer Request on 1/14/2013 PGE acknowledgment dated 1/17/2013
Blue Spruce	72	1/14/13	4300599506	CUSTOMER states she did not authorize united energy trading to provide commodity; Customer would like to return to PG&E ; Customer states she has not been successful in contacting united energy; Request to disconnect customer and confirm disconnect with the customer.	CUSTOMER STATES SHE DID NOT AUTHORIZE UNITED ENERGY TRADING TO PROVIDE COMMODITY; CUST WOULD LIKE TO RETURN TO PGE; CUST STATES SHE HAS NOT BEEN SUCCESSFUL IN CONTACTING UNITED ENERGY; PLEASE FOLLOW UP WITH UNITED ENERGY IN REGARDS TO CANCELLATION FROM CUST. THANK	Unauthorized Switch	Terminated on 3/16/2013 PGE confirmed on 3/21/2013
Blue Spruce	73	1/14/2013	8050303500	CUSTOMER calling regarding 3rd party gas provider w/ united energy (blue spruce). States she called united and cancelled w/ them, she was told it was a pg&e discount. She wants to return to pg&e, feels she was deceived. Blue Spruce did not resolve problem. Request of disconnect and communicate with the customer.	CUSTOMER CALLING REGARDING 3RD PARTY GAS PROVIDER W/ UNITED ENERGY (BLUE SPRUCE). STATES SHE CALLED UNITED AND CANCELLED W/ THEM, SHE WAS TOLD IT WAS A PG&E DISCOUNT. WANTS TO RETURN TO PG&E, FEELS SHE WAS DECEIVED BY THEM/ BLUE SPRUCE DID NOT RESOLVE PROBLEM	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	74	1/14/2013	1935004430	Customer stated she has been trying to communicate with united energy trading. She was not aware of change to third party gas company and would like to cancel. Request termination per customer ask. Customer would like to hear when disconnected.	COR STATED SHE HAS BEEN TRYING TO COMMUNICATE WITH UNITED ENERGY TRADING. COR WAS NOT AWARE OF CHANGE TO THIRD PARTY GAS COMPANY AND WOULD LIKE TO CANCEL. COR BELIEVES SOMEONE IN HER HOUSEHOLD MAY HAVE ACCEPTED THEIR TERMS. PLEASE REQ TERMINATION PER C	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
YEP	75	1/15/2013	8244050761	Customer wants to cancel and remain with pge. Request to disconnect and communicate to the customer.	FUR PHONE SPANISH CUSTOMER XXX-XXX-XXXX TUES WED & FRID ARE BEST DAYS TO CALL; CUSTOMER STATES SHE HAS CALLED SPARKS SERV TIMES TO CANCEL & ITS STILL APPEARS ON BILL; WOULD LIKE TO KNOW IF WE CAN ASSIST IN RETURNING HER BACK TO PG&E. THANK YOU	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Spark	76	1/15/2013	2277374070	Customer states she has been with pge for a long time; Customer is 85 yrs old and does not remember anyone calling or coming by her home to get her to cancel her service. customer requested that pge call spark to find out how. It is ridiculous that we just allowed another company to take over her gas account without calling and verifying that she wanted the change. Customer she would need to contact spark herself. states pge should do the work she does not have the understanding or the energy to do it.	cust states she has been with PGE for a long time; She does not feel she should have to call SPARK to see how she was set up. Customer is 85 yrs old and does not remember anyone calling or coming by her home to get her to cancel her service. cust req that	Unauthorized Switch	tried to contact customer and mailbox is full.
Blue Spruce	77	1/15/2013	117951241	Customer would like to cancel service with united blue spruce and return back to pge asap	CUST CALLING RE UNITED ENERGY, HAD SIGNED UP THEM, THEN CHANGED HIS MIND ABOUT HAVING THEM AS HIS GAS SUPPLIER, SAYS HE HAS TRIED REACHING THEM SINCE DAY AFTER SIGNING UP, BUT HASN'T BEEN ABLE TO CONTACT ANYONE THERE, GAVE PH#S 1-888-665-7537; OR 1-800-2	Cancellation Request	The original disconnect request was rejected because it was too close to the switch date. New disconnect request was submitted by NAME on 1.29.13.
Commerce	78	1/15/2013	1549748861	cust is very upset very set up with 3rd party provider (commerce) and did speak to them and was told they would remove the charges and she would be rebilled. i explained that usually never happens and must call the commerce energy for more information about that. she is upset that she was even set up with them when she never gave permission... 3rd party has not been cancelled nor has the switch date been requested for a retro to be process. please contact the customer with resolution	cust is very upset very set up with 3rd party provider (commerce) and did speak to them and was told they would remove the charges and she would be rebilled. i explained that usually never happens and must call the commerce energy for more information ab	Cancellation Request	Drop has already been processed. Account ceased flow on our program effective 1/16/2013. We have validated the enrollment of Mr. Skinner and are of the view that the amount billed to him is accurate. CE notes that at no time have we advised the consumer that we would reverse charges under this account; the consumer is responsible for the amount billed to him. Messages have been left on his voicemail and a no contact letter has been mailed to his address.
Tiger	79	1/15/2013	written request	CUSTOMER DOESNT REMEMBER SIGNING UP FOR THIS SERVICE BUT WANTS TO CANCEL AND WANTS TO RETURN BACK TO PGE ASAP	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Vista	80	1/15/2013	9167360262	customer would like to cancel vista asap and return back to pge thanks	CUSTOMER HAS MADE SEVERAL ATTEMPTS TO CONTACT VISTA AND CANCEL HER THIRD PARTY I DID ADVISE SHE NEEDS TO CANCEL WITH THEM BUT SHE WANTED ME TO NOTE THE ACCT.	Cancellation Request	Account Terminated Per customer Request on 1/16/2013 PGE acknowledgment dated 1/19/2013
Vista	81	1/15/2013	7168274467	did not want to join up for vista energy. she indicated they tricked her son into signing up with them. she wishes to stay with pge only	CUSTOMER CUSTOMER ACCT# XXXXXXXXXX DID NOT WANT TO JOIN UP FOR VISTA ENERGY. SHE INDICATED THEY TRICKED HER SON INTO SIGNING UP WITH THEM. SHE WISHES TO REMAIN WITH U.S.	Unauthorized Switch	Account Terminated Per customer Request on 1/16/2013 PGE acknowledgment dated 1/19/2013
YEP	82	1/15/2013	7865159175	Customer has been contacting North Star for 2 month to cancel his service with them. He states North Star will not return his calls. He wants to return to pge. Please contact the customer. Thanks.	CUSTOMER HAS BEEN CONTACTING NORTH STAR FOR 2 MONTH TO CANCEL HIS RELATIONSHIP WITH THEM. HE STATES NORTH STAR WILL NOT RETURN HIS CALLS. HE WANTS TO RETURN TO PGE. PLS FOLLOW UP	Cancellation Request	YEP submitted a drop dasr on 1/28/2013 and confirmed by PG&E on 1/30/2013

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	83	1/15/2013	1549748861	cust is very upset very set up with 3rd party provider (commerce) and did speak to them and was told they would remove the charges and she would be rebilled. i explained that they must call the commerce energy for more information about that. she is upset that she was even set up with them when she never gave permission... 3rd party has not been cancelled. please contact the customer with resolution	cust is very upset very set up with 3rd party provider (commerce) and did speak to them and was told they would remove the charges and she would be rebilled. i explained that usually never happens and must call the commerce energy for more information ab	Cancellation Request	Drop has already been processed. Account ceased flow on our program effective 1/16/2013. We have validated the enrollment of Mr. Skinner and are of the view that the amount billed to him is accurate. CE notes that at no time have we advised the consumer that we would reverse charges under this account; the consumer is responsible for the amount billed to him. Messages have been left on his voicemail and a no contact letter has been mailed to his address.
Commerce	84	1/16/2013	8110352683	CUSTOMER CALLED ABOUT THE CHANGE TO COMMERCE ENERGY. THEY CALLED HER HUSBAND WHO HAS MILD DEMENSIA AND HE AGREED TO SWITCH. SHE DOES NOT WANT TO CHANGE PROVIDERS, SHE WANTS TO REMAIN WITH PGE.	CUSTOMER CALLED ABOUT THE CHANGE TO COMMERCE ENERGY. THEY CALLED HER HUSBAND WHO HAS MILD DEMENSIA AND HE AGREED TO SWITCH. SHE DOES NOT WANT TO CHANGE PROVIDERS, SHE WANTS TO REMAIN WITH PGE.	Cancellation Request	The customer's phone number (XXX) XXX-XXXX has been added to the "No call list"
YEP	85	1/16/2013	1236504534	CUSTOMER (spanish speaking) does not wish to start services with north star gas co. Request to disconnect and communicate to customer.	CUSTOMER (SPANISH SPEAKING) DOES NOT WISH TO START SERVICES WITH North Star Gas Co., CTA PLZ CONTACT COMPANY TO CANCEL REQ IF POSSIBLE THANK YOU	Cancellation Request	customer coming back to pge as of 2/07/13
Blue Spruce	86	1/16/2013	334279203	Customer would like to cancel service with blue spruce and return back to pge asap thanks	CUSTOMER inquiry about united energy (blue spruce). provided phone #. doesnt feel they beneficial, thought they were part of pge&e. He has tried to call twice, but no answer. United Energy Tradg, CTA SA Ref ID : XXXXXXXXXX	Cancellation Request	NAME spoke to customer and cancelled this acct on 1.17.13.
Commerce	87	1/16/2013	1092123590	CUSTOMER, commerce energy, CUSTOMER states she has called 4 times to cancel the 3rd party gas supplier. at times they say "no it cant be cancelled" then she has called and they said it would be cancelled but ended the call before she was able to give them any type of account info to link it to her request. she feels they are not cancelling the request even though she didnt initiate the start with them in the first place	CUSTOMER, COMMERCE ENERGY, EVELYN STATES SHE HAS CALLED 4 TIMES TO CANCEL THE 3RD PARTY GAS SUPPLIER. AT TIMES THEY SAY "NO IT CANT BE CANCELLED" THEN SHE HAS CALLED AND THEY SAID IT WOULD BE CANCELLED BUT ENDED THE CALL BEFORE SHE WAS A	Cancellation Request	Customer contacted our offices on 1/14/13 for the first time wanting to cancel her gas switch request with our company. She stated she had been calling the company who offered her the services but was unable to reach them. Unfortunately the customer had been calling our outbound vendor instead of calling us. The cancellation was sent out on 1/17/13 and was accepted by the utility on 1/18/13. We tried reaching the customer to advise her the cancellation request did go through and she is currently with the same provider, but we were unable to reach the customer. We left a voice message with the cancellation information and also provided our customer service 800 if she needed to call us back. A "No Contact" letter will be mailed out to the customer.
Vista	88	1/16/2013	4512104914	customer would like to cancel service with vista and return back to pge asap thanks	CUSTOMER, VISTA, CUSTOMER REQUESTED TO CANCEL VISTA AS OF 1/16/13 SHE STATED THAT SHE WAS INFORMED BY VISTA THAT EVEN THOUGH SHE REQUESTED TO STOP SERVICE ON 1/16/13 SHE WAS GOING TO BE CHARGED FOR THE FULL MONTH, SHE WAS ALSO INFORMED BY VISTA TH	Cancellation Request	Account Terminated Per customer Request on 1/16/2013 PGE acknowledgment dated 1/19/2013
Vista	89	1/16/2013	6944335282	CUSTOMER is calling to find out why she keeps getting charges from vista when she has already called to cancel vista 1-2 months ago. plz investigate and contact when we find out the effective cancellation. i advised the customer of when and how switch date is determine... she advised she is not going to pay vista's billing due to she cancelled and doesn't feel that she should pay for it. i advised her these are not pge charges and we can not remove them from the billing she will need to speak with vista regarding her issues with vista charges.	CUSTOMER is calling to find out why she keeps getting charges from Vista when she has already called to cancel Vista 1-2 months ago. Plz investigate and contact when we find out the effective cancellation.	Cancellation Request	Account Terminated Per customer Request on 1/16/2013 PGE acknowledgment dated 1/19/2013
Vista	90	1/16/2013	2179918234	pls cancel switch to vista per CUSTOMER. he states he never agreed to be switched, knew nothing about it until he got notice from pge they were going to be switch would like to see who or how and when this switch was even auth. because they never auth a switch to go to any other company.	PLS CANCEL SWITCH TO VISTA PER CUSTOMER. HE STATES HE NEVER AGREED TO BE SWITCHED, KNEW NOTHING ABOUT IT UNTIL HE GOT NOTICE FROM US.	Unauthorized Switch	Account Terminated Per customer Request on 1/28/2013
Vista	91	1/16/2013	4503254015	customer would like to cancel asap and stay with pge only thanks	Correction needed - CUSTOMER WANTS TO BE REMOVED FROM HER DA CONTACTED THEM ALREADY AND STILL SHOWING ON THE ACCT. COR FILLS WAS DUPPED	Cancellation Request	Account Terminated Per customer Request on 1/11/2013 PGE acknowledgment dated 1/19/2013
Vista	92	1/16/2013	94083419	customer wants to know who auth a the switch. customer never auth a switch to go to vista would like verification on who auth. also wants to be credit back the charges vista charged him feels he shouldn't have to pay for something he never auth. the customer would also like to be place on a do not call list from vista. advised customer we will forward the complaint over to vista to resolve with him this is not a pge issue.	CUSTOMER HAS A COMPLAINT ABOUT VISTA. HE DOES NOT UNDERSTAND HOW HE GOT ENROLLED. I EXPLAINED THAT HE WAS SWITCHING BACK TO PGE EFFECTIVE 1/31/2013. HE WAS NOT SATISFIED. HE WANTS TO KNOW WHO VISTA CONTACTED TO MAKE THE CHANGE. HE SAID HE CANCELLED WITH TH	Unauthorized Switch	Account Terminated Per customer Request on 1/28/2013, enrolled on 8/2009.
Vista	93	1/16/2013	6709113013	CUSTOMER called to say that she does not want to transfer her service to vista energy. she has a date of 02/20/13 to transfer. please cancel asap	CUSTOMER CALLED TO SAY THAT SHE DOES NOT WANT TO TRANSFER HER SERVICE TO VISTA ENERGY. SHE HAS A DATE OF 02/20/13 TO TRANSFER.	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Commerce	94	1/16/2013	1092123590	customer states she has called 4 times to cancel the 3rd party gas supplier. at times they say "no it cant be cancelled" then she has called and they said it would be cancelled but ended the call before she was able to give them any type of account info to link it to her request. she feels they are not cancelling the request even though she didnt initiate the start with them in the first place	CUSTOMER, XXX-XXX-XXXX, COMMERCE ENERGY, EVELYN STATES SHE HAS CALLED 4 TIMES TO CANCEL THE 3RD PARTY GAS SUPPLIER. AT TIMES THEY SAY "NO IT CANT BE CANCELLED" THEN SHE HAS CALLED AND THEY SAID IT WOULD BE CANCELLED BUT ENDED THE CALL BEFORE SHE WAS A	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	95	1/17/2013	8263630872	Customer would like to cancel service with blue spruce and return back to pge asap thanks	customer acct# XXXXXXXXXXXX 3 wishes to cancel his acct with United. He wishes to return strictly to PG&E. i also advised richard to contact them directly and express his wish to cancel.	Cancellation Request	NAME spoke to customer and cancelled this acct on 1.17.13
Commerce	96	1/17/2013	6603145390	customer wants to cancel service with commerce and return back to pge asap.	CUSTOMER has contacted Commerce Energy numerous times to cancel. Every time he calls they tell him they do not have reps available to do cancellation he needs to call back. They have also placed him on hold for a long time and never assisted him with h	Cancellation Request	The customer contacted us on 1/16/13 requesting a drop of switch. The request was sent out on 1/19/13 and was accepted by the utility as of 1/23/13. I called the customer and advised the cancellation of switch was submitted and done already. Advised service will stay with current provider. Customer was satisfied with information.
Commerce	97	1/17/2013	8710257525	customer wants to cancel service with commerce and stay with pge only.	CUSTOMER ACCT# XXXXXXXXXX WISHES TO CANCEL HER AGREEMENT WITH COMMERCE. SHE WISHES TO REMAIN WITH US. I ALSO ADVISED HER TO CONTACT THEM HERSELF AND CANCEL	Cancellation Request	The customer contacted our offices on 1/17/13 requesting cancellation of switch. Request to cancel switch was sent out on 1/17/13 and accepted on 1/18/13 by the utility. I called the customer on the number provided to advise that the cancellation was done but the line was busy. A "no contact letter" will be sent to the customer so he can call us back at his convenience.
Commerce	98	1/17/2013	7179523379	customer wants to cancel service with commerce and stay with pge only.	CUSTOMER, COMMERCE ENERGY did not resolve problem. CUST STATES CALLED COMPANY TO CANCEL SERVICE RECVD LETTER ADN IS UPSET BECAUSE HE CANCELLED SERVICE AND THEY HAVE NOT CANCELLED SERVICE.	Cancellation Request	No notes or calls in our records from customer directly calling into customer service for cancellation request. Spoke with customer and customer stated he contacted utility to have cancellation completed. Advised customer we are sending the drop request today and it will be cancelled on time where he will not receive any charges from Commerce.
Vista	99	1/17/2013	9687327881	CUSTOMER, contact XXX-XXX-XXXX, vista did not resolve customer issue; CUSTOMER states that he never authorized the switch from vista, he states that he stated very clearly he didn't want to switch... customer states he feels like he was scammed and that vista representative misinterpreted himself, stated the man stated he was with pge until CUSTOMER questioned again because his vest said vista, please contact customer and resolve he states he never authorized switch	CUSTOMER, CONTACT XXX-XXX-XXXX, VISTA DID NOT RESOLVE CUSTOMER ISSUE. CUSTOMER STATES THAT HE NEVER AUTHORIZED THE SWITCH FROM VISTA, HE STATES THAT HE STATED VERY CLEARLY HE DIDN'T WANT TO SWITCH... CUSTOMER STATES HE FEELS LIKE HE WAS SCAMMED AND THAT	Unauthorized Switch	Account Terminated Per customer Request on 1/17/2013 PGE acknowledgment dated 1/20/2013
Vista	100	1/17/2013	6881901616	customer has contacted vista energy many times to make sure she is only with pge and states not getting results- she wants vista cancel	customer has contacted vista energy many times to make sure she is only with pge and states not getting results- she wants vista cancel	Cancellation Request	Account Terminated Per customer Request on 1/8/2013 PGE acknowledgment dated 1/19/2013. Customer having trouble understanding drops are not immediate.
Vista	101	1/17/2013	4903577963	per CUSTOMER called vista on 1/17/2013 and cncl the cta. his cancellation #XXXXXXX. pls contact milton as to tranfr date back to pge full service	PER CUSTOMER CALLED VISTA ON 1/17/2013 AND CNCLD THE CTA. HIS CANCELLATION #XXXXXXX. PLS CONTACT CUSTOMER AS TO TRANFR DATE BACK TO PGE FULL SERVICE	Cancellation Request	Account Terminated Per customer Request on 1/17/2013 PGE acknowledgment dated 1/20/2013.
Vista	102	1/17/2013	5002198309	CUSTOMER called vista to req cancellation of esp. says vista said they would cancel. has not been done, is concerned. customer wants to stay with pge only does not want to switch with vista thanks	CUSTOMER called vista to req cancellation of esp. says vista said they would cancel. has not been done, is concerned.	Cancellation Request	Account Terminated Per customer Request on 1/17/2013 PGE acknowledgment dated 1/20/2013.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	103	1/18/2013	9012410051	customer states that he called Commerce Energy and told them that he had changed his mind and didn't want their service; states he had a bad feeling and canceled during his grace period before he received his welcome packet...customer states he spoke NAME XXXX/commerce and she stated the service would be cancelled confirmation # XXXXXXXXXX; SA with Commerce still showing pending; please cancel per customer 2nd request	CUSTOMER: customer states that he called Commerce Energy and told them that he had changed his mind and didn't want their service; states he had a bad feeling and canceled during his grace period before he received his welcome packet...custom	Questionable Solicitation Activity	The customer's phone number 619-571-2665 has been added to the "No call list"
Tiger	104	1/18/2013	6015524689	customer does not want to transfer to tiger, please cancel.	CUSTOMER REQUESTING STOP OF VISTA AS OF 01-18-2013 SHE HAS PENDING DSA WITH TIGER THAT SHE DOES NOT WANT EITHER. ADVISED TO CONTACT TIGER.	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Vista	105	1/18/2013	5053128676	customer does not speak very good english and did not want to switch his service to vista but the person said they were with pg&e. he does not feel comfortable calling them and canceling it. can you help him	CUSTOMER DOES NOT SPEAK VERY GOOD ENGLISH AND DID NOT WANT TO SWITCH HIS SERVICE TO VISTA BUT THE PERSON SAID THEY WERE WITH PG&E. HE DOES NOT FEEL COMFORTABLE CALLING THEM AND CANCELING IT. CAN YOU HELP HIM	Questionable Solicitation Activity	The customer's phone number XXX-XXX-XXXX has been added to the "No call list"
Vista	106	1/18/13	5544117983	customer upset and does not vista at all. wants to remain with pge.	CUSTOMER/XXX-XXX-XXXX/VISTA ENERGY DID NOT RESOLVE PROBLEM/STATES HE REC'D LETTER WOULD BE WITH VISTA ENERGY NOW--CCBSHOWS ACTIVE WITH VISTA ENERGY AS OF 02/20/2013-HE NEVER SIGNED UP FOR THEIR SRVC AND DOESN'T WANT IT. STATES ANTO	Cancellation Request	Account Terminated Per customer Request on 1/21/2013 PGE replied on 1/25/2013.
Vista	107	1/18/2013	6015524689	customer wants to cancel vista	CUSTOMER REQUESTING STOP OF VISTA AS OF 01-18-2013 SHE HAS PENDING DSA WITH TIGER THAT SHE DOES NOT WANT EITHER. ADVISED TO CONTACT TIGER.	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Glacial	108	1/18/13	4612039966	cust called and said that glacial came to her house and represented themselves as pge. rep said he was from pge and when asked for his id he ran off so husband an after him and then rep flashed badge with glacial logo. cust does not think that any other co should represent themselves as pge. adv that they are 3rd party gas co and we work a long side them she just wanted us to know. apologized for any negative feelings. customer just wants to make glacial of how reps are misleading	CUST CALLED AND SAID THAT GLACIER CAME TO HER HOUSE AND REPRESENTED THEMSELVES AS PGE. REP SAID HE WAS FROM PGE AND WHEN ASKED FOR HIS ID HE RAN OFF SO HUSBAND AN AFTER HIM AND THEN REP FLASHED BADGE WITH GLACIER LOGO. CUST DOES NOT THINK THAT ANY OTHER C	Questionable Solicitation Activity	Glacial Energy takes these types on complaints very seriously, I have submitted this to our Quality Assurance department for immediate review. This will be investigated promptly and any wrong doing by a Glacial Energy rep will be addressed accordingly. This is the first we have heard of this complaint by CUSTOMER.
Vista	109	1/18/2013	1391388160	customer would like to return back to pge asap. customer is a spanish speaking customer...this customer never wanted to switch to another provider. customer wants to return back to pge asap.	FUR PHONE XXX-XXX-XXXX SPANISH; CUSTOMER HAS CONTRACT VISTA TO CANCEL BUT THEY HAD ADV THEY DONT SPEAK SPANISH SO WHEN SHE STARTED SPEAKING ENGLISH THEY ADV HER THEY CAN'T HELP NOW BUT SOMEONE WILL RETURN HER CALL, SHE IS VERY UPSET & WOULD LIKE TO KNOW IF	Cancellation Request	Terminated 2/7/2013
Vista	110	1/19/2013	5063968518	spanish V XXX-XXX-XXXX 8-10am if no answer she would like us to leave voicemail. mcor upset bc she has tried calling blue spruce and no one answers she is very upset bc she did not know she was signing up w/other utility company she was adv rep was from pg&e and gave following info as they req. paula req to return to pg&e	FUR PHONE SPANISH V XXX-XXX-XXXX 8-10AM IF NO ANSWER SHE WOULD LIKE US TO LEAVE VOICEMAIL. MCOR UPSET BC SHE HAS TRIED CALLING BLUE SPRUCE AND NO ONE ANSWERS AND NOW SHE ALSO HAS VISTA PENDING ON ACCT. SHE IS VERY UPSET BC SHE DID NOT KNOW SHE WAS SIGN	Cancellation Request	Disconnect was submitted by Deidre on 1/25/2012 per customer request. Customer was contacted at the time.
Vista	111	1/20/2013	1751714344	CUSTOMER wants to complain about vista energy. he says that they represented themselves as pg&e. he only signed up for vista thinking they were pg&e. he is calling vista to cancel with them.	CUSTOMER WANTS TO COMPLAIN ABOUT VISTA ENERGY. HE SAYS THAT THEY REPRESENTED THEMSELVES AS PG&E. HE ONLY SIGNED UP FOR VISTA THINKING THEY WERE PG&E. HE IS CALLING VISTA TO CANCEL WITH THEM.	Unauthorized Switch	Account Terminated Per customer Request on 1/25/2013 waiting for PGE acknowledgment.
Spark	112	1/21/2013	4860447636	Customer, CUSTOMER canceled Spark service. Customer spoke with Spark rep on 01/21/13 confirmation #XXXXXXXX for cancellation. Spark rep advised her that she can not cancel immediately. It will take 75 days. Please contact Yroslava to discuss the disconnect process from Spark.	CUSTOMER cncl'd spark sa. spoke with spark rep on 01/21/13 confirmation #XXXXXXXX for cancellation. spark rep advsd her can not cncl immediately. will take 75 days. pls contact CUSTOMER to discuss if this is the processing time it would normally take of if	Cancellation Request	Spark Energy's records indicate that CUSTOMER contacted Spark Energy on 1/21/2013 to request a cancellation of service. At that time, a cancellation request was submitted. Our records show that a change request was received from PG&E on 1/22/2013 which provided a termination date of 2/13/2013. An attempt was made to contact the customer to discuss the drop process but was unsuccessful and has left a message.
Vista	113	1/21/2013	9121330027	customer wants to cancel service with vista and wants to stay with pge only.	PER CUSTOMER STATES HAS CANCELLED WITH VISTA AND WANTS TO BE AWARE OF WHEN THIS WILL TAKE PLACE...ANYWAY WE CAN CONTACT THEM WHEN THIS HAPPENS OR EXPECTED DATE...	Unauthorized Switch	Account Terminated Per customer Request on 1/21/2013 PGE acknowledgment was on 1/25/2013.
Vista	114	1/21/2013	3001926877	cust said she has been trying to cancel vista (3rd party provider) since she found out she had signed up by deception. she is an older spanish speaking customer with a little english and the person who sold her vista said they were from pg&e and even had a badge. (corp sec notified) she wants vista cancelled and tried to notify them, but they gave her the run around.	CUST SAID SHE HAS BEEN TRYING TO CANCEL VISTA (3RD PARTY PROVIDER) SINCE SHE FOUND OUT SHE HAD SIGNED UP BY DISCEPTION. SHE IS AN OLDER SPANISH SPEAKING CUSTOMER WITH A LITTLE ENGLISH AND THE PERSON WHO SOLD HER VISTA SAID THEY WERE FROM PG&E AND EVEN	Cancellation Request	Account Terminated Per customer Request on 1/21/2013 PGE acknowledgment was on 1/25/2013.
Vista	115	1/21/2013	1728170564	customer is about to switched over to vista in february she says when they came to her door they represented themselves as pg&e she does not want to transfer over she was confused. i advised her to contact vista to cancel. please contact customer	customer is about to switched over to Vista in February she says when they came to her door they represented themselves as Pg&e she does not want to transfer over she was confused. i advised her to contact Vista to cancel. please contact customer	Unauthorized Switch	Account Terminated Per customer Request on 1/21/2013 PGE acknowledgment was on 1/25/2013.
ACCENT	116	1/22/2013	4710541094	customer would like to cancel and remain with pge. Please cancel	customer WOULD LIKE TO CANCEL SERVICE WITH ACCENT Energy AND SAID HE HAS CONTACTED THEM ABOUT THAT BUT THEY REFER HIM TO PG&E.	Cancellation Request	Submitted drop 12/10/13
ACCENT	117	1/22/2013	4710541094	customer would like to cancel and remain with pge. Please cancel	customer WOULD LIKE TO CANCEL SERVICE WITH ACCENT Energy AND SAID HE HAS CONTACTED THEM ABOUT THAT BUT THEY REFER HIM TO PG&E.	Cancellation Request	Submitted drop 12/10/13
Commerce	118	1/22/2013	4773157654	does not want to switch over to commerce wants to make sure they stay with pge only	p/CUSTOMER: does not want acct switched to commerce energy; she received a call today and did not understand the phone call but she DOES NOT want to switch to commerce energy	Cancellation Request	The service for this customer was never switched. When we sent the request to have the services switched over to Commerce Energy it was rejected due to incorrect Service zip code not matching PG&E CIS. I called customer and advised her that the service will not be switched over. Customer is satisfied.
Commerce	119	1/22/2013	written request	customer would like to cancel switch and return back to pge asap thanks	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Glacial	120	1/22/13	5895898375	CUSTOMER changed his mind about signing up with glacial energy - he would like to stay with pg&e	CUSTOMER changed his mind about signing up with Glacial Energy - he would like to stay with PG&E	Unauthorized Switch	Glacial Energy received a letter from the customer via mail requesting to cancel on 1-25-2013, the drop was processed that same day. Glacial Energy will submit copy of letter if needed.
Glacial	121	1/22/2013	4360332779	CUSTOMER states he opt to have glacial energy as his gas supplier as of last night but this morning called back to cancel with them. he states that they had no information on his enrollment and wanted to let pge know that he does not approve having glacial energy as his supplier. req to remain with pge	CUSTOMER STATES HE OPT TO HAVE GLACIAL ENERGY AS HIS GAS SUPPLIER AS OF LAST NIGHT BUT THIS MORNING CALLED BACK TO CANCEL WITH THEM. HE STATES THAT THEY HAD NO INFORMATION ON HIS ENROLLMENT AND WANTED TO LET PGE KNOW THAT HE DOES NOT APPROVE HAVING GLAC	Cancellation Request	CUSTOMER contacted Glacial Energy stating he wanted to stay with his current supplier on 1-29, a drop was submitted immediately, any issues were resolved on that call, no follow up with customer needed
Tiger	122	1/22/2013	written request	CUSTOMER called this morning to request to cancel DA-Tiger. Says he has called in numerous occasions the listed number, however, there is no answer. Please call DA - SA with Tiger. Please call Norf once issue has been resolved. Thank you.	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Spark	123	1/22/2013	2494147453	Customer wants to cancel service and stay with pge.	P/CUSTOMER CONTACTED VISTA ENERGY ON JAN 2012 AND SUBMITTED PAPERWORK TO CANCEL SERVICE AGREEMENT AND RETURN TO PGE. CUSTOMER IS STILL ON ACCT WITH VISTA. ADVISED CUSTOMER TO FOLLOW UP WITH VISTA/PROCESSED CASE ON HER BEHALF.	Cancellation Request	At the customer's request, a cancellation request has been submitted and service is scheduled to resume with PG&E on 3/14/2013, as confirmed by PG&E. Spark Energy has attempted to communicate this information to the customer, but has been unsuccessful and has left a message.
Vista	124	1/22/2013	9346386538	customer would like to cancel service with vista and return back to pge asap thanks	CUSTOMER (HUSBAND - OK BY CUSTOMER) - XXX-XXX-XXXX - VISTA - CANNOT GET THRU TO THEM TO CANCEL SA - WOULD LIKE TO CANCEL SA XXXXXXXXXX WITH VISTA	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Ambit	125	1/22/2013	3320529893	Customer would like to cancel	CUST ADVS THAT BELIEVES GRAND DAUGHTER ENROLLED HER W/O KNOWING ALL THE FACTS AND WITHOUT CUSTOMER PERMISSION IN TO AMBIT GAS SUPPLIER/CUSTOMER ADVS HAS BEEN TRYING TO CONTACT AMBIT TO CANCEL GAS SERVICE WITH THEM/SHE IS A CANCER PATIENT ON FIXED INCOME LO/NEEDS HELP	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	126	1/22/2013	7488971244	CUST STATED CALLED COMMERCE ENERGY WITHIN 3 DAYS BEFORE SHE SIGNED UP BUT STILL APPEARING ON HER BILLED. SHE CALLED IN NOVEMBER AND CALL THEM BACK 2 TIMES...PLEASE VERIFY...CUST DISPUTED COMMERCE ENERGY BILLED...COMMERCE STATED FOR PGE TO FAX THE BILLED:XXX-XXX-XXXX, CUSTOMER, XXX-XXX-XXXX	CUST STATED CALLED COMMERCE ENERGY WITHIN 3 DAYS BEFORE SHE SIGNED UP BUT STILL APPEARING ON HER BILLED. SHE CALLED IN NOVEMBER AND CALL THEM BACK 2 TIMES...PLEASE VERIFY...CUST DISPUTED COMMERCE ENERGY BILLED...COMMERCE STATED FOR PGE TO FAX THE BILLED:8	Cancellation Request	Tried reaching customer to speak about cancellation. Customer did not answer. A "No Contact" letter will be mailed out to the customer so they can contact us at their convenience. Drop has been sent out to the utility.
Commerce	127	1/22/2013	7441519169	THE CUSTOMER IS REQUESTING TO CANCEL VISTA ENERGY ASAP. THEY WERE CONTACTED BY COMMERCE ENERGY RECENTLY AND THE CUSTOMER IS CALLING THEM DIRECTLY TO STOP THE CHANGE. THE CUSTOMER IS TRYING TO RETURN TO PG&E FOR THE GAS.	THE CUSTOMER IS REQUESTING TO CANCEL VISTA ENERGY ASAP. THEY WERE CONTACTED BY COMMERCE ENERGY RECENTLY AND THE CUSTOMER IS CALLING THEM DIRECTLY TO STOP THE CHANGE. THE CUSTOMER IS TRYING TO RETURN TO PG&E FOR THE GAS.	Cancellation Request	Tried reaching customer to speak about cancellation. Customer did not answer. A "No Contact" letter will be mailed out to the customer so they can contact us at their convenience. Drop has been sent out to the utility.
Spark	128	1/22/2013	7616609197	Customer wishes to cancel spark energy	CUSTOMER:XXX-XXX-XXXX;PERCUST STATES CALLED AND CANCELLED BOTH NORTH STAR AND VISTA ENERGY FROM ACCT. WOULD LIKE TO STAY WITH PG&E - PLS CANCEL SA RELATIONSHIPS	Cancellation Request	At the customer's request, a cancellation request has been submitted. Our records show that a drop response was received on 1/29/2013 with a termination date of 1/29/2013.
Tiger	129	1/22/2013	7264782827	customer does not want to switch to tiger	CUSTOMER STATES THAT LAST SATURDAY TIGER NATURAL GAS CONTACTED HER STATING THEY COULD OFFER HER 15% OFF PGE BILL STATES HER CALLER ID WAS FROM ANTHONY OHLSON AT 9259842301	Cancellation Request	The customer's phone number XXX-XXX-XXXX has been added to the "No call list"
Vista	130	1/22/2013	2620074586	customer is upset and wants to cancel vista. states has made numerous calls w/no success. customer would like a retro switch	CUSTOMER HAS CONTACTED VISTA ON SEVERAL OCCASION -> TO CANCEL HIS CONTRACT WITH THEM AND HAS BEEN UNSUCCESSFUL PLEASE REACH OUT TO VISTA TO HAVE HIM SWITCH BACK TO PGE. CUSTOMER IS RATHER UPSET AND WOULD LIKE TO BE CONTACTED ONV-CE THIS IS COMPLETED. ADV	Cancellation Request	Account Terminated Per customer Request on 1/21/2013 PGE replied on 1/25/2013.
Vista	131	1/22/2013	4400162825	customer tried to contact vista directly but didn't know if she had the right number due to answering machine...no name. customer would like to cancel	CUSTOMER called said agreed to 3 rd party vista for gas provider, cust wants to stay with pge as gas provider, she has attempted to contact company with ph # listed in gen ref XXX-XXX-XXXX ,she says sounds like answer machine with out even company name.	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Vista	132	1/22/2013	5794637698	customer would like to stop the vista agreement, she says that the person was acting like he was a pge rep and signed her up without her knowing what was going on.	Customer would like to stop the Vista agreement, she says that the person was acting like he was a PGE rep and signed her up without her knowing what was going on...she is a LOL and did not understand...pls help her thanks	Unauthorized Switch	Account Terminated Per customer Request on 1/25/2013 awaiting PGE reply
Vista	133	1/22/2013	6616426782	says never enrolled for vista/says husband may have provided serv id/says called to cancel but got voicemail...customer wants to return back to pge asap thanks	SAYS NEVER ENROLLED FOR VISTA/SAYS HUSBAND MAY HAVE PROVIDED SERV ID/SAYS CALLED TO CANCEL BUT GET VOICEMAIL	Unauthorized Switch	Customer Dropped on 1/22/2013, PGE confirmed on 1/25/2013
Commerce	134	1/22/2013	4966274829	CUSTOMER has left 4 messages with commerce energy to cancel. she did not want to sign up with them and is very frustrated she cannot get a hold of them to cancel. the letter states that she has until the 29th of january to cancel.	CUSTOMER HAS LEFT 4 MESSAGES WITH COMMERCE ENERGY TO CANCEL. SHE DID NOT WANT TO SIGN UP WITH THEM AND IS VERY FRUSTRATED SHE CANNOT GET A HOLD OF THEM TO CANCEL. THE LETTER STATES THAT SHE HAS UNTIL THE 29TH OF JANUARY TO CANCEL.	Cancellation Request	We have submitted the drop request. CE notes that the consumer had an incorrect phone number which was used in order to process the cancellation. Consumers need to contact a member of our staff at XXX-XXX-XXXX and speak with one of our customer service representatives in the event that they wish to cancel an enrollment or for any other customer service needs. The consumer signed-up with CE via a telephonic enrollment. A letter advising of the above has been sent to the consumer's address advising of the CE program cancellation and advising that the cancellation carries a penalty (monetarily) for the consumer.
Blue Spruce	135	1/23/2013	600353111	Blue Spruce did not resolve problem. Customer has been calling Blue Spruce leaving messages and no calls have been returned. Customer is upset knows she made a mistake by accepting them and all she wants to do is cancel.	CUSTOMER XXX-XXX-XXXX HOME XXX-XXX-XXXX CELL,BLUE SPRUCE DID NOT RESOLVE PROBLEM,CUST HAS BEEN CALLING ESP(BLUE SPRUCE) LEAVING MESSAGES AND NO CALLS HAVE BEEN RETURNED,CUSTOMER UPSET KNOWS SHE MADE A MISTAKE BY ACCEPTING THEM AND ALL SHE WANTS TO DO	Cancellation Request	Disconnect submitted on 1/24/2013 per customer request.
Commerce	136	1/23/2013	written request	customer does NOT want to transfer over, feels has been misled into believing this was a pge program.	written request	Cancellation Request	Tried reaching customer to speak about cancellation. Customer did not answer. A "No Contact" letter will be mailed out to the customer so they can contact us at their convenience. Drop has been sent out to the utility.
YEP	137	1/23/2013	8135309574	Customer would like to cancel service with North Star. Customer would like to remain with PG&E.	CUSTOMER called and req we file a dispute her service agreement with vista energy. she stated representative came out and falsified information about services. claiming to be a pge employee. Customer called in a couple days ago to vista energy and request	Cancellation Request	YEP submitted a drop dscr on 1/28/2013 and confirmed by PG&E on 1/30/2013
YEP	138	1/23/2013	5893629279	customer doesn't remember signing up for esp. wants to cancel	CUSTOMER does not remember or recall ever signing up with North Star or YEP energy. Would like it to be taken off because she doesn't ever remember.	Unauthorized Switch	YEP submitted a drop dscr on 1/24/2013 and confirmed by PG&E on 1/25/2013
YEP	139	1/23/2013	260441989	Customer requested to return back to pge.	Customer requested to return back to pge.	Cancellation Request	YEP submitted a drop dscr on 1/28/2013 and confirmed by PG&E on 1/30/2013
Tiger	140	1/23/2013	907738945	wants to cancel tiger	PER CUSTOMER ALREADY CALLER 3RD PTY TIGER GAS TO CANCEL AGREEMENT TO THEM TO SWITCH TO PG&E. 3RD PTY STILL ACTIVE. CUST REQ TO SWITCH BACK TO PG&E ASAP.PLS HCKEY THANKS!	Cancellation Request	A Tiger Representative has notified the customer that the account is being returned to PG&E supply.
Vista	141	1/23/2013	6466285947	customer says he cancelled vista 2days after signing up. wants to make sure he is not transferred.	Customer states he called and cancelled vista 2 days after signing up. states he wants to make sure that this doesnt take affect on his acct.	Unauthorized Switch	Account Terminated Per customer Request on 1/17/2013 PGE replied on 1/25/2013.
Vista	142	1/23/2013	1077759784	Customer does not want to transfer gas service to vista energy. please cancel this third party gas company from account per thela	Customer DOES NOT WANT TO TRANSFER GAS SERVICE TO VISTA ENERGY. PLEASE CANCEL THIS THIRD PARTY GAS COMPANY FROM ACCOUNT PER NAME . ADV COR TO CONTACT VISTA TO CANCEL WITH THEM AS WELL.	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Vista	143	1/23/2013	192107052	Customer called and stated she has already spoken with vista regarding terminating their service agreement and wants to resume back with pg&e. vista informed her they will have everything completed w/in 3 days but change will not happen for about 45days because that is how long it takes pg&e to process information. CUSTOMER would like to be followed up with regarding the transfer back to pg&e-very upset with vista just passing the ball to pg&e. wants change completed asap-adv it all depends on how soon vista is able to complete.	Customer called and stated she has already spoken with vista regarding terminating their service agreement and wants to resume back with pg&e. vista informed her they will have everything completed w/in 3 days but change will not happen for about 45days because that is how long it takes pg&e to process information. CUSTOMER would like to be followed up with regarding the transfer back to pg&e-very upset with vista just passing the ball to pg&e. wants change completed asap-adv it all depends on how soon vista is able to complete.	Cancellation Request	Account Terminated Per customer Request on 1/23/2013 PGE replied on 1/26/2013.
Vista	144	1/23/2013	7548479344	CUSTOMER requested cancellation of da vista energy. called vista energy to cancel on 1/14.	CUSTOMER REQUESTED CANCELLATION OF DA VISTA ENERGY. CALLED VISTA ENERGY TO CANCEL ON 1/14.	Cancellation Request	Account Terminated Per customer Request on 1/15/2013 PGE replied on 1/25/2013.
Vista	145	1/23/2013	8150915194	customer request retro switch. is refusing to pay vista charges	CUSTOMER (XXX) XX-XXXX; CUSTOMER HAS VISTA ENERGY AS GAS PROVIDER. SHE DIDN'T SIGN UP FOR THEM AND WOULD LIKE TO BE REMOVED RETURN TO PGE. SHE HAS CALLED THEIR NUMBER NO RESPONSE. CUSTOMER VERY UPSET AND UNABLE TO SEPAK W/ ANYONE AT VISTA. REMAINED NEUTUR	Cancellation Request	Account Terminated Per customer Request on 1/24/2013 PGE replied on 1/27/2013.
Vista	146	1/23/2013	8135309574	wants to transfer back to pge f/s.	CUSTOMER called and req we file a dispute her service agreement with vista energy. she stated representative came out and falsified information about services. claiming to be a pge employee. CUSTOMER called in a couple days ago to vista energy and re	Cancellation Request	YEP submitted a drop dscr on 1/28/2013 and confirmed by PG&E on 1/30/2013
Vista	147	1/23/2013	6258607179	customer is wanting to cancel service thru 3rd party uet dba blue spruce energy services. he indicated that he called them on 01-23-13 to cancel but they indicated that they don't have spanish speaking representative, please cancel per customer request. 3rd party sa id: XXXXXXXXXX address: XXXXXXXXXX	customer is wanting to cancel service thru 3rd party UET DBA BLUE SPRUCE ENERGY SERVICES, he indicated that he called them on 01-23-13 to cancel but they indicated that they don't have spanish speaking representative, please cancel per customer request. 3	Questionable Solicitation Activity	left message for Luis to call us back.
Vista	148	1/23/2013	5128031203	wishes to return to pge.	P/ CUSTOMER STATES THAT VISTA EMPLOYEE IDENTIFIED HIMSELF AS PG&E EMPLOYEE. HE CARRIED A BADGE WITH HIS PICTURE AND PG&E LOGO.	Questionable Solicitation Activity	Account Terminated Per customer Request on 1/23/2013 PGE replied on 1/26/2013.
Vista	149	1/23/2013	5373369749	customer does not want to transfer to vista, wants to remain with pge	CUSTOMER stated that company VISTA came to his house when he was not home and s/w his wife. they advise her that they were from PG&E. she sign thinking she was going to get an extra discounted. he read the form and saw that it was a direct company. she sign	Unauthorized Switch	The customer's phone number XXX-XXX-XXXX has been added to the "No call list"
Vista	150	1/23/2013	9337002686	customer does not want to transfer to vista	FUR PHONE SPANISH CUSTOMER XXX-XXX-XXXX CUSTOMER REQ HELP TO CANCEL W/ VISTA ENERGY. STATES SHE HAS CALLED & VISTA ADV HM THEY ARE REPS FROM PG&E AND STATES HE CAN NOT CANCEL. CONF VISTAS PHONE # WHICH IS CORRECT WHAT WE HAVE. CUSTOMER REQ HELP TO RETURN TO PG&E...H	Cancellation Request	The customer's phone number XXX-XXX-XXXX has been added to the "No call list"
Blue Spruce	151	1/23/2013	5790992741	CUSTOMER is requesting to cancel the third party gas vender on account (united gas). CUSTOMER is not happy with he CTA. Customer would like to return back to pge asap	CUSTOMER IS REQUESTING TO CANCEL THE THRD PARTY GAS VENDER ON ACCOUNT (UNITED GAS). CUSTOMER IS NOT HAPPY WITH THAT GAS VENDER.	Cancellation Request	Disconnected 2/20/13 by NAME NAME tried calling cust at provided number and it does not accept any calls.
Vista	152	1/23/2013	9094761264	customer would like to return back to pge asap and cancel vista. customer has called vista several time to try to cancel but is still active. please contact customer with resolution thanks	CUSTOMER HAS TRIED SEVERAL TIMES TO CANCEL XOOM. SHE HAS BEEN UNABLE TO GET THRU TO ANYONE. GAVE THE ONLY # THAT I HAVE FROM XOOM. ADV BY SSR NAME TO SET UP THIS CASE & HELP HER GET A HOLD OF XOOM. THANKS!!	Cancellation Request	Cannot locate this phone or SAID in our Database

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E Internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Xoom	153	1/23/2013	5230947100	customer has tried to contact xoom several times with no luck. Would like to cancel with them.	CUSTOMER HS CLD XOOM ENRG SEVERAL TIMES AND SYS NO RESOLUTION,NOANSWER,MAILING THEM A CERTIFIED LETTER STATING HE WANTS IT CANCELED/A TODAY 02/04/13;ONLWNTS PGE,THANKS	Cancellation Request	2/4/13 XOOM received a drop request from the customer, PGE has provided a drop effective date of 3/4/13. No further action required.
Xoom	154	1/23/2013	784764874	customer has not receive billing for jan. billing from xoom. please submit charges asap thanks	Bill date 1/10/13 has not billed using ESP. Xoom Energy charges have not been sent with her statement. She was concerned with not having been billed yet and wanted to make sure she still would be with XOOM. Unsure if delay in our system or if we haven't re	Cancellation Request	This customer was impacted by the PGE system error that took place b/t 1/9-1/11 which prevented our charges from appearing on the cust bill, missing charges will appear on the Feb statement and PGE was to notify the impacted customers via an email, please confirm the email was sent. we will follow-up with the cust as well
Blue Spruce	155	1/24/2013	4584358821	CUSTOMER has tried calling Blue Spruce on several different occasions to cancel. They tell him that they dont speak spanish and dont understand him so they are not able to assist him. Customer is upset that they called him in spanish to sign him up but yet they dont have anyone available in spanish to cancel. Customer is requesting to cancel with Blue Spruce. Please review.	P/CUSTOMERPH#XXX-XXX-XXXX SAYS HE HAS TRIED CALLING BLUE SPRUCE ENERGY ON SEVERAL DIFFERENT OCCASIONS TO CANCEL THEY TELL HIM THAT THEY DONT SPEAK SPANISH AND DONT UNDERSTAND HIM SO THEY ARE NOT ABLE TO ASSIST HIM. UPSET THAT THEY CALLED HIM IN SANISHT	Cancellation Request	Disconnect submitted on 1/29/2013. Tried to contact customer today as well as other occasions to respond, no voicemail and no answer.
Blue Spruce	156	1/24/2013	696870847	Customer has attempted to contact Blue Spruce with no luck. Customer would like to cancel service with Blue Spruce.	CUSTOMER states he has attempted to contact United Energy several times to cancel service with them, but he gets told their in a meeting and unable to assist him at that time, he is requesting PG&E assistance in cancelling DA.	Cancellation Request	Disconnect submitted on 1/29/2013. Have tried returning the customer's messages several times, no answer.
Blue Spruce	157	1/24/2013	888220541	Customer has been calling since December trying to cancel. Customer was not aware he was signing up for Blue Spruce.	CUSTOMER SAID THAT HE RECEIVED A PHONE CALL IN DEC. SAYING THAT PGE WOULD GIVE HIM ADDITIONAL DISCOUNT. COR WAS NOT AWARE THAT HE WAS SIGNING UP FOR TIGER ENERGY. COR WANTS TO BE REMOVED FROM TIGER AND BE PLACED AS PGE CUSTOMER, COR DID CALL DA AND IS YET TO	Unauthorized Switch	Contacted customer, he said his complaint is with Tiger. We have no record of this customer in our system.
Blue Spruce	158	1/24/2013	3489530985	Customer would like to cancel and stay with PG&E.	CUSTOMER CALLED TO ADV THAT SHE HAS CANCELED HER CONTRACT WITH SPARK. THEY ADV HER IT WOULD TAKE FROM 15-45 DAYS TO CANCEL. SHE IS VERY UPSET. SHE WAS GIVEN CONF#XXXXXXX FROM SPARK INDICATING CANCELLATION OF SERVICE.	Cancellation Request	Disconnect submitted 1/29/2013.
YEP	159	1/24/2013	1963195305	Customer called North Star gas company to cancel their services, a service rep advised him that he does not have services with them nor do they service in California. Please review and contact customer. Customer wanting to cancel north star gas company.	P/CUSTOMERPH#XXX-XXX-XXXX HE CALLED NORTH STAR GAS COMPANY TO CANCEL THEIR SERVICES, A SERVICE REP ADVISED HIM THAT HE DOES NOT HAVE SERVICES WITH THEM NOR DO THEY SERVICE CALIFORNIA. PLEASE REVIEW. CUSTOMER WANTING TO CANCEL NORTH STAR GAS COMPANY. THANKS.	Cancellation Request	YEP submitted a drop dsr on 1/28/2013 and confirmed by PG&E on 1/30/2013
Tiger	160	1/24/2013	888220541	customer does not want tiger and states he feels they lied to him. would like all fees retr'd.	CUSTOMER SAID THAT HE RECEIVED A PHONE CALL IN DEC. SAYING THAT PGE WOULD GIVE HIM ADDITIONAL DISCOUNT. COR WAS NOT AWARE THAT HE WAS SIGNING UP FOR TIGER ENERGY. CUSTOMER WANTS TO BE REMOVED FROM TIGER AND BE PLACED AS PGE CUSTOMER, COR DID CALL DA AND IS YET TO	Unauthorized Switch	Contacted customer, he said his complaint is with Tiger. We have no record of this customer in our system.
Tiger	161	1/24/2013	1029622164	customer called to cancel pending sa w/tiger natural gas. customer adv that the service with tiger natural gas was stopped. customer does not want to pay the charges and wishes to be followed up with promptly. customer would like to be retr'd says spoke to a casey duck and said it would be cancelled.	CUSTOMER CALLED TO CANCEL PENDING SA W/TIGER NATURAL GAS. CUSTOMER ADV THAT THE SERVICE WITH TIGER NATURAL GAS WAS STOPPED. CUSTOMER DOES NOT WANT TO PAY THE CHARGES AND WISHES TO BE FOLLOWED UP WITH PROMPTLY. PLEASE INVESTIGATE.	Cancellation Request	A Tiger Representative has notified the customer that the account is being returned to PG&E supply.
Vista	162	1/24/2013	3434873097	CUSTOMER called to adv that she has called vista to cancel her contract but that she was advised by vista that it can take 15-45 days. she is upset that it's going take so long.	CUSTOMER CALLED TO ADV THAT SHE HAS CALLED VISTA TO CANCEL HER CONTRACT BUT THAT SHE WAS ADVISED BY VISTA THAT IT CAN TAKE 15-45 DAYS. SHE IS UPSET THAT IT'S GOING TAKE SO LONG.	Cancellation Request	Account Terminated Per customer Request on 1/24/2013 PGE replied on 1/27/2013.
Vista	163	1/24/2013	2359054308	customer has tried to contact vista with no luck. would like to cancel their service.	CUSTOMER, XXX-XXX-XXXX, CUST HAS TRIED CONTACTING VISTA ENERGY FOR THE PAST 2 MONTHS AND SHE HAS NOT BEEN ABLE TO SPEAK TO A REP FROM THAT COMPANY TO CANCEL SERVICE WITH THEM, SHE HAS LEFT MESSAGES AND THEY HAVENT CALLED HER BACK. OFFERED CUST CPUC	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Vista	164	1/24/2013	8574875731	vista telemarketer advised customer they were a pg&e employee; CUSTOMER (XXX) XXX-XXXX; customer states vista employee posted as pge rep & advsd her she was signing up for a discount on her pge bill; customer states noticed change but until now was able to call; only reason she made change is because she thought it was an additional discount provided by pge; thank you	Vista telemarketer advsd customer they were a PG&E employee; CUSTOMER (XXX) XXX-XXXX; customer states vista employee posted as pge rep & advsd her she was signing up for a discount on her pge bill; customer states noticed change but until now was able	Unauthorized Switch	Account Terminated Per customer Request on 1/24/2013 PGE replied on 1/27/2013. We do not have any telecom activity at the moment.
Vista	165	1/24/2013	2693280564	CUSTOMER would like to cancel vista and return to pge gas. he has left a cancel msg with vista on an answer machine & has not been called back by vista.	CUSTOMER would like to cancel VISTA and return to PGE gas. He has left a cancel msg with VISTA ON AN answer machine & has not been called back by VISTA. Thank you .	Cancellation Request	Account Terminated Per customer Request on 1/25/2013 awaiting PGE reply
Xoom	166	1/24/2013	written request	customer wishes to cancel contract with xoom	written request	Cancellation Request	2/13/13: XOOM will contact the customer to validate the drop request and process accordingly. Request# XXXXXX 2/21 Updates: We have made 3 attempts to contact this customer, our efforts have been unsuccessful 2/13, 2/14 phone calls & 2/15 email sent to the customer. No further action required by XOOM Energy. Waiting cust to return our calls.
Blue Spruce	167	1/25/13	5063968518	Customer didn't know she was signing up for another company, thought it was pge. Customer upset and would like to remain with pge.	FUR PHONE SPANISH CUSTOMER XXX-XXX-XXXX 8:10AM IF NO ANSWER SHE WOULD LIKE US TO LEAVE VOICEMAIL; M COR UPSET BC SHE HAS TRIED CALLING BLUE SPRUCE AND NO ONE ANSWERS AND NOW SHE ALSO HAS VISTA PENDING ON ACCT. SHE IS VERY UPSET BC SHE DID NOT KNOW SHE WAS SIGN	Cancellation Request	Disconnect was submitted by Deirdre on 1/25/2012 per customer request. Customer was contacted at the time.
Blue Spruce	168	1/25/2013	7438051507	Customer CUSTOMER had tried calling blue spruce energy on several different occasions and an answering machines advises to leave a message. She leaves a message for the spanish line and no one returns her call. She wants to cancel services with blue spruce energy.	P/CUSTOMER HAD TRIED CALLING BLUE SPRUCE ENERGY ON SEVERAL DIFFERENT OCCASIONS AND AN ANSWERING MACHINES ADVISES TO LEAVE A MESSAGE. SHE LEAVES A MESSAGE FOR THE SPANISH LINE AND NO ONE RETURNS HER CALL. SHE WANTS TO CANCEL SERVICES WITH BLUE SPRUCE ENERGY	Cancellation Request	Disconnect submitted 1/16/2013.
Commerce	169	1/25/2013	7801223267	CUSTOMER called to say she contacted DA provider on 1/24 to let them know she does not want to change after all; she wants to stay with PG&E as her provider. customer stated that she had to leave a message for them as they did not answer and she got a recording; she wants to be sure that she is not charged	CUSTOMER called to say she contacted DA provider on 1/24 to let them know she does not want to change after all; she wants to stay with PG&E as her provider. customer stated that she had to leave a message for them as they did not answer and she got a recording;	Cancellation Request	Tried reaching customer to speak about cancellation. Customer did not answer. A "No Contact" letter will be mailed out to the customer so they can contact us at their convenience. Drop has been sent out to the utility.
Glacial	170	1/25/2013	7148622633	customer CUSTOMER and CUSTOMER calling in regards to having signed up with glacial energy; customer has been unsuccessful contacting glacial in regards to wanting to return to pge. customer has not heard back from glacial. customer requesting help from pge to be able to return to pge. customer has 3 days to cancel and still unable to get through to glacial, phone provided by customer for glacial is XXX-XXX-XXXX	CUSTOMER CUSTOMER AND CUSTOMER CALLING IN REGARDS TO HAVING SIGNED UP WITH GLACIAL ENERGY; CUSTOMER HAS BEEN UNSUCCESSFUL CONTACTING GLACIAL IN REGARDS TO WANTING TO RETURN TO PGE. CUSTOMER HAS NOT HEARD BACK FROM GLACIAL. CUSTOMER REQUESTING HELP FROM PG&E TO BE AB	Unauthorized Switch	Our records show only one attempt to contact Glacial's customer care line on 1-25-2013, in which Tami Christel spoke to a representative and the drop on her account was submitted that day.
YEP	171	1/25/2013	2825564242	Customer states he called North Star Gas to cancel back in Dec 2012. Customer wants a credit the amount he has paid to company because he canceled with them and they are still charging him for the gas usage. Please investigate and contact the customer.	CUSTOMER, PHONE# XXX-XXX-XXXX, CUST STATES HE CALLED CTA COMPANY TO CANCEL BACK IN DEC 2012. CUST WANTS A CREDIT FRM THE AMT HE HAS PD TO COMPANY BECAUSE HE CANCELED WITH THEM AND THEY ARE STILL CHARGING HIM FOR THE GAS USAGE. ADV CUST HE WOULD NEE	Cancellation Request	YEP submitted a drop dsr on 1/25/2013 and confirmed by PG&E on 1/26/2013
YEP	172	1/25/2013	162528428	Customer states that North Star lied to him. Customer says that they offered him a discount. After 2 months it went up and they said it was explained but he was led to believe it would always be a 10-15 % savings.	STATES THAT NORTH STAR LIED TO HIM. SAYS THAT THEY OFFERED HIM A DISCOUNT. AFTER 2 MONTHS IT WENT UP AND THEY SAID IT WAS EXPLAINED BUT HE WAS LED TO BELIEVE IT WOULD ALWAYS BE A 10-15 % SAVINGS.	Questionable Solicitation Activity	YEP submitted a drop dsr on 1/25/2013 and confirmed by PG&E on 1/26/2013

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2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
YEP	173	1/25/2013	7384545175	Customer does not want have service with North Star. Customer wants to return to PG&E.	CUSTOMER STATED SHE REQ TO BE REM FROM VISTA AND BACK W/PG&E AS BUNDLED CUSTOMER. I SHOW EFFECTIVE DATE FOR NORTH STAR TO BEGIN ON 10/01/13? PLEASE ADVISE CUSTOMER WHATS STEPS TO TAKE.	Cancellation Request	YEP submitted a drop dasr on 1/28/2013 and confirmed by PG&E on 1/30/2013
Seminole	174	1/25/2013	68675555	Customer received a switch notification letter. Customer indicated he did not authorize switch, feels was slammed by 3rd party rep. Customer request disconnect wants to return back to PG&E.	CUST ADV'D REC'D LETTER OF 6 SVC PROVIDER CHANGE. CUST INDICATED HE DID NOT AUTHORIZE SWITCH, FEELS WAS SLAMMED BY 3RD PARTY REP. PLEASE REMOVE ANY DA OR CTA FROM ACCT.	Unauthorized Switch	Seminole and customer executed a signed agreement for service. The customer later felt uncomfortable about being under contract. Seminole is returning the customer to PG&E and waiving the \$100 early cancellation fee because customer has not yet started service.
Vista	175	1/25/2013	3716318439	customer wants to discontinue vista on his account	CUSTOMER WOULD LIKE TO DISCONTINUE VISTA FROM HIS ACCT. PLEASE CANCEL ASAP.	Cancellation Request	Account Terminated Per customer Request on 1/25/2013 awaiting PGE reply
Vista	176	1/25/2013	9293692266	customer wants to terminate vista	Customer requests termination WITH VISTA	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Vista	177	1/25/2013	7384545175	customer trying to return back to pge f/s. no longer wants CTAs	CUSTOMER STATED SHE REQ TO BE REM FROM VISTA AND BACK W/PG&E AS BUNDLED CUSTOMER. I SHOW EFFECTIVE DATE FOR NORTH STAR TO BEGIN ON 10/01/13? PLEASE ADVISE CUSTOMER WHATS STEPS TO TAKE.	Cancellation Request	YEP submitted a drop dasr on 1/28/2013 and confirmed by PG&E on 1/30/2013
Vista	178	1/25/2013	3761582884	customer would like to return to pge f/s	PER CUSTOMER HAS CALLED VISTA 4X TO CANCEL BUT KEEPS GETTING A VOICEMAIL, THEY WOULD LIKE TO RETURN BACK TO PGE BUT HAVE BEEN UNSUCCESSFUL	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Vista	179	1/25/2013	1295332073	customer would like to cancel vista, feels misled. They want to return to pge	ACCT # XXXXXXXXXX, PHONE # XXX-XXX-XXXX, CUST HAS TRIED CONTACTING VISTA ENERGY TO CANCEL SERVICE WITH THEM. CUST STATES SHE HAS NOT RECEIVED AN ANSWER FROM THAT COMPANY. IT DIRECTS HER TO LEAVE A VM. ADV CUST IN ORDER TO CANCEL SERVICE WITH VISTA ENERGY	Cancellation Request	Account Terminated Per customer Request on 1/28/2013.
Spark	180	1/25/2013	7438051507	customer would like to cancel spark and remain with pge	P/CUSTOMER HAD TRIED CALLING BLUE SPRUCE ENERGY ON SEVERAL DIFFERENT OCCASIONS AND AN ANSWERING MACHINES ADVISES TO LEAVE A MESSAGE. SHE LEAVES A MESSAGE FOR THE SPANISH LINE AND NO ONE RETURNS HER CALL. SHE WANTS TO CANCEL SERVICES WITH BLUE SPRUCE ENERGY	Cancellation Request	Disconnect submitted 1/16/2013.
Xoom	181	1/25/2013	896023431	xoom called customer stating she owes them a balance. I show the account when closed is \$0. please contact customer and resolve.	CUSTOMER IS CALLING BECAUSE XOOM KEEPS CALLING HER IN REGARDS TO A BAL THAT THEY SAY SHE OWES. CUST PGE ACCOUNT SHOWS A CREDIT. XOOMS SAYS SHE OWES 7.63 + 5.98. SHOW THAT FOR THE DA XOOM I SHOW THE 7.63 NOT A CREDIT ON THE ACCOUNT BUT AS AN ACTUAL BALANCE.	Cancellation Request	We show an outstanding payment of \$5.98, for bill period of 11/7-11/30... please confirm this payment is resolved. Last payment received 2/11/13 \$7.63
Vista	182	1/26/2013	9309293249	customer did not understand vista was another company and wishes to switch back	CUSTOMER SAID SHE DID NOT UNDERSTAND THAT SHE WAS MOVING TO ANOTHER COMPANY WHEN SHE SIGNED UP FOR VISTA-- SHE THOUGHT IT WAS A PART OF PGE. SHE WANTS TO SWITCH BACK.	Unauthorized Switch	Terminated on 2/7/2013
Vista	183	1/26/2013	5947893765	customer tried to contact vista with no luck, would like to return to pge	customer tried to contact vista with no luck, would like to return to pge	Cancellation Request	Terminated on 2/7/2013
Vista	184	1/27/2013	1761676389	customer has tried to call and cancel with no response, would like to return to pge.	customer has tried to call and cancel with no response. would like to return to pge.	Cancellation Request	Customer called and terminated on 1/29/2013, PGE confirmed on 2/1/2013
Glacial	185	1/28/2013	6592400112	customer wants to cancel glacial	CUSTOMER WANTS TO CONFIRM TO TAKE OFF GLACIER FROM THIS ACCT. DOES NOT LIKE WANT TO START SERVICES WITH THEM AND REMAIN WITH PGE. CST HAS ALREADY TOLD GLACIER AND NOTIFIED THEM	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PGE bundled service
Spark	186	1/28/2013	7552568020	Customer would like to cancel spark service	FUR PHONE SPANISH (XXX) XXX-XXX-XXXX: REQ HELP IN RETURN TO PG&E; COR STATES SHE HAS CALLED 2X 1/25 & 1/28 & VISTA HAS TOLD HER SHE NEEDS TO WAIT 45 DAYS BEFORE CANCEL SHE SAID THEY STATED IT WAS A PG&E REQUIREMENT; I ADV HER SHE CAN CANCEL ANYTIME SHE	Cancellation Request	Spark Energy has contacted CUSTOMER to confirm the cancellation request on her account, as her service is pending activation with Spark Energy. CUSTOMER indicated she is aware service is not yet active with Spark Energy but would still like to cancel her enrollment, as she has decided to stay with PG&E. A cancellation request of her enrollment has been submitted and service should not become effective with Spark Energy.
Spark	187	1/28/2013	4088107258	Customer didn't realize he was transferring to a new company, thought he was going to get a discount. would like to cancel asap.	CUSTOMER called stating he has canceled spark. he did not realize he was going to change to them. they did not fully disclose all info to him. he is senior citizen. he thought he was going to get a discount. he wants to make sure they are removed from his ac	Questionable Solicitation Activity	Spark Energy has verified there is a valid enrollment for service with Spark Energy for CUSTOMER's account, as authorized by CUSTOMER. During the enrollment, the customer was advised that Spark Energy is not PG&E or an affiliate of PG&E but an approved supplier. A cancellation request has been submitted for CUSTOMER's account, and service will resume with PG&E on the customer's next scheduled meter read date, as determined by PG&E. Spark Energy has attempted to contact CUSTOMER to communicate this information but has been unsuccessful.
Spark	188	1/28/2013	4126183468	customer states he never authorized the cta on this account.	NAME: CUSTOMER, PHONE: XXX-XXX-XXXX. CUST IS ADV THAT HE NEVER AUTHORIZED TO HAVE A CTA ON HIS ACCOUNT. I ADV CUST TO CALL CTA DIRECTLY TO RESOLVE. CUST IS ADV THAT HE HAS CALLED SEVERAL TIMES SINCE DEC 2012 TO GET A RESPONSE FROM CTA IN REGARDS TO FEE	Cancellation Request	Spark Energy has verified there is a valid enrollment for CUSTOMER's account as authorized by CUSTOMER on 8/28/2012. During the enrollment the customer was advised that Spark Energy is not PG&E or an affiliate of PG&E but an approved supplier. A cancellation request has been submitted for the customer and service will resume with PG&E on the customer's next scheduled meter read date, as determined by PG&E. Spark Energy has contacted CUSTOMER to communicate this information and he has indicated he is satisfied with this resolution.
Spark	189	1/28/2013	3051393236	customer would like to cancel sparks	PHONE FUR SPANISH CUSTOMER XXX-XXX-XXXX: COR NOTES BACK IN NOV THAT HE CANCEL W/SPARKS; SPARKS STILL CHARGING HIM. CUSTOMER REQ FOR PG&E TO HELP AND RETURN HIM BACK TO PG&E. THANK YOU	Cancellation Request	DUPLICATE
Blue Spruce	190	1/28/2013	1614698811	2nd call customer called uet dba Blue Spruce energy services to cancel service with them and return back to pge but customer only speaks Spanish and they have tried getting a translator and they hung up him he's tried contacting them back but they don't answer.	2ND CALL CUST CALLED UET dba Blue Spruce Energy Services TO CANCEL SERV WITH THEM AND RETURN BACK TO PG&E BUT CUST ONLY SPEAKS SPANISH AND THEY TRIED GETTING A TRANSLATOR AND THEY HUNG UP HIM HE'S TRIED CONTACTING THEM BACK BUT THEY DONT ANSWER.	Cancellation Request	Disconnected 2/20/13 by NAME
Blue Spruce	191	1/28/2013	2716831712	CUSTOMER stated that he has made several attempts to contact Blue Spruce to remove himself from there service and has been unsuccessful. Customer wants to return back to pge asap	CUSTOMER STATED THAT HE HAS MADE SEVERAL ATPTS TO CONTACT BLUE SPRUCE TO REMOVE HIMSELF FROM THERE SERVICE AND HAS BEEN UNSUCS//PLS REMOVE FROM BLUE	Cancellation Request	Disconnected 2/20/13 by NAME
Vista	192	1/28/2013	9196699471	customer advise they have never auth this switch... does not want vista's services and never asked to be switched over. customer would like vista removed asap is not willing to pay for this service due to they didn't not auth this. cancel switch customer wants to remain with pge only...contact customer with resolution thanks.	customer wants to remain with bundled PGE service; does not want initiate SA with CTA Vista Energy; has tried to call CTA but does not get resolution for request; please insure customer remains bundled with PGE Enrique Jauriqui, SA # XXXXXXXXXX	Cancellation Request	Terminated on 2/7/2013
Vista	193	1/28/13	3886930934	customer tired to contact esp with no luck. would like to cancel	CUSTOMER IS TRYING TO CALL XXX-XXX-XXXX TO CANCEL SERVICE. SHE SAYS THE NUMBER CONTINUES TO DISCONNECT. CUSTOMER HAS BEEN WITH VISTA LESS THAN 12 MONTHS. PLEASE VERIFY CONTACT PHONE NUMBER FOR VISTA IS STILL GOOD. THANK YOU	Cancellation Request	Terminated on 1/28/2013, PGE confirmed on 1/31/2013
Vista	194	1/28/2013	9309894824	customer has tried to contact vista with no luck. wants to drop them.	PER CUSTOMER KEEPS CALLING VISTA ENERGY AND KEEPS GETTING VOICEMAILS SHE SAYS HAS BEEN CALLING ALL DAY USING PHONE # THATS ON HER BILL. WANTS TO DROP THEM	Cancellation Request	Customer called and terminated on 1/29/2013, PGE confirmed on 2/1/2013
Vista	195	1/28/2013	6385537351	customer tried to contact vista with no luck and wants to cancel. elderly lady and feels misled and is angry	CUSTOMER STATES SHE TRIED TO CONTACT VISTA TO CANCEL HER PENDING START DATED 2/20/13 BUT WAS NOT ABLE TO GET HOLD OF ANY ONE - SENIOR CITIZEN SAYS SHE WAS MISLEAD AND IS ANGRY, DOES NOT WANT TO BE REMOVED FROM PGE GAS PLEASE CONTACT HER	Cancellation Request	Terminated on 2/7/2013
North Star(Yepene)	196	1/28/2013	9076521602	Customer never authorized switch to YEP energy. She wants the gas service only from pge and wants yep energy removed from her account asap. Thanks	CUSTOMER DOES NOT RECALL ADDING NORTH STAR GAS COMPANY TO ACCT CUST CALLED NORTH STAR AND THEY TOLD HER THERE IS NO ACCT IN THERE SYSTEM WITH HER NAME CUST WOULD LIKE TO KNOW HOW THIS COMPANY GOT ADDED ON. PLEASE CONTACT CUST	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	197	1/28/2013	6040781357	Customer wants to cancel service with YEP energy asap and return back to pge. Please contact customer with resolution	Customer calling to terminate CTA NORTH STAR / YEP DA PROVIDER. NUMBER THEY ATTEMPT TO CALL LEADS THEM DIRECTLY TO A LOCKSMITH COMPANY. THE NUMBER THEY ARE CALLING 1-XXX-XXX-XXXX, WHICH IS SAME NUMBER WE HAVE ON THE BILL/WEBSITE. CUSTOMER DENIES EVER HAVI	Cancellation Request	esp resolution- YEP submitted a drop dasr on 2/18/2013 and confirmed by PG&E on 2/21/2013
Commerce	198	1/28/2013	9295036757	customer did not auth this switch wants to cancel this switch and wants to remain with pge only. please cancel asap thanks	CUSTOMER, XXX-XXX-XXXX. SPRUCE ENERGY (UNITED ENERGY TRADING) DID NOT RESOLVE ISSUE. DEBRA CALLED REGARDING HER ACCOUNT BECAUSE SHE HAS TRIED TO GET A HOLD OF SPRUCE ENERGY FOR A FEW DAYS AND HAS LEFT MESSAGES FOR THEM. SHE HAS NOT HEARD ANYTHING BACK AND CA	Cancellation Request	Account has not and will not flow on the CE program. Drop submitted against enrollment pending for November of 2013. Left voice messages for CUSTOMER to call with any further questions or concerns and sent No Contact Letter. CE confirmed that we received the enrollment request from CUSTOMER and that the TPV call was placed from her home land-line phone number.
Commerce	199	1/28/2013	5610321839	customer called esp 5xs with no luck. Wishes to stay with pge	CUSTOMER :spnsh XXX-XXX-XXXX; Commerce: Esp: Customer cldd 5 times to esp and req to cancel, he did not authorize change but still received letter confirming change as of 02/08/2013	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service

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2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	200	1/28/2013	8296499590	customer would like to cancel and return to pge	PER CUSTOMER CALLED Commerce Energy ON FRIDAY 01/25/13 PER CUSTOMER TO CANCEL PENDING START AS OF 01/25/13. SHE WOULD LIKE TO MAKE SURE SHE DOES NOT RECEIVE ANY CHARGES FROM COMMERCE.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Tiger	201	1/28/2013	2874265806	customer contacted tiger to cancel and tiger told to contact pge and cancel. Please resolve	CUSTOMER IS requesting the cancel to Tiger Gas and return to PGE gas. She said she contacted Tiger gas to cancel & well, but the company told her to contact PGE. She is requesting a return phn call.	Cancellation Request	The customer's account has been dropped. One of our internal customer service representatives contacted the customer and informed her of her account's status. We believe the customer may have initially spoken with an independent sales agent that brought the contract to Tiger and misunderstood her request. Tiger Natural Gas encourages all customers to call our offices directly for any cancellation requests. In addition, we strongly advise our independent sales agents to refer customer cancellation requests directly to our offices.
Blue Spruce	202	1/29/13	5607253514	CUSTOMER was not aware that her service was transferred ove to 3rd party and she wants to have this removed as soon as possible. Customer has contacted Blue Spruce energy and was unable to reach them. Customer wants to be contacted as soon as disconnect is sent.	CUSTOMER was not aware that her service was transferred ove to 3rd party and wants to have this removed as soon as pos. CUSTOMER has contacted blue spruce energy and was unable to reach them. cor wants to be contacted as soon as da is removed.	Unauthorized Switch	Disconnected by NAME on 2/20/13 and NAME called and left a msg explaining the switch process.
Blue Spruce	203	1/29/2013	4362206	CUSTOMER called and has left 3 messages to united to disconnect - as of 01/29/2013. Request to disconnect and contact the customer to inform.	CUSTOMER CALLED AND HAS LEFT 3 MESSAGES TO UNITED TO UNENROLL - AS OF 01/29/2013 DID ADVISE TO CONTACT THEM AND SINCE NO REPLY FROM UNITED AM SENDING CASE - PLEASE HELP EXPIDITE THIS SINCE SHE HAS HAD NO LUCK GETTING AHEAD OF THEM OR ANY CALLBACKS.	Cancellation Request	Disconnect request submitted 1/31/13 by CSS. Accepted by PGE on 2/1/13 with switch date of 2/21/13.
Blue Spruce	204	1/29/2013	3415316851	Customer stated Blue Spruce posed as pge. Customer request to return back to PG&E bundled services.	United energy trade telemarketer advised customer they were a PG&E employee. CUSTOMER: Contact phone XXX-XXX-XXXX; customer states telemarketer advsd her she would be getting an additional discount from pge and passed as a pge employee. thank you	Questionable Solicitation Activity	Disconnected by NAME on 2/20/13.
Glacial	205	1/29/2013	118331645	customer wants to cancel esp. says rep came to his home and id'd himself as pge ee, had a badge with pic and pge logo. Customer is requesting to stop seminole energy services	customer wants to cancel esp. says rep came to his home and id'd himself as pge ee, had a badge with pic and pge logo.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Seminole	206	1/29/2013	2690181347	sa#XXXXXXXXXXXX but has not been able to reach them. she has been trying to reach them for over two weeks. customer wants to return to pge.	CUSTOMER IS REQUESTING TO STOP SEMINOLE ENERGY SERVICES SA#XXXXXXXXXXXX BUT HAS NOT BEEN ABLE TO REACH THEM. SHE HAS BEEN TRYING TO REACH THEM FOR OVER TWO WEEKS. CUSTOMER WANTS TO RETURN TO PG&E.	Cancellation Request	esp resolution- Seminole has tried to get in contact with this customer but so far have been unsuccessful. We will honor their request to cancel service and waive the \$100 cancellation fee. Disconnect date is 3/21/2013
Vista	207	1/29/2013	4056980673	CUSTOMER is calling and says that she is complaining about the vista and wanted to be removed from vista. says that she has left several messages but has not received any calls back to release her from the contracts. say that she was told she could do month to month contract. advs to call cta and says that has not get a call back	CUSTOMER IS CALLING AND SAYS THAT SHE IS COMPLAINING ABOUT THE VISTA AND WANTED TO BE REMOVED FROM VISTA. SAYS THAT SHE HAS LEFT SEVERAL MESSAGES BUT HAS NOT RECEIVED ANY CALLS BACK TO RELEASE HER FROM THE CONTRACTS. SAY THAT SHE WAS TOLD SHE COULD DO	Cancellation Request	Terminated on 2/7/2013
Vista	208	1/29/2013	9485132490	CUSTOMER:XXX-XXX-XXXX. CUSTOMER sts when a vista rep came to his home early dec they told him they were w/ pge and promising discounts;sd he called vista that same day to cancel and was told it will be taken care of; just never heard anything else until he got 01-23-13 showing vista charges; please investigate	CUSTOMER:XXX-XXX-XXXX; CUSTOMER STS WHEN A VISTA REP CAME TO HIS HOME EARLY DEC THEY TOLD HIM THEY WERE W/ PGE AND PROMISING DISCOUNTS; SHE CALLED VISTA THAT SAME DAY TO CANCEL AND WAS TOLD IT WILL BE TAKEN CARE OF; CUST NEVER HEARD ANYTHING ELSE UNT	Unauthorized Switch	Customer called and terminated on 1/30/2013, PGE confirmed on 2/2/2013
Vista	209	1/29/2013	4072637553	customer states she contacted esp and would like to cancel and return to pge. spanish speaking	VISTA ENERGY DID NOT RESOLVE SITUATION. P/ CUSTOMER STATES SHE HAS CONTACTED VISTA AND HAS BEEN TOLD THERE IS NO ONE TO HELP HER IN SPANISH. SHE WOULD LIKE TO CANCEL VISTA ENERGY. PLEASE INVESTIGATE AND CANCEL. THANK YOU. SEL-NAME	Cancellation Request	Terminated on 2/7/2013
Vista	210	1/29/2013	4822128042	customer would like to cancel vista. has tried to contact but no answer from vista	PRINCESS WANTING TO CANCEL SA WITH VISTA ENERGY, SHE SAID THAT SHE TRIED TO CONTACT THEM BUT THERE IS NEVER AN ANSWER. PLEASE ASSIST.	Cancellation Request	Terminated on 2/7/2013
Vista	211	1/29/2013	5489744260	cust says called vista last month to cancel sa cust says when called vista was given reference number of XXXXXXX spoke with NAME ext #XXX, cust also says did not authorize switch in the first place, please stop da sa if possible	CUST SAYS CALLED VISTA LAST MONTH TO CANCEL SA CUST SAYS WHEN CALLED VISTA WAS GIVEN REFERENCE NUMBER OF XXXXXXX SPOKE WITH NAME EXT #XXX, CUST ALSO SAYS DID NOT AUTHORIZE SWITCH IN THE FIRST PLACE, PLEASE STOP DA SA IF POSSIBLE	Cancellation Request	Terminated on 2/7/2013
Vista	212	1/29/2013	7231878273	customer did not want vista and has tried to cancel but was still switched. wants to cancel asap	customer CUSTOMER is requesting we REMOVE the DA that's listed on their account #XXXXXXXX (VISTA ENERGY MARKETING LP) because she's stating that she never agreed to having VISTA as their GAS PROVIDER. CUSTOMER states that she received a letter from PG&E	Unauthorized Switch	Terminated on 2/7/2013
Vista	213	1/29/2013	3561901088	CUSTOMER has tried to contact vista to cancel her sa with them. when she calls they tell her that they have no spanish reps & they cant help her. she wants to return to pge	CUSTOMER HAS TRIED TO CONTACT VISTA TO CANCEL HER SA WITH THEM. WHEN SHE CALLS THEY TELL HER THAT THEY HAVE NO SPANISH REPS & THEY CANT HELP HER. SHE WANTS TO RETURN TO PG&E	Cancellation Request	Customer called and terminated on 2/4/2013, PGE confirmed on 2/7/2013
Vista	214	1/29/2013	4375473615	customer says she didn't authorize vista, she wants to return to pge	CUSTOMER called regarding vista states they she didnt authorize vista and has tried calling them but no one answers. she wants acct returned to pge. Vista Energy, CTA, SA Ref ID : XXXXXXXX	Cancellation Request	Terminated on 2/7/2013
Vista	215	1/29/2013	7086570350	CUSTOMER req our help states she has called vista & they adv they don't have spanish speakers that someone will contact her back in 10min & no one calls back. CUSTOMER req to return to pge.	FUR PHONE SPANISH CUSTOMER XXX-XXX-XXXX CUSTOMER REQ OUR HELP STATES SHE HAS CALLED VISTA & THEY ADV THEY DONT HAVE SPANISH SPEAKERS THAT SOMEONE WILL CONTACT HER BACK IN 10MIN & NO ONE CALLS BACK. CUSTOMER REQ TO RETURN TO PG&E. THANK YOU	Cancellation Request	Terminated on 2/7/2013
Ambit	216	1/29/2013	9216713924	CUSTOMER called about letter received advising of 3rd party gas provider, she says she has been contacted about 3rd party but has never given authorization or info to this other company she is very angry and does not want to change to ambit california lic per her pending sa. please resolve	CUSTOMER CALLED ABOUT LETTER RECEIVED ADVISING OF 3RD PARTY GAS PROVIDER, SHE SAYS SHE HAS BEEN CONTACTED ABOUT 3RD PARTY BUT HAS NEVER GIVEN AUTHORIZATION OR INFO TO THIS OTHER COMPANY SHE IS VERY ANGRY AND DOES NOT WANT TO CHANGE TO AMBIT CALIFORNIA LIC	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Tiger	217	1/29/2013	written request	customer wishes to cancel tiger	written request	Cancellation Request	This account is being dropped. One of our internal customer service representatives contacted the customer and informed her of her account's status.
Glacial	218	1/30/2013	6380204488	customer states does not want a 3rd party, has tried to contact esp to cancel	CUSTOMER SAID THAT SHE DOES NOT WANT A THIRD PARTY PROVIDER, STATED SHE HAS CALLED GLACIAL NATURAL GAS THREE TIMES ALREADY TO CANCEL. PLEASE REVIEW AND MAKE SURE CUSTOMER WILL DEFAULT TO PG&E AS PROVIDER	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	219	1/30/2013	2070870749	Customer just got back from the hospital from having a stroke. Customer never remembers signing up with yep/ north star and he is already being charged by them. has never heard of them at all and is upset that he is paying extra for them.	CUSTOMER just got back from the hospital from having a stroke. CUSTOMER never remembers signing up with YEP/ North Star and he is already being charged by them. Has never heard of them at all and is upset that he is paying extra for them.	Cancellation Request	esp resolution - YEP submitted a drop dasr on 2/18/2013 and confirmed by PG&E on 2/21/2013
North Star(Yepene)	220	1/30/2013	978908468	would like to remain with pge. does not want a cta	CUSTOMER CANCELLED VISTA IN NOV AND IT IS STILL ON THE BILL, YEP IS ALSO LISTED AS HAVING A PENDING SA. CUST DOES NOT WANT CTA AND DID NOT UNDERSTAND WHAT THEY WERE SIGNING. SPANISH SPEAKING ONLY. PLS CONTACT AND INVESTIGATE. SPOKE TO DAUGHTER - NAME	Unauthorized Switch	Customer called and terminated on 1/31/2013, PGE confirmed on 2/5/2013
Spark	221	1/30/2013	5954710553	spanish-spark did not cancel per customers request	CUSTOMER/XXX-XXX-XXXX/SPARK ENERGY DID NOT SOLVE ISSUE OF CANCELING / CORSTATES THAT WHEN HE CALLED SPARK ENERGY, THEY TOLD HIM TO CONTACT PGE/ HE IS A LOW SPANISH SPEAKER/	Cancellation Request	Our records show that CUSTOMER contacted Spark Energy on 2/13/2013 to request a cancellation of his account. At that time, a cancellation request was submitted and service is now scheduled to resume with PG&E on 3/11/2013, as determined by PG&E. Spark Energy has attempted to contact CUSTOMER but has been unsuccessful.
Vista	222	1/30/2013	43955416	says she has called vista energy 3-4 times, not getting thru - would like to discontinue svc with them. XXXXXXXXsa	says she has called vista energy 3-4 times, not getting thru - would like to discontinue svc with them. XXXXXXXXSA	Cancellation Request	Terminated on 2/7/2013
Vista	223	1/30/2013	4686580396	customer states she did not authorize vista on her account. wants to cancel	SA VISTA STARTED 11/21/12 CUST STATES SHE DID NOT AUTHORIZE THE CHANGE TO VISTA. CUST STATES SHE CALLED IN PRIOR TO CANCEL SA WITH PGE AND VISTA. CUST VERY ANGRY THAT NOW SHE IS SEEING CHARGES WHEN SHE THOUGHT IT WAS ALREADY CANCELLED. SHE CALLED VISTA WH	Unauthorized Switch	Terminated on 2/7/2013
Vista	224	1/30/2013	516472211	CUSTOMER stated a rep went to her house stating that her gas was going to increase & that she needed to sign her name on an applications so that her gas rates wouldnt increase. she was never told by the rep that he was with a 3rd party	CUSTOMER stated a rep went to her house stating that her gas was going to increase & that she needed to sign her name on an applications so that her gas rates wouldnt increase. she was never told by the rep that he was with a 3rd party	Questionable Solicitation Activity	Terminated on 2/7/2013

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	225	1/30/2013	2152171249	CUSTOMER indicates that she was switched to vista w/out her knowledge... she does not recall switching to vista. adv cor to call vista to get more info and to cancel	SLAMMING- CUSTOMER indicates that she was switched to vista w/out her knowledge... she does not recall switching to vista. adv CUSTOMER to call vista to get more info and to cancel... please call CUSTOMER, she is upset.	Questionable Solicitation Activity	Customer called and terminated on 1/31/2013, PGE confirmed on 2/6/2013
Vista	226	1/30/2013	6171038105	vista representative represented themselves as pge employee- does not want to be enrolled in vista. NAME believes that CUSTOMER was misled due to his limited english comprehension. p/sal jr, the s/a id was taken by the agent and they have a yellow paper/receipt.	p/CUSTOMER, Vista representative represented themselves as PGE employee- does not want to be enrolled in Vista. NAME believes that CUSTOMER was misled due to his limited English comprehension. p/NAME, the S/A ID was taken by the agent and they have	Questionable Solicitation Activity	Cannot locate acct with this said or phone number
Vista	227	1/30/2013	written request	customer would like to cancel vista and return to pge	written request	Cancellation Request	Terminated on 2/7/2013
Vista	228	1/30/2013	978908468	CUSTOMER cancelled vista in nov and it is still on the bill. yep is also listed as having a pending sa. cust does not want cta and did not understand what they were signing. spanish speaking only. pls contact and investigate. spoke to daughter - NAME	CUSTOMER CANCELLED VISTA IN NOV AND IT IS STILL ON THE BILL. YEP IS ALSO LISTED AS HAVING A PENDING SA. CUST DOES NOT WANT CTA AND DID NOT UNDERSTAND WHAT THEY WERE SIGNING. SPANISH SPEAKING ONLY. PLS CONTACT AND INVESTIGATE. SPOKE TO DAUGHTER - NAME	Unauthorized Switch	Customer called and terminated on 1/31/2013, PGE confirmed on 2/5/2013
Ambit	229	1/30/2013	7531672963	customer wants to be removed from 3rd party adv ambient energy. please resolve	CUSTOMER WANTS TO BE REMOVED FROM 3RD PARTY ADV AMBIENT ENERGY ALREADY/S STILL PENDING FOR 2.21.13	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PGE bundled service
Blue Spruce	230	1/31/2013	2073047199	Customer is disputing switch date. Customer believe that they should have switched back Nov or Dec. Customer would like date to be retro'd. Please contact customer.	CUSTOMER STATES SHE CALLED BLUE SPRUCE 3RD PARTY GAS PROVIDER IN OCTOBER 20012 TO CANCEL WITH THEM. THERE IS A NOTE ON HIS ACCT ON 11/27/12 STATING HE WAS SWITCHED BACK TO BUNDLED SERVICE BUT HE IS STILL BEING CHARGED BY 3RD PARTY GAS PROVIDER	Cancellation Request	Disconnect submitted on 11/26/12 by NAME Accepted by PGE on 11/28/12. Disconnect occurred on 1/17/13 per PGE's system.
Blue Spruce	231	1/31/2013	8455289481	Customer states blue spruce misrepresented their service. Customer reports that Blue Spruce rep stated he was government employee and they would save money. Later customer found out that they are not government and the bill was almost \$2 more. She has tried to call the number and has not been able to get through. Customer wants to complain to CPUC.	CUSTOMER STATES BLUE SPRUCE MISREPRESENTED THEIR SERVICE. REP STATED HE WAS GOVERNMENT EMPLOYEE AND THEY WOULD SAVE MONEY. THEY ARE NOT GOVERNMENT AND THE BILL WAS ALMOST \$2 MORE. SHE HAS TRIED TO CALL THE NUMBER AND HAS NOT BEEN ABLE TO GET THROUGH. HE W	Questionable Solicitation Activity	Disconnect submitted on 1/31/13 by NAME Accepted by PGE on 2/1/13 with switch date of 3/8/13.
Blue Spruce	232	1/31/2013	4394887693	Customer would like to discontinue with blue spruce.	PLEASE CONTACT CUSTOMER WHEN BLUE SPRUCE INFORMS US THEY ARE CANCELLING HER SERVICE. SHE WOULD LIKE CONFIRMATION. THANK YOU.	Cancellation Request	Disconnect submitted on 2/1/13 by NAME Accepted by PGE on 2/5/13 with switch date of 3/15/13.
North Star(Yepene)	233	1/31/2013	3123391839	customer says never authorized switch, never signed up for it and doesn't want it. wants everything to be cancelled, even the charge.	CUSTOMER CALLED STATING SHE NEVER AUTHORIZED TO SWITCH TO NORTH STAR GAS COMPANY. SHE STATED SHE EVEN CALLED PG&E AND INFORMED THAT THEY HAD CALLED HER BUT SHE WANTED IT NOTED THAT SHE DID NOT AUTHORIZE ANY CHANGE ON HER ACCOUNT. ADV HER TO CONTACT	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PGE bundled service
North Star(Yepene)	234	1/31/2013	9277555794	customer does not want yepene on her account	ANGELIQUESTS THAT SHE CALLED YEPENE TO CANCEL THERE SRV. SHE CALLED ON 01-31-2013 TO CANCEL. CUST WANTS TO NOTATE THE ACCT	Cancellation Request	esp resolution - YEP submitted a drop dsr on 1/31/2013 and confirmed by PG&E on 2/1/2013
Vista	235	1/31/2013	3003614575	customer would like to cancel, has tried to contact esp with no luck	Correction needed; per CUSTOMER said tried to call vista to cancel with and has not been able to reach; receives only voice mail: #XXX-XXX-XXXX before 5pm	Cancellation Request	Terminated on 2/7/2013
Vista	236	1/31/2013	6757241819	customer would like to return to pge	CUS WOULD LIKE TO STOP GAS SERVICE AS OF 01/31/13 AND RETURN TO PGE.	Cancellation Request	Customer called and terminated on 1/31/2013, PGE confirmed on 2/5/2013
Vista	237	1/31/2013	6754053239	customer would like to return to pge	CUS WOULD LIKE TO STOP GAS SERVICE AS OF 01/31/13 AND RETURN TO PGE	Cancellation Request	Terminated on 2/7/2013
Vista	238	1/31/2013	6193047488	customer has tried to contact esp to cancel but with no luck would like to return to pge	CUSTOMER has been reaching out to DA (Vista energy) to cancel their company, wants to return to PGE, he has tried numerous times to call, and keeps getting the run around and silent treatment, he wants this taken care of but can not resolve this iss	Cancellation Request	Terminated on 2/7/2013
Vista	239	1/31/2013	449860162	customer states she is receiving "threatening" calls from esp. states she is very ill and calls is going to give her a stroke. Wants to cancel contract with vista	CUSTOMER STATES THAT SHE IS RECEIVING "THREATENING" PHONE CALLS FROM TIGER STILL. CUSTOMER IS VERY UPSET ABOUT THESE CALLS. VISTA AND TIGER TOLD HER THAT THEY ARE NOT RECEIVING HER PAYMENTS. TRACY ALREADY CONTACTED THE CPUC WHICH ADV HER TO CONTACT A LAWYER.	Cancellation Request	Terminated on 2/7/2013
Vista	240	1/31/2013	9854973668	customer does not want to transfer to vista. States girlfriend is not responsible party on account and cannot give authority to change	p/CUSTOMER: Vista sales rep represented himself as PGE employee, unaware girlfriend provided gas S/A number to sales rep. Girlfriend is not fin resp on this account. p/CUSTOMER he does not want to be enrolled in vista. Please advocate.	Unauthorized Switch	Terminated on 2/7/2013
Commerce	241	1/31/2013	7746019665	per written request, customer does not want to switch to Commerce	kana XXXXXXXX From: <E-Mail> To: Commerce Energy Inc, PO Box 460008, Houston TX 77056 Re: CSR NAME, Rep NAME #XXXXXX, CE Account #XXXXXXXXXX	Cancellation Request	The customer's phone number XXX-XXX-XXXX has been added to the "No call list"
Commerce	242	1/31/2013	3003614575	customer would like to return to pge services pls cancel	Per Item 20 of the General Terms and Agreement as supported by Notice of Can Correction needed; per CUSTOMER said tried to call vista to cancel with and has not been able to reach; receives only voice mail: #XXX-XXX-XXXX before 5pm	Cancellation Request	Terminated on 2/7/2013
Commerce	243	1/31/2013	449860162	customer would like to stay with pge	CUSTOMER STATES THAT SHE IS RECEIVING "THREATENING" PHONE CALLS FROM TIGER STILL. CUSTOMER IS VERY UPSET ABOUT THESE CALLS. VISTA AND TIGER TOLD HER THAT THEY ARE NOT RECEIVING HER PAYMENTS. TRACY ALREADY CONTACTED THE CPUC WHICH ADV HER TO CONTACT A LAWYER.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PGE bundled service
Spark	244	2/1/2013	4179060970	customer would like to cancel sparks	customer wanted it noted that she canceled spark energy today - # XXXXXXXX - wants to return to pge	Cancellation Request	According to our records, CUSTOMER contacted Spark Energy on 2/1/2013 to request a cancellation of his account. A cancellation request was submitted at that time, and service is scheduled to resume with PG&E on 3/19/2013, as determined by PG&E. Spark Energy has attempted to contact CUSTOMER to communicate this information but has been unsuccessful.
Vista	245	2/1/2013	9924154489	customer states a man claiming he was with pge (wearing attire) and asked ming to sign a paper. Customer does not want to switch	CUSTOMER CALLED IN ABOUT A MAN CLAIMING HE'S W/ PG&E AND HE CAN SAVE MONEY ON GAS BILL. HE WAS WEARING A PG&E SHIRT/UNIFORM. TURNS OUT HE HAD CUSTOMER SIGN A PAPER (SERVICE AGREEMENT) W/ VISTA ENERGY. CUSTOMER IS NOT HAPPY. ADVISED TO CANCEL SA W/ VISTA.	Unauthorized Switch	Terminated on 2/7/2013
Vista	246	2/1/2013	6636690193	vista submitted a drop for this customer in November but is still charging them an early termination fee of \$42.66. So two things. One since Vista submitted the drop should the customer still pay the early termination fee and if they do can vista send them a billing invoice?	CUSTOMER RECEIVING CALLS FROM VISTA ENERGY ADVISING OF PAST DUE BALANCE. LAST CALL RECEIVED WAS ON 01-04-2013. CUSTOMER SPOKE TO VISTA TODAY AND WAS TOLD TO PAY OUTSTANDING BAL OF \$42.66	Cancellation Request	Customer called and terminated on 11/1/2012, PGE confirmed on 11/4/2012
Vista	247	2/1/2013	8990565010	Customer is requesting to cancel pending switch to Vista, felt misrepresented, Vista did not leave her a receipt or proof of what she signed. Please resolve.	Customer is requesting to cancel pending switch to Vista, felt misrepresented, Vista did not leave her a receipt or proof of what she signed. Please resolve.	Questionable Solicitation Activity	Terminated on 2/7/2013
Blue Spruce	248	2/1/13	written request	Customer does not want service with cta. She wishes to remain with pge.	written request	Cancellation Request	Disconnect request submitted 2/20/13 by NAME. NAME called and left this customer a msg explaining we disconnected her service.
North Star(Yepene)	249	2/1/2013	written request	Customer requests to disconnect w/ YEP. Please call the customer and confirm.	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PGE bundled service
North Star(Yepene)	250	2/1/2013	2325893963	Customer request to disconnect their service with North Star	p/CUSTOMER: CLLD NORTH STAR AND ASKED TO BE REMOVED FROM THEIR SVC AND THEY SAID DON'T HANDLE THAT; CUST REQ TO HAVE SVC FROM NORTH STAR CANCELLED	Cancellation Request	esp resolution- YEP submitted a drop dsr on 2/18/2013 and confirmed by PG&E on 2/21/2013
Vista	251	2/1/2013	8263930993	wants to cancel his serv with vista energy and has tried on various occasions to cancel his serv but when he calls the number listed on his bill he can't get through to talk to a csr. he also states that they route his call to different departments and they try and sell him other products but wont let him cancel. he would like for us to help him cancel this serv because he feels that he was taken advantage of and doesn't want this serv but cant seem to cancel this himself	CUSTOMER WANTS TO CANCEL HIS SERV WITH VISTA ENERGY AND HAS TRIED ON VARIOUS OCCASION TO CANCEL HIS SERV BUT WHEN HE CALLS THE NUMBER LISTED ON HIS BILL HE CAN'T GET THROUGH TO TALK TO A CSR. HE ALSO STATES THAT THEY ROUTE HIS CALL TO DIFFERE	Cancellation Request	Acct Terminated 2/15/2013
Vista	252	2/1/2013	written request	customer would like to cancel vista and return to pge	written request	Cancellation Request	Terminated on 2/7/2013

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	253	2/1/2013	2042266309	customer would like a call back, she is disputing all charges from vista. please contact	CONTACTED DA ON DEC 30TH TO STOP SVC//DA TOLD HER TO CONTACT US TO HAVE IT STOPPED//PP/ANDREATHY SAID WE HAVE NOT DONE OUR PART TO REMOVE THEM FROM THE BILL. THEY PROVIDED HER A CONF XXXXXXXXXXXXXXXXXXXXXXX	Cancellation Request	Customer terminated by Vista with via customer's request on 12/31/2012, PGE confirmed on 1/4/2013
Commerce	254	2/2/2013	114597017	CUSTOMER was solicited by NAME from commerce energy ph# XXX-XXX-XXXX claiming to be part of pge. claiming cld save cust on her bill. she signed form, then was informed by a neighbor that they are 3rd party provider. cust doesnt want to sign on with them.	CUSTOMER was solicited by NAME from commerce energy ph# XXX-XXX-XXXX claiming to be part of pge. claiming cld save cust on her bill. she signed form, then was informed by a neighbor that they are 3rd party provider. cust doesnt want to sign on with them.	Cancellation Request	The customer's phone number XXX-XXX-XXXX has been added to the "No call list"
Blue Spruce	255	2/2/2013	1527842159	Customer has made several attempts to cancel blue spruce with no resolution	CUSTOMER HAS MADE SEVERAL ATTEMPTS TO CANCEL SERVICE WITH BLUE SPRUCE SEVERAL CALLS HAVE NOT BEEN RETURNED. DOES NOT WANT TO CONTINUE AND WOULD LIKE TO KNOW IF PGE CAN ASSIST WITH CANCELLATION PROCESS.	Cancellation Request	Disconnect request submitted 2/20/13 by NAME. NAME called and left this customer a msg explaining we disconnected her service.
Vista	256	2/2/13	207701941	customer would like to be reimbursed and retro'd for the time period he was with tiger. said he felt he was lied to, would like a response back with resolution	CUSTOMER STATES HE HAS CONTACTED VISTA SEVERAL TIMES AND REQUESTED TO CANCEL SERVICE. CUSTOMER WOULD LIKE TO RETURN TO PGE AND HAS NOT BEEN SUCCESSFUL IN GETTING HIS REQUEST PROCESSED THROUGH VISTA. PLEASE FOLLOW UP WITH VISTA AND CUST REGARDING CANCELLATION OF	Cancellation Request	Acct Terminated as requested by Customer on 1/2/2013 and PGE confirmed on 1/6/2013. Tiger customer?
Commerce	257	2/3/2013	4902622506	spoke to customer and informed that she would like to cancel commerce	pr CUSTOMER opted out of vista and vista has informed her thru email that serv was terminated. However Vista sa still on account please try to expedite if poss	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Ambit	258	2/4/2013	4705773232	CUSTOMER calling in to say she has cancelled contract with Ambien effective today 1/4/2013. please contact her to let her know what the status of her request is.	CUSTOMER calling in to say she has cancelled contract with Ambien effective today 1/4/2013. Please contact her to let her know that we have removed them from our records and she will not incur any further charges from them.	Cancellation Request	CTA has contacted customer to resolve issue
Blue Spruce	259	2/4/2013	1710688308	Customer contacted blue spruce 2 months ago to cancel and still active	CUSTOMER REQ TO TERMINATE SVC WITH BLUE SPRUCE 2 MONTHS AGO. NO RESOLUTION FROM THEM. PLS INVESTIGATE	Cancellation Request	Disconnect Request submitted 2/4/13 by NAME; rec'd by PGE 2/6/13 with switch date 3/21/2013.
Blue Spruce	260	2/4/2013	1919532811	CUSTOMER states keep calling to cancel but receives an answering machine and they have not called him back.	CUSTOMER KEEPS CALLING THE DA (JET dba Blue Spruce Energy Services) TO CANCEL WITH THEM BUT HE HAS HAD NO LUCK IN GETTING A HOLD OF ANYBODY IN THAT DEPT. HE SAYS THEIR IS ONLY AN OPTION TO LEAVE A MESSAGE & THEY HAVENT CALLED HIM BACK. CUST IS NOT HAPPY & WOU	Cancellation Request	Disconnect submitted 2/6/13 by CSS; received by PGE 2/7/13 with switch date of 2/25/2013.
Blue Spruce	261	2/4/2013	8906541640	CUSTOMER states keep calling to cancel, leaves message with no return call	CUSTOMER KEEPS CALLING THE DA (JET dba Blue Spruce Energy Services) TO CANCEL WITH THEM BUT HE HAS HAD NO LUCK IN GETTING A HOLD OF ANYBODY IN THAT DEPT. HE SAYS THEIR IS ONLY AN OPTION TO LEAVE A MESSAGE & THEY HAVENT CALLED HIM BACK. CUST IS NOT HAPPY & WOU	Cancellation Request	Disconnect submitted 2/6/13 by CSS; received by PGE 2/7/13 with switch date of 2/25/2013.
Blue Spruce	262	2/4/2013	538194497	Customer has called several times and no one answers, would like to cancel	PER CUSTOMER HAS CALLED BLUE SPRUCE SEVERAL TIMES AND NO ONE ANSWERS CUST WISHES TO CANCEL SERV WITH THEM.	Cancellation Request	Disconnect request submitted 2/20/13 by NAME and she spoke to the customer directly.
Commerce	263	2/4/2013	6134356981	cust wants to cancel pending commerce energy sa of 02/14/2013. cust has been calling for the last 10 days and has left messages. received no call back, please assist customer with cancellation;	CUST WANTS TO CANCEL PENDING COMMERCE ENERGY SA OF 02/14/2013. CUST HAS BEEN CALLING FOR THE LAST 10 DAYS AND HAS LEFT MESSAGES. RECEIVED NO CALL BACK. PLEASE ASSIST CUSTOMER WITH CANCELLATION;	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	264	2/4/2013	1862539941	CUSTOMER stated that a man wearing pge clothing and a logo hat from from pge. this was actually commerce energy. she stated that she never signed any contract with them. she was very upset when commerce advised that she would have to pay a \$50 cancellation fee and she feels like she was tricked to change and should not be responsible for paying this amount. customer wants to cancel service with commerce and wants to stay with pge only. please resolve	CUSTOMER STATED THAT A MAN WEARING PGE CLOTHING AND A LOGO HAT FROM FROM PGE. THIS WAS ACTUALLY COMMERCE ENERGY. SHE STATED THAT SHE NEVER SIGNED ANY CONTRACT WITH THEM. DESCRIPTION OF REP - TALL MAN - MEDIUM COMPLEXION ETHNICITY MALE - APPROX. LATE 40'S	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	265	2/4/2013	8349020725	CUSTOMER, XXX-XXX-XXXX (spanish); per CUSTOMER esp rep had pg&e badge and was told was pg&e offering low income program. Please resolve	VISTA telemarketer advised customer they were a PG&E employee, CUSTOMER XXX-XXX-XXXX (SPANISH); PER CUSTOMER ESP REP HAD PG&E BADGE AND WAS TOLD WAS PG&E OFFERING LOW INCOME PROGRAM. (CANNOT CONTACTED FOR VERIFIED BUT SHE DONT REQUIRE CALL)	Questionable Solicitation Activity	Acct Terminated 2/15/2013
Vista	266	2/4/2013	1071426406	customer stating never signed up with vista and would like to be removed	CUSTOMER IN LOCAL OFFICE STATING SHE NEVER SIGNED UP FOR VISTA ENERGY.....AND WOULD LIKE TO BE REMOVED FROM THEIR PROGRAM IMMEDIATELY.	Unauthorized Switch	Scheduled Switch Date to another supplier of 2/20/2013, terminated 2/15/2013
Blue Spruce	267	2/5/2013	8109480551	CUSTOMER says he was tricked into signing up for blue spruce, says he was told it was part of pge. He no longer wants their services and says tried to give them a call to cancel with them but nobody picks up the phone he keeps getting voicemail	CUSTOMER SAYS HE WAS TRICKED INTO SIGNING UP FOR BLUE SPRUCE, SAYS HE WAS TOLD IT WAS PART OF PGE. NO LONGER WANTS THEIR SERVICES AND SAYS TRIED TO GIVE THEM A CALL TO CANCEL WITH THEM BUT NOBODY PICKS UP THE PHONE HE KEEPS GETTING VOICEMAIL	Cancellation Request	Disconnected 2/20/13 by NAME and NAME called and spoke to CUSTOMER and explained the switch process to him.
Blue Spruce	268	2/5/2013	7038274066	Customer wants to cancel service with this CTA and return to pge. Customer has had them over 12 months. Customer says he tried to cancel directly with company but only automated option. Please cancel and call if problem.	CUST WANTS TO CANCEL DA AND RETURN TO PGE. HAS HAD THEM OVER 12 MONTHS. SAYS TRIED TO CANCEL DIRECTLY WITH COMPANY BUT ONLY AUTOMATED OPTION. PLS CANCEL AND CALL IF PROBLEM.	Cancellation Request	Disconnected 2/20/13 by NAME and NAME spoke to CUSTOMER and explained the timing of the disconnect and how the process works.
Spark	269	2/5/2013	8204819639	Customer called spark to cancel. She would like to have this process expedited faster than one to two billing cycles, quoted by spark. Customer wants this service cancelled asap and return back to pge asap thanks	CUSTOMER called Spark to cancel. She would like to have this process expedited faster than one to two billing cycles, quoted by Spark.	Cancellation Request	Spark Energy's records indicate that CUSTOMER contacted Spark Energy on 2/5/2013 and requested a cancellation of her account. A cancellation request was submitted on the customer's behalf and service is now scheduled to resume with PG&E on 3/18/2013, as determined by PG&E. Spark Energy has communicated the termination date to CUSTOMER and she has indicated she is satisfied with this resolution.
Tiger	270	2/5/2013	919669666	CUSTOMER did not request to have tiger direct. states she just had sparks removed, and did not sign up with another provider. (was well aware of 3rd party gas providers). she is also contacting tiger (# provided) to see status but whats to know who auth. this switch. customer wants this cancelled asap she never auth this switch.	CUSTOMER DID NOT REQUEST TO HAVE TIGER DIRECT. STATES SHE JUST HAD SPARKS REMOVED, AND DID NOT SIGN UP WITH ANOTHER PROVIDER. (WAS WELL AWARE OF 3RD PARTY GAS PROVIDERS). SHE IS ALSO CONTACTING TIGER (# PROVIDED) TO SEE STATUS BUT WHATS TO KNOW IF WE ADDE	Unauthorized Switch	Customer contacted Tiger directly on 2/28/13 and as a result we have returned her account to PG&E. Our records show CUSTOMER authorized the enrollment; she has been contacted and the terms of her enrollment as well as the dropped status of her account have been communicated to her.
Vista	271	2/5/2013	7910789232	customer is not able to communicate with vista energy to cancel his service, he indicates he's been calling but no one speaks spanish and he has no one to call for him. customer wishes to come back to pg&e. please resolve	Customer is not able to communicate with Vista Energy to cancel his service, he indicates he's been calling but no one speaks English and he has no one to call for him. Customer wishes to come back to PG&E.	Cancellation Request	Acct Terminated 2/15/2013
Vista	272	2/5/2013	9636412936	customer requesting to cancel service with vista. needs assistance	CORRECTION NEEDED; CUSTOMER IS HAVING TROUBLE GETTING SERVICE WITH VISTA CANCELLED	Cancellation Request	Acct Terminated as requested by Customer on 2/1/2013 and PGE confirmed on 2/13/2013.
Vista	273	2/5/2013	8080680845	CUSTOMER has attempted to cancel vista energy. she was informed by vista that she cannot cancel. she wants to return to pge	CUSTOMER HAS ATTEMPTED TO CANCEL VISTA ENERGY. SHE WAS INFORMED BY VISTA THAT SHE CANNOT CANCEL. SHE WANTS TO RETURN TO PGE. PLS FOLLOW UP.	Cancellation Request	Acct Terminated 2/15/2013
Vista	274	2/5/2013	5471425723	vista energy did not resolve problem/cust enrolled in vista and did to immediately cancel their service 10/2012, and then again called both pge and vista today/cust states vista reps were very rude and unwilling to help/she will not be calling them again	CUSTOMER /XXX-XXX-XXXX OR XXX-XXX-XXXX/VISTA ENERGY DID NOT RESOLVE PROBLEM/CUST ENROLLED IN VISTA AND CLD TO IMMEDIATELY CANCEL THEIR SERVICE 10/2012, AND THEN AGAIN CALLED BOTH PGE AND VISTA TODAY/CUST STATES VISTA REPS WERE VERY RUDE AND UNWILLING TO HE	Cancellation Request	Acct Terminated 2/15/2013
Vista	275	2/5/2013	9565313399	customer would like to return to pge	CUS WOULD LIKE TO STOP GAS SERVICE AND RETURN TO PGE AS OF 02/05/13	Cancellation Request	Acct Terminated 2/15/2013
Vista	276	2/5/2013	5650570501	CUSTOMER has adv she has made numerous attempts to cancel with vista/she has financial hardship and advs they keep telling her they r a n answering service for vista they never call her back pls assist	CUSTOMER HAS ADV SHE HAS MADE NUMEROUS ATTEMPTS TO CANCEL WITH VISTA/SHE HAS FINANCIAL HARDSHIP AND ADVS THEY KEEP TELLING HER THEY R A N ANSWERING SERVICE FOR VISTA THEY NEVER CALL HER BACK PLS ASSIST IF POSSIBLE CANCELING SA ID #XXXXXXXXXXXX	Unauthorized Switch	Acct Terminated 2/15/2013

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	277	2/5/2013	8505461760	p/CUSTOMER called vista this morning and tried talking to them to cancel their service with vista and the rep kept saying they cant understand. when tried to call back phone would click and act like its not in service he called the correct numbr he also tried to call a month ago as well as well can we please help him	P/CUSTOMER CALLED VISTA THIS MORNING AND TRIED TALKING TO THEM TO CANCEL THEIR SERVICE WITH VISTA AND THE REP KEPT SAYING THEY CANT UNDERSTANDING, WHEN TRIED TO CALL BACK PHONE WOULD CLICK AND ACT LIKE ITS NOT IN SERVICE HE CALLED THE CORRECT NUMBR HES ALSO	Cancellation Request	Acct Terminated 2/15/2013
Vista	278	2/5/2013	7497853885	CUSTOMER @ XXX-XXX-XXXX states that she has attempted to contact vista for more than two weeks she has left multiple messages and has not been contacted. CUSTOMER would like to cancel services with vista asap. please contact vista and notify them of situation and to remove veronica off their services and to return her to bundled service with pge.vista is esp	CUSTOMER @ XXX-XXX-XXXX STATES THAT SHE HAS ATTEMPTED TO CONTACT VISTA FOR MORE THAN TWO WEEKS. SHE HAS LEFT MULTIPLE MESSAGES AND AND HAS NOT BEEN CONTACTED. CUSTOMER WOULD LIKE TO CANCEL SERVICES WITH VISTA ASAP. PLEASE CONTACT VISTA AND NOTIFY	Cancellation Request	Acct Terminated 2/15/2013
Vista	279	2/5/2013	7969122395	customer advised she called vista way before this cancellation date 1/04/13 the customer has return back but the customer is disputing the switch date back to pge feels it should have been processed the first time she called.	Customers complaint SHE CX VISTA NOV 2012 your response to customer! ADV HER TO CONTACT VISTA/CPUC Note if customer has materials to support the complaint NO DOCS; SHE WAS ADV BY VISTA CX 12/4/12	Cancellation Request	Acct Terminated as requested by Customer on 12/10/2012 and PGE confirmed on 12/14/2012.
Ambit	280	2/6/2013	2404820591	cust requested to cancel pending starting with cta. i adv cust to call cta directly in order to cancel start. cust adv that she has been trying all morning and afternoon to cancel and is unable to get through to speak with someone to cancel. please resolve	CUSTOMER, XXX-XXX-XXXX, CUST REQUESTED TO CANCEL PENDING STARTING WITH CTA. I ADV CUST TO CALL CTA DIRECTLY IN ORDER TO CANCEL START. CUST ADV THAT SHE HAS BEEN TRYING ALL MORNING AND AFTERNOON TO CANCEL AND IS UNABLE TO GET THROUGH TO SPEAK WITH SO	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	281	2/6/2013	written request	Customer request to cancel cta and return to pge	written request	Cancellation Request	Disconnect request submitted 2/20/13 by NAME. NAME left a msg with CUSTOMER letting him know that their service with Blue Spruce has been disconnected.
Blue Spruce	282	2/6/2013	1745381421	Customer would like to stop service with blue spruce and return to pge	FOR THE PAST THREE DAYS THE CUSTOMER HAS BEEN TRYING TO REACH BLUE SPRUCE TO STOP THE SERVICE WITH THEM AND COME BACK WITH PG&E.	Cancellation Request	Disconnect submitted 2/13/13 by NAME. PGE accepted 2/14/13 with switch date of 3/28/13.
Commerce	283	2/6/2013	5615777764	CUSTOMER received letter commerce energy notifying of switch to 3rd party gas service provider. she didnt know she was going to switch company, thought it was discount. provide phone # if she would like to cancel. she would like to be contacted on this matter and does want to be switched, thought they were pge employees.	CUSTOMER RECEIVED LETTER COMMERCE ENERGY NOTIFYING OF SWITCH TO 3RD PARTY GAS SERVICE PROVIDER. SHE DIDNT KNOW SHE WAS GOING TO SWITCH COMPANY, THOUGHT IT WAS DISCOUNT. PROVIDE PHONE # IF SHE WOULD LIKE TO CANCEL. SHE WOULD LIKE TO BE CONTACTED ON THIS MA	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	284	2/6/2013	5919095281	customer recieved call from commerce energy. provided sa id, stated did not want to transfer service will all back with decision. has since tried to contact commerce with no luck in regards to not starting svc with them. advice no pending switch to commerce. submitting case per cust req for future reference on this issue spoke with commerce rep named NAME id#xxx. the customer did not wish to switch over to commerce. the customer wants to stay with pge only. customer advised they never auth. or wanted to sign up...wants to make that clear.	P/CUSTOMER RCVD CALL FROM COMMERCE ENERGY. PROVIDED SA ID. STATED DID NOT WANT TO XFER SVC WILL C/B WITH DECISION. HAS SINCE TRIED TO CONTACT COMMERCE WITH NO LUCK IN REGARDS TO NOT STARTING SVC WITH THEM. ADV TOO EARLY TO TELL IF SVC WILL BE STARTED WITH COMM	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	285	2/6/2013	3007028000	CUSTOMER called stated that she has canceled commerce energy she called 2-6-13. pls review for doc from them.	CUSTOMER CALLED STATED THAT SHE HAS CANCELED COMMERCE ENERGY SHE CALLED 2-6-13. PLS REVIEW FOR DOC FROM THEM.	Cancellation Request	da will be carried over as requested
North Star(Yepene)	286	2/6/2013	8337439113	CUSTOMER stated that she's called her CTA North Star Gas & has left several voice mail messages to call her back to cancel but they have not called her back. she's upset because they told her that they would save her 10% off her bill & she was told that they were with pge. she want's here dsa cancelled with northstar & needs assistance. thanks	PER CUSTOMER STS SHE'S CALLED HER DSA NORTH STAR GAS & HAS LFT SEVERAL VM MESSAGES TO CALL HER BACK TO CANCEL BUT THEY HAVE NOT CALLED HER BACK. SHE'S UPSET BECAUSE THEY TOLD HER THAT THEY WOULD SAVE HER 10% OFF HER BILL & SHE WAS TOLD THAT THEY WERE WITH	Cancellation Request	esp resolution - YEP submitted a drop dsar on 2/18/2013 and confirmed by PG&E on 2/21/2013
Vista	287	2/6/2013	5197544765	CUSTOMER stated she has called vista energy marketing lp two times and each time she has called it goes straight to an answering machine during business hours. she stated she has things to do and can not stay at home waiting for vista energy to call her back. she requests a retro.	p/ CUSTOMER stated she has valled VISTA ENERGY MARKETING LP two times and each time she has called it goes straight to an answering machine during business hours. She stated she has things to do and can not stay at home waiting for Vista Ener	Cancellation Request	Acct Terminated 2/15/2013
Vista	288	2/6/2013	9617656262	CUSTOMER called saying that he has never heard of vista energy and suddenly it appeared on the bill. he feels like this is senseless, and he does not know why pge is letting this happen. he says that they are operating under false pretenses, his bill is higher than what pge shows as a measurement credit	CUSTOMER called saying that he has never heard of Vista Energy and suddenly it appeared on the bill. He feels like this is senseless, and he does not know why PG&E is letting this happen. He says that they are operating under false pretenses, his bill is high	Unauthorized Switch	Acct Terminated 2/15/2013
Vista	289	2/6/2013	2844290802	customer wants to cancel service with vista and return back to pge asap	P/CUSTOMER STATES TRIED CALLING VISTA PHONE#888-508-4782 STATED IT WAS DISCONNECTED ADV THAT IS THE ONLY ONE WE HAVE TO PROVIDE - WANTED TO STOP AGREEMENT W/ THEM - IF CAN PLZ VERIFY THIS IS THE UPDATED AND BEST PHONE# FOR COMPANY VISTA THANK YOU	Cancellation Request	Acct Terminated 2/15/2013
Blue Spruce	290	2/7/2013	2393445249	CUSTOMER acct# XXXXXXXXXX at ADDRESS is requesting to cancel service with CTA Blue Spruce. She states she has tried to contact them several time and they don't answer or call back please cancel	CUSTOMER acct# XXXXXXXXXX at ADDRESS is requesting to cancel esp gas serv w/ united-wr / she states she has tried to contact them several time and they don't answer or call back please cancel	Cancellation Request	Disconnected 2/20/13 by NAME
Spark	291	2/7/2013	317880167	Customer states 2nd call re: no resolution from provider. Received a letter from Spark couple months ago saying service would be disconnecting with them and that has not happened. Correction needed. Customer speaks spanish and wants to disconnect with Spark	P/CUSTOMER STATES 2ND CALL RE: CTA CXL AND NO RESOLUTION FROM PROVIDER. RCVD LTR FROM SPARK CPL MONTHS AGO SAYING SVC WOULD BE CXL WITH THEM AND THAT HAS NOT HAPPENED. CORRECTION NEEDED. CUST SPEAKS SPANISH	Cancellation Request	At the customer's request, a cancellation request has been submitted and service will resume with PG&E on the customer's next scheduled meter read date, as determined by PG&E. Spark Energy's records do not show that a letter was sent to the customer indicating service would be terminated. Spark Energy has contacted CUSTOMER to discuss her account and advise that a cancellation request has been submitted and she has indicated that she is satisfied with this resolution.
Commerce	292	2/7/2013	1862539941	CUSTOMER STATED THAT A MAN WEARING PGE CLOTHING AND A LOGO HAT FROM FROM PGE. THIS WAS ACTUALLY COMMERCE ENERGY. SHE STATED THAT SHE NEVER SIGNED ANY CONTRACT WITH THEM. DESCRIPTION OF REP - TALL MAN - MEDIUM COMPLEXION ETHNICITY MALE - APPROX LATE 40'S	CUSTOMER STATED THAT A MAN WEARING PGE CLOTHING AND A LOGO HAT FROM FROM PGE. THIS WAS ACTUALLY COMMERCE ENERGY. SHE STATED THAT SHE NEVER SIGNED ANY CONTRACT WITH THEM. DESCRIPTION OF REP - TALL MAN - MEDIUM COMPLEXION ETHNICITY MALE - APPROX LATE 40'S	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	293	2/7/2013	9908161258	Customer says someone came to his home with PG&E logo shirt. Customer says that he thought he already had gas service with PG&E. Customer wants to discontinue north star gas, says he has called for 15 days and no one picks up phone @ (XXX) XXX-XXX X...please cancel service, in the mean time advice the customer to keep trying to call north star # as	cust spsh, says someone came to his home w/ PG&E logo shirt...Says that he thought he already had gas service with us...wants to discontinue North Star Gas, says he has called for 15 days and no one picks up phone @ (XXX) XXX-XXXX...Please cancel service.	Cancellation Request	esp resolution - YEP submitted a drop dsar on 2/18/2013 and confirmed by PG&E on 2/21/2013
North Star(Yepene)	294	2/7/2013	2377910052	Customer wants to cancel service and return back to pge asap.	indicates called cta and they cant find her svc information to cnancel billing thru them, wants to cancel billing with cta	Cancellation Request	esp resolution - YEP submitted a drop dsar on 2/18/2013 and confirmed by PG&E on 2/21/2013

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Tiger	295	2/7/2013	5711106571	unhappy that there is still a pending s.a. activation for tiger; cust states they did in error accept the solicitation tiger provided, however, the following day they called tiger (no answer), pge and cpuc re removal of the tiger c.t.a. removal // cust wants this handled / does not want tiger on this acct; prior notes i will document in the call log if we need to reference them; [cust states they were adv 01/28/2013 there would be a lock on the acct & tiger agreements would not be activated/ir recvd shows this isn't the case / agrmts show tiger is still activating late feb. Please resolve	UNHAPPY THAT THERE IS STILL A PENDING S.A. ACTIVATION FOR TIGER; CUST STATES THEY DID IN ERROR ACCEPT THE SOLICITATION TIGER PROVIDED, HOWEVER, THE FOLLOWING DAY THEY CALLED TIGER (NO ANSWER), PGE AND CPUC RE REMOVAL OF THE TIGER C.T.A. REMOVAL // CUST WAN	Cancellation Request	This account has been submitted for drop as a result of the customer's initial request to Tiger; one of our internal customer service representatives contacted the customer and informed her of her account's status.
Xoom	296	2/7/2013	7068926045	customer does not want to sign up for CTA, elderly man and wants to cancel ASAP	ELDERLY CUST DID NOT KNOW WHAT HE WAS SIGNING UP FOR WHEN HE ENROLLED IN XOOM. CUSTOMER DOES NOT EVER WANT TO BE ENROLLED IN CTA'S. PLEASE CANCEL ASAP.	Unauthorized Switch	2/13/13: XOOM will contact the customer to validate the drop request and process accordingly. Request# 308187 2/13/13: Cst advsd he will monitor his acct for the next couple of months if hes happy will stay with xoom..no further action required.
Xoom	297	2/7/2013	9971819095	customer wants to make sure Xoom is removed from account	CUSTOMER called stated that he called xoom to cancel them today 1-29-13. he wants to make sure that he gets removed from them as soon as possible. pls review info when recd from xoom.	Cancellation Request	11/29 cust requested to drop his account, drop request submitted to PGE 1/29/13, drop effective date 3/15/13.No further action required.
Xoom	298	2/7/2013	350667681	customer does not want to have another gas provider	CUSTOMER WOULD LIKE TO COME BACK TO PGE FULL SERVICE ASAP, DOESNT WANT TO HAVE A DIFFERENT GAS PROVIDER, THANK	Cancellation Request	2/13/13: XOOM will contact the customer to validate the drop request and process accordingly. Request# XXXXXX 2/13/13: Been unsuccessful in trying to contact this cust, we may additional attempt to contact cust.
Xoom	299	2/7/2013	6182257205	customer would like to cancel xoom and return to pge	P/CUSTOMER requests termination effective 01/31/2013 with Xoom energy	Cancellation Request	1/25 received an inbound drop from PGE, with effective date of 1/23/2013. there is no further action required on XOOM part.
Vista	300	2/7/2013	6640822229	customer states she received an automated message telling her this was cancelled but she has pending switch. pls cancel	CUSTOMER - CellularPhone: (XXX) XXX-XXXX COR REQ TO CANCEL W/ VISTA. SHE STARTED RELATIONSHIP 1/22/13 UNDER IMPRESSION THEY ARE PARTNERED W/ PGE. SINCE THEN SHE HAS CALLED NUMEROUS TIMES EVERY DAY AND VISTA IS NOT RETURNING HER CALL. SHE WAS TOL	Cancellation Request	Acct Terminated as requested by Customer on 1/28/2013 and PGE confirmed on 2/11/2013.
Vista	301	2/7/2013	5505886529	customer believes he was tricked into signing up with cta. wishes to cancel and has tried to contact with no luck.	CUSTOMER	Cancellation Request	Acct Terminated as requested by Customer on 2/1/2013 and PGE confirmed on 2/13/2013.
Vista	302	2/7/2013	1945408599	customer states never signed up with vista. would like this cancelled	CUSTOMER STATES NEVER SPOKE WITH VISTA ENERGY TO ENROLL INTO THEIR CUSTOMER CHOICE PROGRAM. CUSTOMER WILL CALL VISTA TO OPT OUT; HOWEVER IS CTA ACCOUNT MANAGER ANTT THAT WE FOLLOW UP WITH HIM. CUSTOMER STATES THAT NORTH STAR GAS SUPPLIER ATTEMPTED TO ENROLL HIM INTO THEIR	Unauthorized Switch	Acct Terminated 2/14/2013
Vista	303	2/7/2013	6835209988	CUSTOMER is upset because she is trying to cancel vista energy serv but they number on the bill which the same that we have is not working. there is a recording that answers saying that the number 1-XXX-XXX-XXXX is not in service and she is being transferred to the wrong number. she has tried to call the number and she is being transferred to a number that is not working. she has tried to call the number and she is being transferred to a number that is not working. she has tried to call the number and she is being transferred to a number that is not working.	CUSTOMER IS UPSET BECAUSE SHE IS TRYING TO CANCEL VISTA ENERGY SERV BUT THEY NUMBER ON THE BILL WHICH THE SAME THAT WE HAVE IS NOT WORKING. THERE IS A RECORDING THAT ANSWERS SAYING THAT THE NUMBER 1-XXX-XXX-XXXX IS NOT IN SERV. CUST WOULD LIKE FOR US TO HELP	Cancellation Request	Acct Terminated 2/15/2013
Vista	304	2/7/2013	6969699582	customer upset that they were signed up with company. does not wish to speak to them but would like to cancel. felt she was being lied to.	per CUSTOMER acct# XXXXXXXXXX requested for us to cancel vista energy from his bill/ states he is extremely upset with them and he does not wish to speak to that company because the representative from vista energy lied to him//spanish	Cancellation Request	Acct Terminated 2/15/2013
Vista	305	2/7/2013	4450626211	customer wishes to cancel vista	CUST CALLED AND REQ CNCL OF VISTA ON 01/22/2013; I TTR OF SWITCH WAS SENT OUT 02/01/2013; CUST DOESNT WANT TO SWITCH AND HAS ALREADY CONTACTED VISTA TO CNCL CONTRACT	Cancellation Request	Acct Terminated as requested by Customer on 2/8/2013 and PGE confirmed on 2/13/2013.
Vista	306	2/7/2013	3761435903	CUSTOMER is requesting to have vista removed from her account. she states that she called them some time ago to remove herself. however, they are still billing her. she can be reached at XXX-XXX-XXXX	CUSTOMER IS REQUESTING TO HAVE VISTA REMOVED FROM HER ACCOUNT. SHE STATES THAT SHE CALLED THEM SOME TIME AGO TO REMOVE HERSELF. HOWEVER, THEY ARE STILL BILLING HER. SHE CAN BE REACHED AT XXX-XXX-XXXX	Cancellation Request	Acct Terminated 2/15/2013
Vista	307	2/7/2013	6274819061	customer says he enrolled with vista energy on 01/26/2013 and then he cancelled with them 01/29/2013. customer wants to make sure that took effect. i still see the pending sa relationship for the gas service provider on account. please verify that cancellation request was processed and contact customer.	CUSTOMER SAYS HE ENROLLED WITH VISTA ENERGY ON 01/26/2013 AND THEN HE CANCELLED WITH THEM 01/29/2013. CUSTOMER WANTS TO MAKE SURE THAT TOOK EFFECT. I STILL SEE THE PENDING SA RELATIONSHIP FOR THE GAS SERVICE PROVIDER ON ACCOUNT. PLEASE VERIFY THAT CANCEL	Cancellation Request	Acct Terminated as requested by Customer on 1/29/2013 and PGE confirmed on 2/13/2013.
Vista	308	2/7/2013	7787200427	CUSTOMER says vista energy rep disturbed her when he came to her home soliciting business. she gave him her pge acct# but does not want service w/ vista.	CUSTOMER SAYS VISTA ENERGY REP DISTURBED HER WHEN HE CAME TO HER HOME SOLICITING BUSINESS. SHE GAVE HIM HER PGE ACCT# BUT DOES NOT WANT SERVICE W/ VISTA.	Cancellation Request	CTA has verified that not a customer
Vista	309	2/7/2013	5226912275	customer would like to return back to pge asap thanks	CUS WOULD LIKE TO STOP GAS SERVICE AND RETURN TO PGE AS OF 2/6/13	Cancellation Request	Acct Terminated 2/15/2013
Vista	310	2/7/2013	6712393998	esp did not resolve the problem/situation about month ago called regarding vista, states she called vista and spoke w/ NAME and they told her the charges would be deducted from the bill. adv hert to call vista again, states she already has and would like this resolved asap. please	ESP did not resolve the problem/situation. ABOUT MTH AGO CALLED REGARDING VISTA, STATES SHE CALLED VISTA AND SPOKE W/ NAME AND THEY TOLD HER THE CHARGES WOULD BE DEDUCTED FROM THE BILL. ADV HERT TO CALL VISTA AGAIN, STATES SHE ALREADY HAS AND WOULD L	Cancellation Request	Acct Terminated as requested by Customer on 1/11/2013 and PGE confirmed on 1/16/2013.
Vista	311	2/7/2013	3790584847	CUSTOMER WANTED TO AGREE TO BE SWITCHED TO VISTA... states he signed a form to be sent more information, but was switched instead. adv customer to call vista to cancel asap. please call to verify that vista has been canceled	CUSTOMER STATES DID NOT AGREE TO BE SWITCHED TO VISTA... STATES HE SIGNED A FORM TO BE SENT MORE INFORMATION, BUT WAS SWITCHED INSTEAD. ADV CUSTOMER TO CALL VISTA TO CANCEL ASAP. PLEASE CALL TO VERIFY THAT VISTA HAS BEEN CANCELED	Unauthorized Switch	Acct Terminated as requested by Customer on 2/8/2013 and PGE confirmed on 2/13/2013.
Vista	312	2/7/2013	159933582	CUSTOMER is calling to inform us that she was signed up for vista, when she never has heard of vista. she thought pge was the only provider. would like the charges from vista to be removed and for the acct to be recalculated. wants vista to remove their charges and return them back to pge asap	CUSTOMER IS CALLING TO INFORM US THAT SHE WAS SIGNED UP FOR VISTA, WHEN SHE NEVER HAS HEARD OF VISTA. SHE THOUGHT PGE WAS THE ONLY PROVIDER. SHE THOUGHT PGE WAS THE ONLY PROVIDER. WOULD LIKE THE CHARGES FROM VISTA TO BE REMOVED AND FOR THE ACCT TO BE RECALCULATED.	Unauthorized Switch	Acct Terminated 2/15/2013
Blue Spruce	313	2/8/2013	6163395073	Customer wants to cancel uet dba Blue Spruce energy services- and return to pge. PG&E advised customer to call directly but customer says has tried multiple times and can't get a hold of them. Please cancel and call if problem.	cust wants to cancel UET DBA BLUE SPRUCE ENERGY SERVICES- and return to pge. less than 12 months so adv cust needs to call them directly. says has tried multiple times and cant get a hold of them. pls cancel and call if problem.	Cancellation Request	Disconnected 2/20/13 by NAME
Blue Spruce	314	2/8/2013	217998397	Customer has been trying to cancel his contract with spruce energy. He has been given the telephone # and he says no answer.	CUSTOMER HAS BEEN TRYING TO CANCEL HIS CONTRACT WITH SPRUCE ENERGY. HE HAS BEEN GIVEN THE TELEPHONE # AND HE SAYS NO ANSWER.	Cancellation Request	Disconnect submitted on 2/8/13 by NAME. Received by PGE on 2/9/13 with switch date of 3/12/13.
Commerce	315	2/8/2013	9235944830	customer's complaint: commerce energy called and she agreed to switch. after reading further she called the next day and cancelled. confirm # of cancellation XXXXXX. rep name is NAME of commerce. she received letter from both commerce and pge stating the switch to 3rd party provider. has not received letter stating she will remain with pge or switch back to pge.	Customer's complaint: commerce energy called and she agreed to switch. after reading further she called the next day and cancelled. confirm # of cancellation XXXXXX. rep name is NAME of commerce. she received letter from both Commerce and PGE stating	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	316	2/8/2013	2981802883	Customer never wanted the service with CTA. Customer said she tried to call north star to cancel and it either didn't work or the number redirected her. Request to disconnect the customer.	CUSTOMER never wanted this/ said she tried to call north star to cancel and it either didnt work or the number redirected her here/ please remove if possible	Cancellation Request	esp resolution - YEP submitted a drop dasr on 2/18/2013 and confirmed by PG&E on 2/21/2013

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Xoom	317	2/8/2013	6079924393	CUSTOMER wants to transfer back to pge effective 3/1/2013 from xoom energy	CUSTOMER WANTS TO TRANSFER BACK TO PGE EFFECTIVE 3/1/2013 FROM XOOM ENERGY	Cancellation Request	2/13/13: XOOM will contact the customer to validate the drop request and process accordingly. Request# XXXXXX 2/13/13: Cst advs does not want to renewal at contract end, put in the appropriate request as contract term is end of March.
Xoom	318	2/8/2013	9679727703	CUSTOMER has been trying to cancel his gas serv with xoom but was unsuccessful because the number we have listed for this company which is the same that he has, he states is not going through. he says that the operator answers and says its an invalid #. cust CUSTOMER would like for pg&e to help him cancel this serv with xoom so he can return to pg&e bundled service. please resolve.	CUSTOMER HAS BEEN TRYING TO CANCEL HIS GAS SERV WITH XOOM BUT WAS UNSUCCESSFUL BECAUSE THE NUMBER WE HAVE LISTED FOR THIS COMPANY WHICH IS THE SAME THAT HE HAS, HE STATES IS NOT GOING THROUGH. HE SAYS THAT THE OPERATOR ANSWERS AND SAYS ITS AN INVA	Cancellation Request	2/8/13 Cust request to drop his account, drop request was submitted to PGE 2/8, drop effective date is 3/20/13. No further action required.
Vista	319	2/8/2013	4536724717	customer states did not authorize switch from pge to vista. day they came to his door, he declined their service	CUSTOMER / XXX-XXX-XXXX/Vista Energy Did not resolve problem/Customer states he did not authorize switch from PGE to Vista/Vista representative came to his door and he declined their service/Received letter stating his gas service is being switched to	Cancellation Request	Acct Terminated 2/15/2013
Vista	320	2/8/2013	6825114983	customer states he never auth for any switch to vista. please contact the customer provide information on who auth the switch to go to change provider. would like to cancel and stay with pge only. thanks	CUSTOMER, contact XXX-XXX-XXXX, Vista energy, customer states he did not authorize the switch to ESP.	Cancellation Request	Acct Terminated 2/15/2013
Vista	321	2/8/2013	9898118064	CUSTOMER stated that a vista rep went to his on 02-05-13 to offer a discount. he said the rep told him he was from pg&e and he accepted the discount. he stated there application has pg&e name on it so thats why he accepted.	CUSTOMER STATED THAT A VISTA REP WENT TO HIS ON 02-05-13 TO OFFER A DISCOUNT. HE SAID THE REP TOLD HIM HE WAS FROM PG&E AND HE ACCEPTED THE DISCOUNT. HE STATED THERE APPLICATION HAS PG&E NAME ON IT SO THATS WHY HE ACCEPTED.	Questionable Solicitation Activity	Terminate requested on 2/8/2013, PGE response pending.
Vista	322	2/8/2013	7323938007	CUSTOMER, XXX-XXX-XXXX: CUSTOMER request to stop service with vista, vista stated that they were not able to assist her because they didn't have no there to speak spanish. please cancel service with vista per CUSTOMER request.	CUSTOMER, XXX-XXX-XXXX: CUSTOMER REQUEST TO STOP SERVICE WITH VISTA, VISTA STATED THAT THEY WERE NOT ABLE TO ASSIST HER BECAUSE THEY DIDN'T HAVE NO THERE TO SPEAK SPANISH. PLEASE CANCEL SERVICE WITH VISTA PER CUSTOMER REQUEST.	Cancellation Request	Acct Terminated 2/15/2013
North Star(Yepene)	323	2/8/2013	4820260101	Customer is disputing charges from northstar. states she did not sign up with this company and has asked for some kind of confirmation and northstar is unable to supply her with one.	CUSTOMER REQ TO STOP SERVICE WITH NORTH STAR GAS ON 12/26/2012. CUSTOMERS STILL BEING BILLED BY NORTH STAR GAS AND NO LONGER WANTS SERVICE WITH . SHE WOULD LIKE THIS PROCESS COMPLETED.	Cancellation Request	customer switched back to pge f/s a/o 2/4/13. customer would receive charges up until switch date.
Blue Spruce	324	2/9/13	3676729577	Spoke to CUSTOMER who is disputing charges with blue spruce, states they misrepresented themselves making him believe he was going to receive a discount on his bill and that they were a part of pge.	PER ACCT CUSTOMER SHOULD HAVE BEEN RETURNED TO A BUNDLED CUSTOMER ON 12/19/12-- CUSTOMER JUST RECEIVED BILL AND THERE IS STILL CHARGES FROM THE DA AND THE SA XXXXXXXXXX	Cancellation Request	Disconnect submitted 12/19/12 by NAME. Accepted by PGE 12/20/12 with final disconnect of 2/2/13. NAME spoke to CUSTOMER and confirmed that his acct has been disconnected.
Blue Spruce	325	2/11/2013	8607500556	Customer wants to return back to pge.	CUSTOMER CALLED TO COMPLAIN ABOUT SPARK GAS-SAYS THEY TOLD HER THEY WERE FROM PG&E- THE MAN WHO CAME TO HER DOOR TOOK THE BILL FROM THEM AND COPIED THE SA ID # AND LEFT- THEY NEVER AUTHORIZED THE SWITCH AND THEY ONLY SHOWED HIM THE BILL BECAUSE HE SAID HE WAS F	Unauthorized Switch	Disconnect submitted 2/20/13 by NAME and NAME called and left a msg explaining her acct is switching back to PG&E.
Spark	326	2/11/2013	9324209877	customer states called sparks 2 months ago to cancel and still active on account. customer upset	CUSTOMER called Sparks over 2 months ago and canceled and it's still on his account. He still has charges on his bill. He would like it removed. Very angry with Sparks. Please remove and call cor when complete	Cancellation Request	Spark Energy's records indicate that CUSTOMER initially contacted Spark Energy on 11/12/2012 to request a cancellation of his account with Spark Energy. At that time, a cancellation request was submitted; however it appears that due to a system communication error, the customer's account did not terminate and remained effective with Spark Energy. CUSTOMER contacted Spark Energy on 2/12/2013 to inquire about his account. During that phone call, the customer was advised that a drop was re-submitted. The customer's service is scheduled to resume with PG&E on 3/12/2013, as determined by PG&E.
Spark	327	2/11/2013	4755508766	CTA telemarketer advised customer they were a pg&e employee. CUSTOMER states she has been contacted by spark energy many times, and they indicate they are from pg&e. she has advised them that she is not interested in switching with them. they call up to 4 times in two hours. Request to be taken of the calling list.	(ESP) telemarketer advised customer they were a PG&E employee. CUSTOMER states she has been contacted by Spark Energy many times, and they indicate they are from PG&E. She has advised them that she is not interested in switching with them. They call up	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	328	2/11/2013	3110024161	customer does not want to switch. Please resolve.	CALLING REGARDING COMMERCE ENERGY, STATES DOES NOT WANT TO SWITCH TO COMMERCE ENERGY, ADV TO CALL COMMERCE ENERGY. STATES REP MADE IT SEEM AS THOUGH PGE WAS SWITCHING COMPANY NAME, STATES IS GOING TO CALL TO CANCEL AND HAS ASKED PGE NOT TO MAKE THE SWIT	Cancellation Request	CUSTOMER called on 2/11/13 to cancel his switch order. The drop request was sent out the same day to the utility and accepted by them on 2/12/13 prior to the actual switch date of 3/14/13. The customer will not be billed any charges from Commerce Energy and will maintain services with current provider. Spoke with CUSTOMER and advised customer the cancellation completed as he requested on 2/11/13 and also advised his services would stay with current provider and would receive no charges from our company. Customer was satisfied with information given.
Vista	329	2/11/2013	298697191	customer called vista to cancel contract, conf# vip 118583. please verify	CUSTOMER CALLED VISTA TO CANCEL HER CONTRACT AND WAS GIVEN CONF# VIP118583 SHE SPOKE TO NAME EXT XXX. SHE WAS ADVISED THAT PG&E WILL ACCEPT CANCELLATION WITHIN 28-40 DAYS.	Cancellation Request	Customer terminated by Vista via customer's request on 2/11/2013, PGE confirmed on 2/14/2013
Vista	330	2/11/13	8607500556	customer wants to cancel and only be with pge. Please verify	CUSTOMER CALLED TO COMPLAIN ABOUT SPARK GAS-SAYS THEY TOLD HER THEY WERE FROM PG&E- THE MAN WHO CAME TO HER DOOR TOOK THE BILL FROM THEM AND COPIED THE SA ID # AND LEFT- THEY NEVER AUTHORIZED THE SWITCH AND THEY ONLY SHOWED HIM THE BILL BECAUSE HE SAID HE WAS F	Unauthorized Switch	Disconnect submitted 2/20/13 by NAME and NAME called and left a msg explaining her acct is switching back to PG&E.
Vista	331	2/11/2013	883624683	customer has tried to contact vista to cancel. please verify	Customer requests termination effective 02/11/13; CUSTOMER DID CONTACT VISTA AND CANCELLED THROUGH THEM. VISTA ADV D THEM A TO CONTACT PGE; CONTRACT HAD NOT STARTED YET; CONTRACT WITH VISTA WAS SUPPOSED TO START 2/22/13, PLEASE MAKE SURE VISTA IS REMOVED F	Cancellation Request	Customer terminated by Vista via customer's request on 2/11/2013, PGE confirmed on 2/14/2013
Vista	332	2/11/2013	5305197953	customer wants to cancel vista. Pleaser verify	P/CUSTOMER STATES VISTA REP MISINFORMED HER BY REPRESENTING HIMSELF AS A PGE EMPLOYEE AND STATING THAT SHE WOULD RECEIVE AN ADDITIONAL DISCOUNT ON BEHALF OF PGE. CUSTOMER WOULD LIKE TO CANCEL WITH VISTA. THANK YOU!	Questionable Solicitation Activity	Customer terminated by Vista via customer's request on 2/11/2013, PGE confirmed on 2/15/2013
Blue Spruce	333	2/12/2013	9319250105	Customer has made numerous attempts to cancel her contract with the da and has been unsuccessful. Please contact the customer.	CORRECTION NEEDED - CUSTOMER HAS MADE NUMEROUS ATTEMPTS TO CANCEL HER CONTRACT WITH THE DA AND HAS BEEN UNSUCCESSFUL.	Cancellation Request	NAME called and disconnected CUSTOMER's acct. I explained the switch process with PG&E and how that works.
Blue Spruce	334	2/12/2013	8763926159	Customer has been trying to contact blue spruce for the past weeks, and they have not answered any of her phone calls, cust no longer wants to have them as a gas service provider. Please contact the customer.	cust has been trying to contact blue spruce for the past weeks, and they have not answered any of her phone calls, cust no longer wants to have them as a gas service provider, cust req us to contact that company to see if they can contact her.	Cancellation Request	This acct was already disconnected on 2.15.13
Blue Spruce	335	2/12/2013	4975832721	Customer would like to return back to pge asap. Customer advised she has contacted blue spruce to cancel but still hasn't cancelled the service. Customer wants this removed from her account asap and wants to return back to pge asap thanks	CUSTOMER WOULD LIKE BLUE SPRUCE REMOVES, SHE NEVER GAVE THEM HER INFOOR PERMISSION TO BILL HER. SHE HAS CALLED THEM AND THEY DONT DO ANYTHING FOR HER. PLEASE LET HER KNOW IF WE CAN HELP	Unauthorized Switch	NAME tried to call and leave the customer a msg but their voice mail wasn't set up. It just rang and rang. NAME submitted the disconnect request on 2.27.13
Blue Spruce	336	2/12/2013	1450282478	Customer would like to cancel and return back to pge asap thanks	CUST HAS CONTACTED BLUE SPRUCE SEVERAL TIMES TO CANCEL SERVICE. HAS NOT RECVD ANY RESPONSE. WANTING OUR ASSISTANCE TO CANCEL SERVICE, WOULD LIKE CB	Cancellation Request	NAME called and spoke with CUSTOMER and explained how the disconnect process works. NAME submitted her disconnect request on 2.27.13
North Star(Yepene)	337	2/12/2013	1169027838	CUSTOMER did not want to switch to north star gas. Request to disconnect and contact the customer.	CUSTOMER DID NOT WANT TO SWITCH TO NORTH STAR GAS;	Cancellation Request	YEP submitted a drop dasr on 2/22/2013 and confirmed by PG&E on 2/27/2013
Spark	338	2/12/2013	7324771432	Customer wants to cancel spark asap and return back to pge. customer advised she contacted sparks back in nov 2012 to cancel but still spark hasn't cancelled. customer wants to return back to pge asap thanks	customer wants to switch all gas back to pge, received letter in november 2012 that she requested to become pge bundled customer but has not. is wondering if we can expedite it.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Ambit	339	2/12/2013	8572920347	CUSTOMER said a rep went to his house to offer a discount. he said the asked for one of his old bills. he said he was 1/2 way sleep & when he realized the rep was already gone. he doesnt want to be switch from pg&e to ambit.	CUSTOMER SAID A REP WENT TO HIS HOUSE TO OFFER A DISCOUNT. HE SAID HE ASKED FOR ONE OF HIS OLD BILLS. HE SAID HE WAS 1/2 WAY SLEEP & WHEN HE REALIZED THE REP WAS ALREADY GONE. HE DOESNT WANT TO BE SWITCH FROM PG&E TO AMBIENTE.	Questionable Solicitation Activity	Ambit completed drop as requested by customer

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	340	2/12/2013	2878380317	customer request to cancel commerce energy. Please resolve	PER CUST WANTING TO CANCEL COMMERCE ENERGY. CUST STATES SHE DID NOT AUTH THE CHANGE IF POSSIBLE PLEASE CANCEL AND CONTACT CUST.	Cancellation Request	Customer's wife NAME called on 2/12/13 to cancel switch enrollment. The drop request was sent out the same day and accepted by the utility on 2/13/13. The drop request processed on time before the switch completed. We spoke with CUSTOMER's wife NAME, we advised the customer that the account had been cancelled as she requested back on 2/12/13 and that her gas services would stay as she currently has it. Customer understood and was satisfied.
Vista	341	2/12/2013	8119633216	customer states never signed up with vista. wants to cancel immediately. Please verify	CUSTOMER STATES HE DIDNT SIGN UP W/ VISTA NEVER SPOKE TO THEM OR SIGNED ANY PAPERS. DOESNT WANT TO HAVE THEM AS HIS SUPPLIER HOWEVER STATES SINCE HE DIDNT SIGN UP FOR THIS HE SHOULDN'T HAVE TO CALL AND DEAL W/ IT	Unauthorized Switch	Terminated and called 2/27/2013
Vista	342	2/12/2013	7442657178	customer does not want vista energy. Please contact	VISTA ENERGY ADVSD THAT WAS HIRED BY PGE TO OFFER DISCOUNT TO CUSTOMERS; CUSTOMER XXX-XXXX; CUSTOMER STATES REPRESENTATIVE AGENT ID# XXX STATED THAT WAS HIRED BY PGE TO OFFER DISCOUNTS & PROMOTE ENERGY SAVINGS	Questionable Solicitation Activity	Customer terminated by Vista with via customer's request on 2/12/2013, PGE confirmed on 2/15/2013
Blue Spruce	343	2/13/2013	5409085908	Customer has tried to contact to cancel with no luck	CUSTOMER, CFO, REQ TO CANCEL BLUE SPRUCE. STATES HAS CONTACTED THEM BUT NO ONE ANSWERS AND NO ONE CALLS BACK. PLEASE ASSIST.	Cancellation Request	Disconnect submitted 2/20/13 by NAME and NAME called and left msg explaining we disconnected their service.
Blue Spruce	344	2/13/2013	1303017620	Customer requesting to cancel services with blue spruce	PLEASE CALL CUSTOMER, REQ MORE VERIFICATION THERE ARENT ANY NOTES AS TO WHY THERE SA DISCONNECTION NOTICE SENT OR RECORD OF A NEW DASA.	Cancellation Request	Disconnect submitted 2/20/13 by NAME and NAME called and left a msg with CUSTOMER letting them know his service has been disconnected.
North Star(Yepene)	345	2/13/2013	5607202070	CUSTOMER stated that a man at her door said he is with PG&E and wanted her account info so he could enroll her in our program to save her money. She is elderly and was afraid to open the door but because he said he was with PG&E that she slid her bill under doorway and then felt uncomfortable and PG&E. Customer is complaining about misrepresentation by that individual for yep.	CUSTOMER stated that a man at her door said he is with PG&E and wanted her acct info so he could enroll her in our program to save her money. She is elderly and was afraid to open the door but because he said he was with PG&E that she slid her bill under	Unauthorized Switch	The customer's phone number XXX-XXX-XXXX has been added to the "No call list"
Seminole	346	2/13/2013	2555979355	Customer upset that he is with the CTA, does not want to be with CTA and doesn't know he was signed up.	CUSTOMER SAID HE HAS NEVER SIGNED UP FOR Seminole Energy Services AS A THIRD PARTY PROVIDER AND IS VERY UPSET. PER GEN REF HE NEEDS TO CONTACT COMPANY TO STOP/DISPUTE. CUST SAID HE SHOULDN'T HAVE TO CALL THAT COMPANY BECAUSE HE NEVER SPOKE W/ THAT COMPANY I	Unauthorized Switch	Service for this customer was authorized by NAME on 4/5/2012, and it appears that CUSTOMER was not aware that his wife signed them up. Pursuant to the customer's wishes, Seminole has decided to let him out of the contract and waive the \$100 cancellation fee. Disconnect DASR was sent 2/19/2013.
Blue Spruce	347	2/13/2013	5513887351	Customer has contacted blue spruce united to cancel service but esp has failed to do so. Customer wants to return back to pge asap thanks	PER CUSTOMER, SHE'S BEEN TRYING TO CANCEL HER 3RD PARTY GAS COMPANY (UNITED) BUT THEY DON'T ANSWER HER CALLS. SHE SAYS SHE'S CALLED PG&E ALSO BUT WE STILL DON'T RETURN HER GAS TO PG&E. IS THERE ANY WAY WE CAN RETURN HER TO PG&E WITHOUT HAVING TO CALL UNITED	Cancellation Request	NAME called and left the customer a detailed msg explaining how the disconnect process works. Acct disconnected on 2.27.13
Seminole	348	2/13/2013	2555979355	Would like to cancel service a/o 2/19/13 and does not want any more charges from seminole a/o 2/19/13. please contact customers and rebate if necessary.	CUSTOMER SAID HE HAS NEVER SIGNED UP FOR Seminole Energy Services AS A THIRD PARTY PROVIDER AND IS VERY UPSET. PER GEN REF HE NEEDS TO CONTACT COMPANY TO STOP/DISPUTE. CUST SAID HE SHOULDN'T HAVE TO CALL THAT COMPANY BECAUSE HE NEVER SPOKE W/ THAT COMPANY I	Unauthorized Switch	Service for this customer was authorized by NAME on 4/5/2012, and it appears that CUSTOMER was not aware that his wife signed them up. Pursuant to the customer's wishes, Seminole has decided to let him out of the contract and waive the \$100 cancellation fee. Disconnect DASR was sent 2/19/2013.
Ambit	349	2/13/2013	2367548334	customer has been advised by Ambit she would be cancelling and for her to contact us to speed up the process. I advised the customer of our switching process 3 days advance notice/ 15 days for processing/ next read cycle. Advised customer all switching will always happen on the read cycle date there is no between read cycle for switching. I also advised her this date is determine and calculated based on the date we receive the disconnect request. She advised she contacted the esp last week this will take the customer's switch date to 3/19/13 applying switching logic. Customer is very upset advised she was lied to by ambit who told her false information and wants this cancelled sooner. She advised she could not afford to pay extra charges. Please contact this customer with a resolution due to this customer is disputing the return date back to pge	CUSTOMER states she terminated with Ambit last week and she states they advised her we can speed up the process. I advised her it does take 1 to 2 billing cycles usually. She states she keeps going back and forth and would like to speak to someone in d	Cancellation Request	Ambit completed drop as requested by customer
Commerce	350	2/13/2013	7543129115	customer does not want to switch to commerce. Please resolve	CUSTOMER CALLED TO SAY HE SIGNED UP FOR VISTA AND THEN CANCELLED IT 5 DAYS LATER. VISTA TOLD HIM HE WOULD NOT BE CHARGED BECAUSE HE CANCELLED WITHIN 5 DAYS. HE IS UPSET THAT HE WAS STILL CHARGED. HE CALLED VISTA AND THEY TOLD HIM WAS CANCELLED 1/5/13 BUT N	Unauthorized Switch	During the follow up call we tried speaking to CUSTOMER in regards to the cancellation request. When we tried speaking to the customer and we advised he was being recorded for quality purposes he stated he didn't want to be recorded and would be disconnecting the call in which at that moment he did. We were unable to advise the customer of charges he will be responsible for up to the last day of service he has with Commerce Energy. We will not be charging an early termination fee. The drop request was sent today 2/28/13.
Commerce	351	2/13/2013	6072481244	CUSTOMER calling, states she called commerce energy to cancel enrollment w/in same day, she is concerned that they may not cancel her service, has a bad feeling about the rep (lady) who she called, please confirm that CUSTOMER was not switched to commerce energy.	CUSTOMER calling, states she called commerce energy to cancel enrollment w/in same day, she is concerned that they may not cancel her service, has a bad feeling about the rep (lady) who she called. Does not like the recording on the commerce energy rep lady	Questionable Solicitation Activity	CUSTOMER called our offices on 02/13/13 requesting cancellation of agreement. The cancellation of the switch request was completed by the representative as requested by the customer the same day. Tried contacting the customer at number provided on order and number provided by PGE but no answer. Left voicemail of resolution and we will also be sending the customer a "No Contact" letter advising her to call us at her convenience.
North Star(Yepene)	352	2/14/2013	4686346136	When CUSTOMER was offered to sign up with north star gas, he declined it. He told them he wanted to stay with just pg&e. He found charges on the bill, and called them directly again and requested it be cancelled. the charges are still on here and he feels they should refund all their charges. please call CUSTOMER with resolution	WHEN CUSTOMER WAS OFFERED TO SIGN UP WITH NORTH STAR GAS, HE DECLINED IT. HE TOLD THEM HE WANTED TO STAY WITH JUST PG&E. HE FOUND CHARGES ON THE BILL, AND CALLED THEM DIRECTLY AGAIN AND REQUESTED IT BE CANCELLED. THE CHARGES ARE STILL ON HERE AND HE FEEL	Unauthorized Switch	esp resolution - YEP submitted a drop dasr on 2/18/2013 and confirmed by PG&E on 2/21/2013
Blue Spruce	353	2/14/2013	2564686165	Customer would like to cancel, doesn't know how he was signed up with them	CUSTOMER CONCERNED THAT VISTA AGREEMENT IS STILL REFLECTED ON HIS ACCOUNT. CHOY CONTACTED VISTA ON 12/28 TO CANCEL AGREEMENT, AND CONTACTED THEM AGAIN IN JANUARY. THIRD CONTACT TODAY FEBRUARY 14TH, SPOKE W/ TINA AND WAS PROVIDED W/ CONF #XXXXXXXXXX_C	Cancellation Request	Disconnect submitted by NAME 2/28/13. NAME called and left a msg for CUSTOMER explaining how the disconnect process works.
Vista	354	2/14/2013	8804843345	CUSTOMER called to cancel and esp provider vista was rude and told her they could not cancel and to check when the bill closes and to contact pge to cancel. customer did not want vista in the first place and they told her they would cancel and did not take place. please contact and verify	CUSTOMER PH#XXX XXX XXXX SPANISH SPEAKING. ESP PROVIDE VISTA did not resolve problem. CUSTOMER CALLED TO CANCEL AND ESP PROVIDER VISTA WAS RUED AND TOLD HER THEY COULD NOT CANCEL AND TO CHECK WHEN THE BILL CLOSES AND TO CONTACT PGE TO CANCEL. CUSTOMER DID	Cancellation Request	Terminated and called 2/27/2013
Vista	355	2/14/2013	4951012258	customer states that she contacted vista 1/20/13 and cancelled the serv. received new billing of 2/12 and tier charges still on the billing, asking for assistance to get them removed. i checked the customer contact to see if we recvd request to remove, but nothing showing. please contact and verify	CUSTOMER STATES THAT SHE CONTACTED VISTA 1/20/13 AND CANCELLED THE SERV. RECEIVED NEW BILLING OF 2/12 AND THEIR CHARGES STILL ON THE BILLING, ASKING FOR ASSISTANCE TO GET THEM REMOVED. I CHECKED THE CUSTOMER CONTACT TO SEE IF WE RECVD REQUEST TO REMOVE, BUT	Cancellation Request	Terminated and called 2/27/2013
Vista	356	2/14/2013	8234903144	customer has tried to contact to cancel and return to pge full service. please contact and verify	CUSTOMER CALLED AND CANCELED VISTA TODAY 2/14/13 AND VISTA TOLD HER IT WOULD TAKE PGE 15-45 BUSINESS DAYS TO ACTUALLY CANCEL VISTA, SHE THOUGHT BY SIGNING UP WITH VISTA SHE WOULD BE SAVING MONEY BUT SHE DID NOT KNOW THAT THEY DO NOT HAVE BPP, SO SHE CANCE	Unauthorized Switch	Terminated and called 2/27/2013
Vista	357	2/14/2013	1085519968	customer states vista misled her and would like to cancel them. please contact and verify	Vista telemarketer advised customer they were a PG&E employee customer CUSTOMER (XXX) XXX-XXXX. customer states telemarketer was wearing a pge logo on shirt & was told she would be receiving a discount on her gas. thank you	Questionable Solicitation Activity	Customer terminated by Vista with via customer's request on 2/15/2013, PGE confirmed on 2/21/2013
Vista	358	2/14/13	5289874774	customer would like to be retro'd and vista charges cancelled, customer states vista cannot prove she signed for program, would like a call back. please contact and verify	CUSTOMER STATES CXL CTA PREVIOUSLY AND STILL SHOWING ON BILL; PLS CORRECT	Cancellation Request	Customer terminated by Vista with via customer's request on 1/7/2013, PGE confirmed on 1/12/2013
Blue Spruce	359	2/15/13	7916279935	Customer wants to cancel	CUSTOMER/CONTACT N M XXXXXXXXXXXX/XOOM ENERGY/CUST CLLD TO CANCEL SERV AS HE FEELS BILLS HAVE INCREASED SINCE SERVICE AGREEMENT STARTED/CUST HAS CLLD PROVIDER TO CANCEL SERV AND WAS TOLD HE WAS IN CONTRACT UNTIL JULY OF 2014 AND THAT IF HE WAS TO CAN	Questionable Solicitation Activity	Disconnect submitted by NAME 2/28/13. NAME left msg with the mother explaining that the account has been disconnected.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Blue Spruce	360	2/15/2013	2332483600	Customer does not want to pay blue spruce charges	CUSTOMER CALLED AND SAID SHE WAS SIGNED UP WITH BLUE SPRUCE UNDER THE IMPRESSION THAT THEY WERE PG&E. SHE FEELS LIKE THIS IS ELDER ABUSE BECAUSE THEY LIED TO HER AND SHE NOW REFUSES TO PAY THE PORTION OF THE BILL THAT THEY HAVE BILLED HER. I ADV CUST	Unauthorized Switch	Disconnect submitted 2/8/13 by NAME; rec'd by PGE on 2/9/13. Disconnect is set for 3/20/13.
Glacial	361	2/15/2013	4730482570	CUSTOMER stated she receive a call from rep from glacia stating that he was from pg&e & he was calling to offer her a 7% discount. she told him that she didnt want to make any changes if there was going to be a change to bill he told her no change or never mentioned a 3rd bill from them on our bill. customer upset tht she was led to & wants to stay w/ pg&e. please resolve	CUSTOMER STATED SHE RECEIEV A CALL FROM REP FROM GLACIA STATING THAT HE WAS FROM PG&E & HE WAS CALLING TO OFFER HER A 7% DISCOUNT. SHE TOLD HIM THAT SHE DIDNT WANT TO MAKE ANY CHANGES IF THERE WAS GOING TO BE A CHANGE TO BILL HE TOLD HER NO CHANGE OR NEV	Questionable Solicitation Activity	Glacial has submitted an urgent drop on this account and have forwarded the customers complaint to our Quality Assurance team to look into who the rep was that called CUSTOMER and retrieve the recording for review. If we find the rep was at fault he will be reprimanded and possibly put back into training or removed from the campaign as we take these complaints very seriously. Glacial will also reach out to CUSTOMER and ensure her that we have dropped her account and explain to her that she will still receive at least one month of usage with Glacial, however there is no Early Termination Fee associated with her drop request. We have left a VM for CUSTOMER.
Vista	362	2/15/2013	9073561064	customer would like to cancel vista. Please verify	CUSTOMER, wants to return to PGE gas... she has cancelled Vista in January but it's still billing on her acct. HER vista confirmation # XXXX to cancel. Thank you.	Cancellation Request	Customer terminated by Vista with via customer's request on 2/15/2013, PGE confirmed on 2/21/2013
Vista	363	2/15/2013	5139085654	customer has tried to contact to cancel but no one answers. please contact and verify	PER CUSTOMER WANTS TO CANCEL VISTA ENERGY SHE HAS TRIED TO CONTACT VISTA BUT NO ONE ANSWER.	Cancellation Request	Terminated and called 2/27/2013
North Star(Yepene)	364	2/18/2013	4092731093	CUSTOMER doesnt want to transfer to the other energy provider yepene, north star gas company effective 2/25/13. she had a hard time getting through to them. she says he told her that she was buying it from state of california until she started researching it and found out they were from texas. she is very upset that she was wrong information. she thought the state owned the gas so she thought she would get it cheaper	FYI CUSTOMER DOESNT WANT TO TRANSFER TO THE OTHER ENERGY PROVIDER YEPENE, NORTH STAR GAS COMPANY EFFECTIVE 2/25/13. SHE HAD A HARD TIME GETTING THROUGH TO THEM. SHE SAYS HE TOLD HER THAT SHE WAS BUYING IT FROM STATE OF CALIFORNIA UNTIL SHE STARTED RESEARC	Cancellation Request	YEP submitted a drop dasr on 2/18/2013 and confirmed by PG&E on 2/21/2013
Xoom	365	2/18/2013	7818961150	per CUSTOMER: requesting cancellation of xoom asap, his 17 year old was contacted and believes the transaction happened at that time. customer has made 3 phone calls with xoom to cancel, nothing has been done. customer will also be filing a complaint to puc about there enrollment process. please resolve	PER CUSTOMER: REQUESTING CANCELLATION OF XOOM ASAP, HIS 17 YEAR OLD WAS CONTACTED AND BELIEVES THE TRANSACTION HAPPENED AT THAT TIME. CUSTOMER HAS MADE 3 PHONE CALLS WITH XOOM TO CANCEL, NOTHING HAS BEEN DONE. CUSTOMER WILL ALSO BE FILING A COMPLAINT TO PUC	Cancellation Request	2/19/13 submitted outbound drop per customer request, PGE approved drop effective date as of 3/20/13 nothing else for xoom to do at this time.
Xoom	366	2/18/2013	9485594174	CUSTOMER says that he called xoom energy to cancel services with them (around the end of december early january) he has seen his recent bill and concerned that he will continue to be billed by them. luis said he spoke with luisa from xoom back in january 1-888-997-8979 ext: 4843 luis said he spoke with luisa from xoom back in january 1-XXX-XXX-XXXX ext: XXXX....customer wants xoom cancelled asap.	CUSTOMER SAYS THAT HE CALLED XOOM ENERGY TO CANCEL SERVICES WITH THEM (AROUND THE END OF DECEMBER EARLY JANUARY) HE HAS SEEN HIS RECENT BILL AND CONCERNED THAT HE WILL CONTINUE TO BE BILLED BY THEM. CUSTOMER WAS TOLD HE WOULD GET A CALLBACK FROM XOOM, BUT HE	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	367	2/19/2013	4060902013	CUSTOMER states that she has not given out any info to north star gas and she is unaware how it is on her acct. she stated that she called the ph# provided for north star XXX-XXX-XXXX. she was advised that its the wrong # and that they are out of philadelphia and not texas. she states she believes its fraud and she wants it off her acct; she wants gas through	P/ CUSTOMER STATES THAT SHE HAS NOT GIVEN OUT ANY INFO TO NORTH STAR GAS AND SHE IS UNAWARE HOW IT IS ON HER ACCT. SHE STATED THAT SHE CALLED THE PH# PROVIDED FOR NORTH STAR XXX-XXX-XXXX; SHE WAS ADV TOLD THAT IT IS THE WRONG # AND THAT THEY ARE OUT OF PHILADELPHIA	Unauthorized Switch	YEP submitted a drop dasr on 2/22/2013 and confirmed by PG&E on 2/27/2013
Spark	368	2/19/2013	1422955327	CUSTOMER called sparks energy 2-3 days ago and was advised that she has no choice but to participate w/ sparks energy; customer wants to stay with pge; she also states when she signed up, sparks energy rep adv that they are affiliated w/ pge and that pge is no longer providing gas in the area (only electricity) and that she has to sign up; pls contact the customer	CUSTOMER called sparks energy 2-3 days ago and was adv that she has no choice but to participate w/ sparks energy; customer wants to stay with pge; she also states when she signed up, sparks energy rep adv that they are affiliated w/ pge and that pge is n	Unauthorized Switch	The customer's phone number XXX-XXX-XXXXX has been added to the "No call list"
Commerce	369	2/19/2013	4898495093	commerce energy(esp) telemarketer advised customer they were a pg&e employee. CUSTOMER XXX-XXX-XXXX commerce energy called customer stated they were pg&e and wanted to ask her some questions so she could receive a discount. customer does not wish to transfer would like to stay with pge only please resolve.	Commerce Energy(ESP) telemarketer advised customer they were a PG&E employee. CUSTOMER XXX-XXX-XXXX Commerce Energy called customer stated they were PG&E and wanted to ask her some questions so she could receive a discount.	Questionable Solicitation Activity	Spoke with consumer on February 18th when she requested to cancel the enrollment. Drop request sent at that time. We have sent letter to her address inviting her to contact a member of our staff should she have further questions or concerns. Phone 2/18/2013 Yes
Vista	370	2/19/2013	2221716934	customer has tried to cancel with vista but was told he couldn't. would like to cancel. please contact and verify	CUSTOMER SAYS THAT HE CALLED VISTA TO CANCEL SERVICES WITH THEM AND HE WAS TOLD BY THEM THAT HE COULDN'T CANCEL. HE DOES NOT WANT HIS SERVICES WITH VISTA.	Cancellation Request	Terminated and called 2/27/2013
Vista	371	2/19/2013	2013706224	customer never wanted to start service with vista. please cancel. please contact and verify	P/ CUSTOMER AVSD THAT SHE NEVER STARTED SVC WITH VISTA ENERGY. SHE CONTACT PG&E AROUND 3PM TO INQUIRE ABOUT ACCT. AVSD CUST WITH TO CANCEL VISTA ENERGY TOLD CUST TO CALL PG&E TO BECOME BUNDLE CUST. PLS FIX FOR CUST. SHE STATES THAT VISTA IS JUST GOING TO	Unauthorized Switch	Terminated and called 2/27/2013
Vista	372	2/19/2013	8591962216	customer wishes to cancel vista. please contact and verify	ADVISED CUSTOMER TO CONTACT DA	Cancellation Request	Terminated and called 2/27/2013
Vista	373	2/19/2013	8052199185	customer called in feb to cancel, please cancel. Please contact and resolve.	CUSTOMER STATES THAT HE HAS NEVER SIGNED UP FOR VISTA ENERGY AND ONLY WANTS TO BE BUNDLED CUST WITH PG&E. CUST CALLED TO CANCEL AND CTA STATED THEY WOULD GET BACK TO HIM AND DID NOT RESOLVE ISSUE	Unauthorized Switch	Terminated 4/5/2013
Commerce	374	2/20/2013	8696734267	customer feels as if he was deceived from cta. thought he was receiving more of a discount on top of what he already gets.	CUST STATES THAT SHE WAS TOLD BY ESP COMMERCE REP THAT HE IS FROM PG&E AND THAT THIS IS JUST A DISCOUNT ON TOP OF CARE DISCOUNT. CUST FEELS VERY DECEIVED. ADV HER TO CALL COMMERCE ENERGY	Questionable Solicitation Activity	CTA has contacted customer to resolve issue
Commerce	375	2/20/2013	6845805300	customer does not want to transfer to commerce	customer does not wish to switch gas providers and has contacted commerce energy to terminate service. Customer requests termination effective 2-20-2013; please return customer to PG&E bundled service.	Cancellation Request	The customer's phone number 619-571-2665 has been added to the "No call list"
Blue Spruce	376	2/20/2013	3240051236	Customer did not sign a contract stating they wanted to transfer. pls cancel	CUSTOMER REQ TO CANCEL THE CTA BACK IN 12/3/12. NOTES IN CUST. CONTACT. HE RECEIVED A NOTICE TODAY SAYING THAT HE WILL BE STARTING UP AGAIN W/ CTA ON 3/18/13 BUT HE DID NOT ORE ENROLL AND DID NOT SIGN ANYTHING SAYING HE WANTED A CTA. HE WOULD LIKE TO REMAIN WI	Unauthorized Switch	Disconnect submitted by NAME 2/28/13. NAME called and spoke to CUSTOMER and explained the disconnect process. He was pleased.
Blue Spruce	377	2/20/2013	8139346551	Customer does not want blue spruce	CUSTOMER HAS ATTEMPTED TO CANCEL WITH BLUE SPRUCE ENRGY 3 TIMES. PER CUST DID NOT AUTHORIZE SWITCH; STATES REP INFORMED HER CANCELTION WOULD BE AUTOMATIC DUE TO NAME CHANGE FROM VISTA TO BLUE SPRUCE ENERGY.	Cancellation Request	The customer's phone number XXX-XXX-XXXX has been added to the "No call list"
North Star(Yepene)	378	2/20/2013	9581583929	Customer states she never gave authorization of switch. please cancel	CUSTOMER IS CALLING BECAUSE SHE NEVER GAVE AUTHORIZATION TO NORTH STAR GAS CO DBA YEP ENERGY TO SWITCH COMPANIES. SHE HAS BEEN TRYING TO CALL THEM SINCE SAT AND HAS NOT BEEN ABLE TO CANCEL WITH THEM. PER CUSTOMER SHE WAS NEVER TOLD THAT SHE WAS SWITCHING COMPANI	Cancellation Request	YEP submitted a drop dasr on 3/1/2013 and confirmed by PG&E on 3/6/2013
North Star(Yepene)	379	2/20/2013	4629325840	Customer speaks spanish only, she is calling pge as a last resort due to not being able to contact 3rd party esp north star gas company llc dba yep energy. cust claims she has called many times shes always put on hld no one has offrd her spanish asstnce and esp puts her call on hold the dscnnects call. cust trying to stop agreement with esp and she wishes to retrn bck to pge as bundled service.	CUSTOMER SPKS SPANISH ONLY. SHE IS CALLING PGE AS A LAST RESORT DUE TO NOT BEING ABLE TO CONTACT 3RD PARTY ESP NORTH STAR GAS COMPANY LLC DBA YEP ENERGY. CUST CLAIMS SHE HAS CALLED MANY TIMES SHES ALWAYS PUT ON HLD NO ONE HAS OFFRD HER SPANISH ASSTNC	Cancellation Request	YEP submitted a drop dasr on 3/1/2013 and confirmed by PG&E on 3/6/2013

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Tiger	380	2/20/2013	6152374686	states was not adv that would be purchasing natural gas from another provider called when she received letter indicating there was a change to cancel the pending da with sa. says she was told it would be cancelled but it has not been, attempted to call and line only rings without answer. customer requesting assistance in stopping customer would like to return back to pge. please resolve	CUSTOMER XXX-XXX-XXXX STATES WAS NOT ADV THAT WOULD BE PURCHASING NATURAL GAS FROM ANOTHER PROVIDER CALLED WHEN SHE RECEIVED LETTER INDICATING THERE WAS A CHANGE TO CANCEL THE PENDING DA WITH SA. SAYS SHE WAS TOLD IT WOULD BE CANCELLED BUT IT HAS NOT BEEN,	Cancellation Request	This customer has also contacted our offices, and we have honored her request to return to PG&E. A Tiger Representative has informed the customer her account has been dropped.
Tiger	381	2/20/2013	3844319186	customer no longer wants tiger wants to cancel. Please resolve	COMERCE ENERGY APPEARS ON CCB BUT DOES NOT APPEAR ON BLUE BILL. CUSTOMER SAYS SHE CANCELLED SERVICE WITH COMMERCE AT LEAST 6 YEARS AGO	Cancellation Request	This customer has also contacted our offices, and we have honored her request to return to PG&E. A Tiger Representative has informed the customer her account has been dropped.
Tiger	382	2/20/2013	written request	customer states did not know this was another company. would like to cancel. Please resolve	written request	Cancellation Request	A Tiger Representative has informed the customer her account is being dropped 2/28/13.
Xoom	383	2/20/2013	7916279935	customer has tried to cancel but was told he would have to pay a fee. please resolve	CUSTOMER/CONTACTNUM XXXXXXXXXX/XOOM ENERGY/CUST CLD TO CANCEL SERV AS HE FEELS BILLS HAVE INCREASED SINCE SERVICE AGREEMENT STARTED/CUST HAS CLD PROVIDER TO CANCEL SERV AND WAS TOLD HE WAS IN CONTRACT UNTIL JULY OF 2014 AND THAT IF HE WAS TO CAN	Questionable Solicitation Activity	Disconnect submitted by NAME 2/28/13. NAME left msg with the mother explaining that the account has been disconnected.
Vista	384	2/20/2013	7050708198	customer would like to cancel vista. please contact and verify	CUSTOMER REQUEST TO CANCEL VISTA ENERGY FOR SA #XXXXXXXXXX. WAS ADVISED WOULD TAKE UP TO 45 DAYS BY VISTA. HE REQUEST ME TO NOTE ACCT TO MAKE SURE HE DOES RETURN TO PG&E AS BUNDLED CUSTOMER.	Cancellation Request	Terminated and called 2/27/2013
Vista	385	2/20/2013	925399628	CUSTOMER has dialed 1 XXX-XXX-XXXX for vista twice and receives an error message - "cannot call out". rum is trying to reach vista to cancel service. is it possible for pge to help with cancellation. she will try calling again, but has tried getting thru via her cell phone and also her land line - same error message. please contact and verify	CUSTOMER has dialed 1 XXX-XXX-XXXX for Vista twice and receives an error message - "cannot call out". CUSTOMER is trying to reach Vista to cancel service. Is it possible for pge to help with cancellation. She will try calling again, but has tried getting thru vi	Cancellation Request	Terminated and called 2/27/2013
Commerce	386	2/21/2013	6145961860	customer wants to cancel commerce energy and remain with pge	Customer (SPAN) states this is the 2nd call and no resolution from provider; CORRECTION NEEDED; CUSTOMER WANTS TO CANCEL SERV WITH COMMERCE; HE HAS TO NAME W/COMMERCE AND REFUSES TO CANCEL SERV AND WON'T TRANSFER CUSTOMER W/SSR; PLS REVIEW AND CONTACT CUSTOMER	Cancellation Request	CTA has contacted customer to resolve issue
Blue Spruce	387	2/21/2013	written request	Customer wishes to return to pge f/s immediately	written request	Cancellation Request	Disconnect submitted by NAME. 2/28/13. NAME called and left Harminder a detailed msg on how the disconnect process works.
Xoom	388	2/21/2013	1504134182	customer tried to contact xoom to cancel service but was given a hard time. Please resolve	CUSTOMER called in regarding XOOM. Called XOOM to cancel their service, but they were given a hard time, according to the customer. Would like this removed and would feel safer staying with PG&E. Requesting to have it cancelled and put back with PG&E.	Questionable Solicitation Activity	1/7/13 cst wife called to cancel, her name is not listed on the acct. adv wife that customer must call to cancel acct. We will make an attempt to follow-up with the customer.
Xoom	389	2/21/2013	2691677286	customer is paid to current and would like xoom to stop harrasing her with calls and emails. Please contact customer directly, not happy	XOOM ENERGY WORK REQUEST XXXXX FOR PAST DUE ACCOUNT. ACCOUNT IS CURRENT BUT, KEEP GETTING PAST DUE NOTICES FROM XOOM. WOULD LIKE TO RESOLVE THIS MATTER ASAP. VERY IRRITATING!	Cancellation Request	XOOM has sporadically received payments from PGE on this account. Last two payments were received 2/6/13 covered Jan payment and 2/14/13 Feb payment. Both payments were received after the customer due date, which is why she is receiving collection calls at the time. She is currently due for 39.76 which is due 3/15/13 does PGE anticipate this payment will be received on time? There is no need to follow-up with the customer
Xoom	390	2/21/2013	104304049	customer does not remember signing up with xoom, wants to cancel. Also wants a call back. Please resolve and contact customer	customer does not remember signing up with xoom, wants to cancel. Also wants a call back. Please resolve and contact customer	Cancellation Request	3/11/13 XOOM will follow-up with customer.
Ambit	391	2/21/2013	written request	Customer states that they did not authorize enrollment. Please confirm drop and date. And contact customer to resolve issue.	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Spark	392	2/22/2013	5820591756	Customer would like to return back to pge asap thanks	Customer would like to return back to pge asap thanks	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	393	2/22/2013	2489895612	customer would like to remain with pge, does not want to switch	CUSTOMER//XXX-XXX-XXXX//CUSTOMER HAS CONTACTED THE 3RD PARTY PROVIDER TO HAVE HER SERV. REMAIN WITH PGE HOWEVER IT IS STILL PENDING AND COR WANT TO REMAIN WITH PGE	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	394	2/22/2013	508569484	CUSTOMER SAYS THAT SHE NEVER INITIATED A CHANGE TO COMMERCE ENERGY. SHE CONTACTED THEM, AND THEY SAID THAT IF SHE CANCELS, THEY WOULD CHARGE HER A HIGH FEE. SHE TOLD THEM TO CANCEL ANYWAY AND THAT SHE WOULD NOT BE PAYING ANY BILLS; TO DATE, THEY HAVE NOT CANCELLED THE SERVICE WITH HER.	CUSTOMER SAYS THAT SHE NEVER INITIATED A CHANGE TO COMMERCE ENERGY. SHE CONTACTED THEM, AND THEY SAID THAT IF SHE CANCELS, THEY WOULD CHARGE HER A HIGH FEE. SHE TOLD THEM TO CANCEL ANYWAY AND THAT SHE WOULD NOT BE PAYING ANY BILLS; TO DATE, THEY HAV	Unauthorized Switch	Spoke to account holder's sister per customer request regarding the allegation. A drop was submitted on 5/23/2013 per customer request and was informed that early termination fees would not apply. Yasmine was informed that the drop could take 1-2 billing cycles to complete. A call was located from 2/2/13 in which the sister of the account holder attempted to submit a drop. The caller was informed that only the account holder or legal spouse was authorized to complete the cancellation. When we attempted to contact the customer again on 5/23/2013 after our findings to provide resolution there was response. The customer was provided with a direct contact number and a no contact letter was mailed providing the resolution.
Blue Spruce	395	2/22/2013	45222614	Customer would like to cancel contract and return back to pge	CUSTOMER, XXX-XXX-XXXX, BLUE SPRUCE DID NOT RESOLVE SITUATION, CUST CANCELLED AND HE WAS ADV WE DID NOT WANT TO CANCEL HIS SERVICE AND IS ASKING WHY.	Cancellation Request	PGE submitted disconnect request on 11/5/12. NAME submitted disconnect request on 1/23/13, request was rejected on 1/24/13. NAME submitted new disconnect request on 2/26/13, request was again rejected on 2/26/13. NAME called CUSTOMER and left a msg with his wife or daughter explaining that we are currently working on this with our back office and PG&E. Situation still hasn't been resolved.
Blue Spruce	396	2/22/2013	1095195223	customer states he has tried to cancel but mailbox is full	PLEASE CANCEL BLUE SPRUCE ENERGY ESP FOR ACCT#XXXXXXXXXX/HE STATES THAT HE HAS TRIED TO CANCEL SEVERAL TIMES AND THEIR MAILBOX IS FULL	Cancellation Request	Disconnect submitted by NAME 2/28/13.
North Star(Yepene)	397	2/22/2013	876662783	Customer trying to contact esp to cancel. cannot get thru and is upset	HAS TRIED TO CALL 5 TIMES TO CALL AND CANCEL THE SERVICE AND HIS WIFE HAS TRIED TO CALL 3 TIMES. HE IS FRUSTATED AND WANTS TO CANCEL. CAN YOU HELP HIM.	Cancellation Request	YEP submitted a drop dscr on 3/1/2013 and confirmed by PG&E on 3/6/2013
North Star(Yepene)	398	2/22/2013	1095195223	Customer states that he has tried to cancel	PLEASE CANCEL BLUE SPRUCE ENERGY ESP FOR ACCT#XXXXXXXXXX/HE STATES THAT HE HAS TRIED TO CANCEL SEVERAL TIMES AND THEIR MAILBOX IS FULL	Cancellation Request	Disconnect submitted by NAME 2/28/13.
North Star(Yepene)	399	2/22/2013	6650083987	Customer did not sign up with cta, would like a disconnect	CUSTOMER//9XXX-XXX-XXXX//CUSTOMER DID NOT SIGN UP WITH NORTH STAR WAS NOT AWARE THAT THEY WERE PROVIDING SERVICE	Unauthorized Switch	YEP submitted a drop dscr on 3/1/2013 and confirmed by PG&E on 3/6/2013
Spark	400	2/22/2013	8533912392	customer wants to cancel out of spark	ACT#XXXXXXXXXX - CUSTOMER HAS CALLED SPARK ENERGY AND REQUESTED TO OPT OUT W/ SPARK. HE IS CALLING TO NOTIFY US.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	401	2/22/2013	5694970386	customer states they no longer want vista as a gas provider. please contact and verify	CUSTOMER SA# XXXXXXXXXX, REQUESTING 3RD PARTY VISTA ENERGY MKTNG TO STOP THE CHARGES REQ TO OPT OUT NO LONGER WANTS THEM AS THERE GAS PROVIDER FOR ADDRESS - CUSTOMER STATES THAT HE ONLY ACCEPTED THEM BECAUSE HE WAS WAS TOLD PG&E WIL	Cancellation Request	Terminated and called 2/27/2013
Vista	402	2/22/2013	1770981594	CUSTOMER is unhappy for vista led her to believe that pge and vista work together and that we would purchase gas from vista to provide cor w/ 10% discount. cor wants to stay w/pge. she doesnt want to start with vista. please contact and verify	CUSTOMER IS UNHAPPY FOR VISTA LED HER TO BELIEVE THAT PGE AND VISTA WORK TOGETHER AND THAT WE WOULD PURCHASE GAS FROM VISTA TO PROVIDE COR W/ 10% DISCOUNT. COR WANTS TO STAY W/PGE. SHE IS ELDERLY (91 YEARS OLD) AND SHE DOESNT WANT TO START WITH VISTA. REFERRED	Cancellation Request	Customer terminated by Vista with via customer's request on 2/22/2013, PGE confirmed on 2/27/2013
Xoom	403	2/23/2013	5331892691	customer has tried to cancel with XOOM. Please resolve	CUST HAS TRIED TO CANCEL WITH CTA. THEY WILL NOT HELP HER. PLEASE CONTACT.	Cancellation Request	2/27/13 per customer request XOOM submitted an outbound drop request to PGE, PGE approved effective date of the drop as 4/11/13 nothing else XOOM needs to do at this time.
Vista	404	2/23/2013	3231939913	customer wants to have pge full service. please contact and verify	customer wants to have pge full service. please contact and verify	Cancellation Request	Terminated and called 2/27/2013
Vista	405	2/23/2013	6736907308	We have been contacted by CUSTOMER via case XXXXXXXXXX. CUSTOMER advised he was lied to by Vista during their sales pitch. He advised he will not be paying vista one penny. I advised the customer all I could do is send this email advising Vista to contact him and reach a resolution due to vista is not pge and we can't remove or change dates vista submitted. Please contact this customer with a resolution due to this customer is disputing the return date back to pge/ esp charges.	CUSTOMER has a letter that he doesnt want vista energy -- and they said 2 days he would not his provider and he already got another bill -- if you can call him	Cancellation Request	Customer terminated by Vista with via customer's request on 1/17/2013, PGE confirmed on 1/20/2013
Vista	406	2/23/2013	7867722282	customer requesting a retro switch going back 6-7months. This is per the customer's request. Please contact customer with resolution.	CUSTOMER STATES THAT VISTA ENERGY SHOULD HAVE HAD HIS G SVC IN HIS NAME ABOUT 6 OR 7 MONTHS AGO. NO LONGER ON G SVC WITH VISTA. SVC AGREEMENT STATES WILL TAKE OVER SVC AS OF 03/26/2013. PLS INVESTIGATE AS KEVIN STATES HE SHOULD HAVE BEEN ON VISTA ENERGY AS	Cancellation Request	Terminated and called 2/27/2013 NO FLOW WITH VISTA, scheduled to Flow 3/26

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	407	2/23/2013	9094761264	customer would like to return back to pge asap and cancel vista. customer has called vista several time to try to cancel but is still active. please contact customer with resolution thanks please contact and verify	CUSTOMER HAS TRIED SEVERAL TIMES TO CANCEL XOOM. SHE HAS BEEN UNABLE TO GET THRU TO ANYONE. GAVE THE ONLY THAT I HAVE FROM XOOM. ADV BY SSR RIGHT TO SET UP THIS CASE & HELP HER GET AHD OF XOOM. THANKS!!	Cancellation Request	Cannot locate this phone or SAID in our Database
Blue Spruce	408	2/23/13	3892553723	Customer does not want blue spruce as their gas provider	CUSTOMER called and adv they received a letter dated 2/8/13 - stating he was coming back to PGE bundled service. I adv his acct shows that on 4/25/13 - his has another gas supplier named "United", he adv he has never authorized this 3rd party gas supplier	Unauthorized Switch	Disconnect request submitted by NAME 3/11/13.
Blue Spruce	409	2/23/2013	written request	Customer would like to return to pge f/s	written request	Cancellation Request	Disconnect submitted by NAME 2/28/13. NAME called and left Har minder a detailed msg on how the disconnect process works.
Vista	410	2/23/2013	6229158117	customer would like to cancel vista energy. Please resolve	PER CUSTOMER WOULD LIKE TO CXL VISTA ENERGY AS OF 02232013.CXL ASAP	Cancellation Request	Drop submitted on 3/8/2013
Vista	411	2/23/2013	5939790120	cust called in statinf that a vista rep came out stating that his complany would be taking the place of pg&e and the cust let the rep see her bill and she is afraid that she is going to be billed for vista charges when she is not looking to have vista. Please resolve	CUST CALLED IN STATINF THAT A VISTA REP CAME OUT STATING THAT HIS COMPLANY WOULD BE TAKING THE PLACE OF PG&E AND THE CUST LET THE REP SEE HER BILL AND SHE IS AFRAID THAT SHE IS GOING TO BE BILLED FOR VISTA CHARGES WHEN SHE IS NOT LOOKING TO HAVE VISTA	Questionable Solicitation Activity	I do not see this Service ID in our database. Can you supply more information?
Vista	412	2/23/13	8776618423	CUSTOMER would like to cancel vista, however they didn't leave their information and actually told the customer they were working for pg&e. if pass, pls contact vista for him to have it canceled, cust rec'd eta letter but is spanish speaking, didn't understand it. Please resolve	CUSTOMER WOULD LIKE TO CANCEL VISTA, HOWEVER THEY DIDN'T LEAVE THEIR INFORMATION AND ACTUALLY TOLD THE CUSTOMER THEY WERE WORKING FOR PG&E. IF PASS, PLS CONTACT VISTA FOR HIM TO HAVE IT CANCELED, CUST REC'D ETA LETTER BUT IS SPANISH SPEAKING, DIDN'T	Cancellation Request	Drop submitted on 02/27/2013
Vista	413	2/23/2013	1322340352	customer unhappy and would like to dispute jan-feb charges. states was informed by vista that he would switch back to pge a/o january and wants the last charges retro'd or cancelled. please contact customer directly and resolve	CUST COMPLAINT ABOUT VISTA & PG&E SAYS HE SPOKE WITH VISTA 1/6/13 TO RETURN TO PG&E FULL SERVICE THERE IS A NOTE CUST CONTACT ID # XXXXXXXXXX DATED 1/9/13 READS "Switch to Gas Bundled" CUST VERY UPSET SAYS VISTA TOLD HIM SWITCH BACK TO PG&E WOULD BE DONE	Cancellation Request	We cannot refund charges for gas used by the customer.
Commerce	414	2/25/2013	6621150158	customer has tried to contact commerce and cancel they said he would be charged \$50 to cancel	CUSTOMER CALLED XOOM ENERGY TO CANCEL THEY TOLD HIM THEY TRANSFER HIS FO TO THE NEW COMPANY OF COMMERCE ENERGY, HE CONTACTED COMMERCE ENERGY AND THEY HIM THEY WERE GOING TO CHARGE HIM \$50 TO CANCEL AND SERVICE WILL NOT START UNTIL JUNE, HE TOLD THEM WHY THAT	Cancellation Request	Called customer back at number provided by PGE which is on account. Phone number currently disconnected. I have sent out a "NO CONTACT" letter to the customer so he can call us at his convenience. I have submitted a drop request for this customer. He will remain with current gas provider and no charges will be billed on behalf of Commerce Energy.
North Star(Yepene)	415	2/25/2013	3822125666	Customer states they never signed up with north star and refuses to speak with them	PER CUSTOMER ACCT # XXXXXXXX // STATES SHE NEVER SIGNED UP FOR ESP NORTH STAR ENERGY GAS//SHE REFUSES TO SPEAK W/ THEM BUT IS DEMANDING TO CANCEL THEIR SERVICE/PLEASE CANCEL ESP NORTH STAR PER MARIA	Unauthorized Switch	YEP submitted a drop dasr on 3/11/2013 and confirmed by PG&E on 3/14/2013
North Star(Yepene)	416	2/25/2013	3822125666	Customer states they never signed up with north star and refuses to speak with them	PER CUSTOMER ACCT # XXXXXXXX // STATES SHE NEVER SIGNED UP FOR ESP NORTH STAR ENERGY GAS//SHE REFUSES TO SPEAK W/ THEM BUT IS DEMANDING TO CANCEL THEIR SERVICE/PLEASE CANCEL ESP NORTH STAR PER CUSTOMER	Unauthorized Switch	YEP submitted a drop dasr on 3/11/2013 and confirmed by PG&E on 3/14/2013
Commerce	417	2/25/2013	6621150158	customer has tried to contact commerce and cancel they said he would be charged \$50 to cancel. Please resolve	CUSTOMER CALLED XOOM ENERGY TO CANCEL THEY TOLD HIM THEY TRANSFER HIS FO TO THE NEW COMPANY OF COMMERCE ENERGY, HE CONTACTED COMMERCE ENERGY AND THEY HIM THEY WERE GOING TO CHARGE HIM \$50 TO CANCEL AND SERVICE WILL NOT START UNTIL JUNE, HE TOLD THEM WHY THAT	Cancellation Request	Called customer back at number provided by PGE which is on account. Phone number currently disconnected. I have sent out a "NO CONTACT" letter to the customer so he can call us at his convenience. I have submitted a drop request for this customer. He will remain with current gas provider and no charges will be billed on behalf of Commerce Energy.
Vista	418	2/25/2013	1337203409	customer would like to cancel with vista, said she called back in december but was still switched. Please resolve	P/ CUSTOMER REQUESTED TO CANCEL WITH VISTA ON DEC 10TH AND VERIFIED WITH THEM AGAIN ON DEC 17TH; THEY CONFIRMED THE CANCELLATION; CUSTOMER IS STILL RCVG BILLS FROM VISTA AND IS ASKING FOR ASSISTANCE TO CANCEL SERVICE WITH VISTA	Cancellation Request	Drop submitted on 02/25/2013
Vista	419	2/25/2013	3744847599	customer states her son signed vista agreement w/out her consent. she does not want vista Please resolve	CUSTOMER called concerned about a purchase agreement that her son signed on her behalf with Vista Energy on 2-24-13, she says she does not want to purchase gas from them says she has called them this morning and they have no record yet in their system. b	Unauthorized Switch	I do not see this Service ID in our database. Can you supply more information?
Vista	420	2/25/2013	5155395198	CUSTOMER called to cancel they told her they were unable to cancel at the moment they could not do anything they have to wait until the first bill from vista energy. rep from vista energy was upset talking to her. Please resolve	CUSTOMER/XXX-XXX-XXXX/SPANISH SPEAKING, VISTA ENERGY DID NOT RESOLVE PROBLEM, CUSTOMER CALLED TO CANCEL THEY TOLD HER THEY WERE UNABLE TO CANCEL AT THE MOMENT THEY COULD NOT DO ANYTHING THEY HAVE TO WAIT UNTIL THE FIRST BILL FROM VISTA ENERGY. REP FROM VISTA EN	Cancellation Request	Drop submitted on 3/8/2013
Vista	421	2/25/2013	3822125666	customer would like to cancel Please resolve	PER CUSTOMER ACCT # XXXXXXXX // STATES SHE NEVER SIGNED UP FOR ESP NORTH STAR ENERGY GAS//SHE REFUSES TO SPEAK W/ THEM BUT IS DEMANDING TO CANCEL THEIR SERVICE/PLEASE CANCEL ESP NORTH STAR PER MARIA	Unauthorized Switch	YEP submitted a drop dasr on 3/11/2013 and confirmed by PG&E on 3/14/2013
North Star(Yepene)	422	2/26/2013	7182020972	Customer states she never signed up with northstar, has been trying to Call to CanCel but keeps hearing a beep	CUSTOMER SAYS SHE NEVER SIGNED UP FOR NORTHSTAR. COR IS 95 AND CAN NOT SEE WELL. SAYS SHE THREW AWAY THE FORM THAT SHE HAD NEIGHBOR READ. SAYS SHE KEEPS CALLING AND CALLING AND THE MESSAGE SAYS WAIT FOR THE BEEP BUT THERE IS NEVER A BEEP. SHE ONLY WANTS PGE AND	Unauthorized Switch	YEP submitted a drop dasr on 2/27/2013 and confirmed by PG&E on 2/28/2013
North Star(Yepene)	423	2/26/2013	7182020972	Customer states she never signed up with northstar, has been trying to call to cancel but keeps hearing a beep	CUSTOMER SAYS SHE NEVER SIGNED UP FOR NORTHSTAR. CUSTOMER IS 95 AND CAN NOT SEE WELL. SAYS SHE THREW AWAY THE FORM THAT SHE HAD NEIGHBOR READ. SAYS SHE KEEPS CALLING AND CALLING AND THE MESSAGE SAYS WAIT FOR THE BEEP BUT THERE IS NEVER A BEEP. SHE ONLY WANTS PGE AND	Unauthorized Switch	YEP submitted a drop dasr on 2/27/2013 and confirmed by PG&E on 2/28/2013
AGAG	424	2/26/2013	1219939065	customer req to remove abag from gas acct detail. pls make effect asap. if possible pls retro as of 12/7/2012. customer has paperwork avail to show that abag should not have been added to this acct in the first place. Please contact and resolve	CUSTOMER REQ TO REMOVE ABAG FROM GAS ACCT DETAIL. PLS MAKE EFFECT ASAP. IF POSSIBLE PLS RETRO AS OF 12/7/2012. CUSTOMER HAS PAPERWORK AVAIL TO SHOW THAT ABAG SHOULD NOT HAVE BEEN ADDED TO THIS ACCT IN THE FIRST PLACE. PLS CALL W ANY QUESTIONS.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	425	2/26/2013	3996950376	sp spkg CUSTOMER calling re vista energy charges; says we told him to call there & apparently they can't find him w/any info he has provided to them, gave them the service id#, his address, name & ph#, they can't find him, need to do case to have someone contact vista, says they told him that they were from pg&e, & not a separate company; will do case for follow up, says he was on the phone two hours today trying to speak to someone there @vista to cancel this service w/ them. Please resolve	SP SPKG CUSTOMER CALLING RE VISTA ENERGY CHARGES. SAYS WE TOLD HIM TO CALL THERE & APPARENTLY THEY CAN'T FIND HIM W/ ANY INFO HE HAS PROVIDED TO THEM. GAVE THEM THE SERVICE ID#, HIS ADDRESS, NAME & PH#, THEY CAN'T FIND HIM, NEED TO DO CASE TO HAVE SOMEONE CONTACT	Cancellation Request	Drop submitted on 3/8/2013
Vista	426	2/26/2013	3370914781	customer was previously disconnected from vista but comes to find she was signed back up. very upset, wants everything retro'd and cancelled. Please resolve	CUST PREVIOUSLY REQ TO HAVE ESP PROVIDER REMOVED. WAS REMOVED AND REPLACED BACK ON ACCT CUST VERY UPSET HAS ALREADY CONTACTED XOOM AND PGE IN REGARDS TO THIS SEVERAL TIMES. CUST REQ TO HAVE BILLING CORRECTED AND REVERSED TO PGE ONLY. .09/24/12-ESRcancelIP	Cancellation Request	3/13/13 talked with customer confirmed her request to drop and submitted an internal investigation regarding the sales rep associated with the enrollment. Drop effective date 4/4/13
Xoom	427	2/26/2013	3370914781	customer was previously disconnected from XOOM but comes to find she was signed back up. very upset, wants everything retro'd and cancelled. Please resolve	CUSTOMER PREVIOUSLY REQ TO HAVE ESP PROVIDER REMOVED. WAS REMOVED AND REPLACED BACK ON ACCT CUST VERY UPSET HAS ALREADY CONTACTED XOOM AND PGE IN REGARDS TO THIS SEVERAL TIMES. CUST REQ TO HAVE BILLING CORRECTED AND REVERSED TO PGE ONLY. .09/24/12-ESRcancel Pend SW to DA-G 11/07/2012 CC SHOWS STARTED AGAIN WITH XOOM. CHECK CUSTOMER CONTACT	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
ABAG	428	2/26/2013	1219939065	customer req to remove abag from gas acct detail. pls make effect asap. if possible pls retro as of 12/7/2012. customer has paperwork avail to show that abag should not have been added to this acct in the first place. Please contact and resolve	CUSTOMER REQ TO REMOVE ABAG FROM GAS ACCT DETAIL. PLS MAKE EFFECT ASAP. IF POSSIBLE PLS RETRO AS OF 12/7/2012. CUSTOMER HAS PAPERWORK AVAIL TO SHOW THAT ABAG SHOULD NOT HAVE BEEN ADDED TO THIS ACCT IN THE FIRST PLACE. PLS CALL W ANY QUESTIONS.	Cancellation Request	ABAG Submitted Disconnect DASR's for both accounts, which we sent to PG&E this morning. We are hoping for a quick resolution to these accounts being removed from the ABAG POWER Program back to the original status, as per CUSTOMER request.
ABAG	429	2/26/2013	7489313301	customer req to remove abag from gas acct detail. pls make effect asap. if possible pls retro as of 12/7/2012. customer has paperwork avail to show that abag should not have been added to this acct in the first place. Please contact and resolve	CUSTOMER REQ TO REMOVE ABAG FROM GAS ACCT DETAIL. PLS MAKE EFFECT ASAP. IF POSSIBLE PLS RETRO AS OF START DATE. CUSTOMER HAS PAPERWORK AVAIL TO SHOW THAT ABAG SHOULD NOT HAVE BEEN ADDED TO THIS ACCT IN THE FIRST PLACE. PLS CALL W ANY QUESTIONS.	Cancellation Request	ABAG Submitted Disconnect DASR's for both accounts, which we sent to PG&E this morning. We are hoping for a quick resolution to these accounts being removed from the ABAG POWER Program back to the original status, as per CUSTOMER request.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E Internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	430	2/27/2013	6966446506	VESTA LEWIS CALLED BECAUSE SHE NO LONGER WANT TO BE A CUSTOMER OF COMMERCE ENERGY. SHE CALLED TO ADVISED COMMERCE THAT SHE NO LONGER WANTED SERVICE WITH THEM. THEY THEN ADVISED HER THAT SHE WAS NOT A CUSTOMER OF THEIRS.	VESTA LEWIS CALLED BECAUSE SHE NO LONGER WANT TO BE A CUSTOMER OF COMMERCE ENERGY. SHE CALLED TO ADVISED COMMERCE THAT SHE NO LONGER WANTED SERVICE WITH THEM. THEY THEN ADVISED HER THAT SHE WAS NOT A CUSTOMER OF THEIRS. SHE WOULD LIKE TO COME BACK TO PG&E	Cancellation Request	I spoke with Vesta Lewis who is account holder's mother and advised we needed to speak to Mr. Steven Smith since he is the account holder with us. I tried advising the customer we would just need Mr. Smith to give us permission to speak to her about his account and the cancellation but she refused to speak further in regards to cancellation and stated she didnt want us to contact her anymore. No further action has been taken on this account.
Commerce	431	2/27/2013	9580412602	customer would like to cancel with commerce. Does not want their service	CUSTOMER STATES THAT SHE HAS CONTACTED SPARK ENERGY MULTIPLE TIMES TO CANCEL SERVICE AND RETURN TO PGE FOR ALL SERVICES. AS OF TODAY THERE ARE NO PENDING SA'S WITH PGE. HOWEVER THERE IS A PENDING SA WITH COMMERCE ENERGY. PLEASE FOLLOW UP WITH CUSTOMER ABOUT	Cancellation Request	Spoke to account holder. I advised customer we have sent out the request to cancel her switch request today 03/11/13. I advised customer that her services will remain with the same gas provider she currently has and no charges will be sent to her by us. Customer understood information and was satisfied with the information given.
Blue Spruce	432	2/27/2013	756424365	Customer has been trying to cancel and states blue spruce has not answered any of her calls. does not want their service. spanish speaking	CUSTOM HAS BEEN TRYING TO CONTACT BLUE SPRUCE ENERGY FOR THE PAST 3 DAYS. THEY HAVE NOT ANSWERED ANY OF HER CALLS AND SHE DOES NOT WANT TO HAVE SERVICE WITH THEM. CUSTOMER WOULD LIKE PGE TO CONTACT THAT COMPANY TO CALL HER SO SHE CAN CANCEL SERVICE WITH THEM.	Cancellation Request	Disconnect submitted by NAME 3/11/13.
Blue Spruce	433	2/27/2013	9693981895	Customer states no longer wants service with them. requesting to come back to pge	CUSTOMER stated contacted United Energy Today to cancel their SA. States no longer wanted their service. We should be getting request to return to full service.	Cancellation Request	PGE submitted disconnect request on 2/27/13 and again on 3/1/13. To be safe, also submitted by NAME on 3/11/13.
North Star(Yepene)	434	2/27/2013	2840171780	Customer has made multiple attempts to Contact yep energy to Cancel da. they do not have vietnamese speaking reps for him to speak with so he tried CanCelling through email and has not received any response. per gen ref process states to send daasu case and pge will contact cta to investigate the matter. please investigate to verify yep energy has been CanCelled per Cors request. thank you.	CUSTOMER XXX-XXX-XXXX YEP ENERGY DID NOT RESOLVE PROBLEM REFERENCE CASE #XXXXXXXXXX. COR HAS MADE MULTIPLE ATTEMPTS TO CONTACT YEP ENERGY TO CANCEL DA. THEY DO NOT HAVE VIETNAMESE SPEAKING REPS FOR HIM TO SPEAK WITH SO HE TRIED CANCELLING THROUGH E	Cancellation Request	CUSTOMER selected to remain with YEP Energy services after speaking with YEP Vietnamese CSR to explain our services.
North Star(Yepene)	435	2/27/2013	3210739052	Customer would like to CanCel and only be billed thru pge. elderly does not know how this happened	2nd call - (CTA/ESP Name) did not resolve problem; Customer Name CUSTOMER Contact number XXX-XXX-XXXX Summary of situation/description of call: CUSTOMER CALLED LAST WEEK TO ASK PG&E ABOUT CTA ON HER ACCOUNT. REP ADVSD SHE CONTACT NORTH STAR W QUES	Cancellation Request	YEP submitted a drop dasr on 3/11/2013 and confirmed by PG&E on 3/14/2013
Spark	436	2/27/2013	9580412602	Customer has tried to contact sparks. wants to cancel	CUSTOMER STATES THAT SHE HAS CONTACTED SPARK ENERGY MULTIPLE TIMES TO CANCEL SERVICE AND RETURN TO PGE FOR ALL SERVICES. AS OF TODAY THERE ARE NO PENDING SA'S WITH PGE. HOWEVER THERE IS A PENDING SA WITH COMMERCE ENERGY. PLEASE FOLLOW UP WITH CUSTOMER ABOUT	Cancellation Request	Spoke to account holder. I advised customer we have sent out the request to cancel her switch request today 03/11/13. I advised customer that her services will remain with the same gas provider she currently has and no charges will be sent to her by us. Customer understood information and was satisfied with the information given.
North Star(Yepene)	437	2/27/2013	2840171780	Customer has made multiple attempts to contact yep energy to cancel da. they do not have vietnamese speaking reps for him to speak with so he tried cancelling through email and has not received any response. per gen ref process states to send daasu case and pge will contact cta to investigate the matter. please investigate to verify yep energy has been cancelled per cors request. thank you.	CUSTOMER XXX-XXX-XXXX YEP ENERGY DID NOT RESOLVE PROBLEM REFERENCE CASE #4499540292 COR HAS MADE MULTIPLE ATTEMPTS TO CONTACT YEP ENERGY TO CANCEL DA. THEY DO NOT HAVE VIETNAMESE SPEAKING REPS FOR HIM TO SPEAK WITH SO HE TRIED CANCELLING THROUGH E	Cancellation Request	CUSTOMER selected to remain with YEP Energy services after speaking with YEP Vietnamese CSR to explain our services.
North Star(Yepene)	438	2/27/2013	3210739052	Customer would like to cancel and only be billed thru pge. elderly does not know how this happened	2nd call - (CTA/ESP Name) did not resolve problem; Customer Name CUSTOMER Contact number XXX-XXX-XXXX Summary of situation/description of call: CUSTOMER CALLED LAST WEEK TO ASK PG&E ABOUT CTA ON HER ACCOUNT. REP ADVSD SHE CONTACT NORTH STAR W QUES	Cancellation Request	YEP submitted a drop dasr on 3/11/2013 and confirmed by PG&E on 3/14/2013
Ambit	439	2/27/2013	6710897825	telemarketer is on foot & went to customer's home and represented themselves as a pg&e employee asking them to sign a form to receive 10% discount. CUSTOMER sts telemarketer never introduced themself as a dt/dt representative. CUSTOMER sts he seen id badge on telemarketer which did not have a pg&e logo & became suspicious & feels they are using pg&e to trick people into signing up for their services. City is Contra Costa - please review marketing practices thank you	CUSTOMER PH# XXX-XXX-XXXX, M COR STS CTA/DATELE MARKETER IS ON FOOT & WENT TO CUSTOMER'S HOME AND REPRESENTED THEMSELVES AS A PG&E EMPLOYEE ASKING THEM TO SIGN A FORM TO RECEIVE 10% DISCOUNT. CUSTOMER STS TELEMARKETER NEVER INTRODUCED THEMSELF AS A DTA	Unauthorized Switch	Unfortunately we don't have enough information on this one to proceed with any form of investigation on our end.
Commerce	440	2/27/2013	6966446506	CUSTOMER called because she no longer want to be a customer of commerce energy. she called to advised commerce that she no longer wanted service with them. they then advised her that she was not a customer of theirs.	CUSTOMER CALLED BECAUSE SHE NO LONGER WANT TO BE A CUSTOMER OF COMMERCE ENERGY. SHE CALLED TO ADVISED COMMERCE THAT SHE NO LONGER WANTED SERVICE WITH THEM. THEY THEN ADVISED HER THAT SHE WAS NOT A CUSTOMER OF THEIRS. SHE WOULD LIKE TO COME BACK TO PG&E	Cancellation Request	I spoke with CUSTOMER who is account holder's mother and advised we needed to speak to NAME since he is the account holder with us. I tried advising the customer we would just need NAME to give us permission to speak to her about his account and the cancellation but she refused to speak further in regards to cancellation and stated she didnt want us to contact her anymore. No further action has been taken on this account.
Commerce	441	2/27/2013	9580412602	customer would like to cancel with commerce. Does not want their service Please resolve	CUSTOMER STATES THAT SHE HAS CONTACTED SPARK ENERGY MULTIPLE TIMES TO CANCEL SERVICE AND RETURN TO PGE FOR ALL SERVICES. AS OF TODAY THERE ARE NO PENDING SA'S WITH PGE. HOWEVER THERE IS A PENDING SA WITH COMMERCE ENERGY. PLEASE FOLLOW UP WITH CUSTOMER ABOUT	Cancellation Request	Spoke to account holder. I advised customer we have sent out the request to cancel her switch request today 03/11/13. I advised customer that her services will remain with the same gas provider she currently has and no charges will be sent to her by us. Customer understood information and was satisfied with the information given.
Vista	442	2/27/2013	5631247490	CUSTOMER advs very upset because her husband NAME signed for service wht vista/and she had no idea/she has tried contacting vista numerous times to cancel/she keeps getting a recording to leav a msg and website does not help. Please resolve	CUSTOMER ADVS VERY UPSET BECAUSE HER HUSBAND NAME SIGNED FOR SERVICE WHT VISTA/AND SHE HAD NO IDEA/SHE HAS TRIED CONTACTING VISTA NUMEROUS TIMES TO CANCEL/SHE KEEPS GETTING A RECORDING TO LEAV A MSG AND WEBSITE DOES NOT HELP SHE ADVS/PLS ASSIST/SHE NO L	Cancellation Request	Drop was submitted for this customer on 3/4/2013
Vista	443	2/27/2013	4709950091	customer states he never signed up for vista. wants to cancel and dispute charges. please contact customer. Please resolve	CUSTOMER sts that he never signed up for vista energy. i adv him that care will not apply to vista charges. he sts he called vista to try and cancel their charges but they said to call pg&e. adv cust to contact vista, michael wants to speak to a daasu rep	Unauthorized Switch	Drop submitted on 3/8/2013
North Star(Yepene)	444	2/27/2013	7636362534	per CUSTOMER she has contacted north star several times trying to cancel serv but everytime she calls they state she does not have an acct with them. cust would like to cancel serv with them asap. thank you.	PER CUSTOMER SHE HAS CONTACTED NORTH STAR SEVERAL TIMES TRYING TO CANCEL SERV BUT EVERYTIME SHE CALLS THEY STATE SHE DOES NOT HAVE AN ACCT WITH THEM. CUST WOULD LIKE TO CANCEL SERV WITH THEM ASAP. THANK YOU.	Cancellation Request	NO CUSTOMER ANSWER, VOICEMAIL BOX NOT SET UP
Commerce	445	2/28/2013	written request	customer would like to cancel commerce has already filled out paperwork with them	written request	Cancellation Request	Called customer back to advise we have sent out his request to cancel services. He stated he had already cancelled with PG&E and proceeded to disconnect the call. Before he disconnected I advised the customer that we have sent out the request to cancel his service for him and that there would be no charges coming from us.
Blue Spruce	446	2/28/2013	6278073612	Customer has been trying to contact blue spruce company but has not reached any one from that company,	CUST HAS BEEN TRYING TO CONTACT BLUE SPRUCE COMPANY BUT HAS NOT REACHED ANY ONE FROM THAT COMPANY. WOULD LIKE PGE TO CONTACT BLUE SPRUCE TO CALL HIM BACK SO HE CANCEL SERVICE WITH THEM.	Cancellation Request	Disconnect submitted by NAME 3/11/13.
Commerce	447	2/28/2013	written request	customer would like to cancel commerce has already filled out paperwork with them. Please resolve	written request	Cancellation Request	Called customer back to advise we have sent out his request to cancel services. He stated he had already cancelled with PG&E and proceeded to disconnect the call. Before he disconnected I advised the customer that we have sent out the request to cancel his service for him and that there would be no charges coming from us.
Vista	448	2/28/2013	3482320278	customer disputing last billing charges from vista. would like to be backdated. customer .refuses to pay vista's closing charges. Please call customer and resolve	CUSTOMER CALLED IN STATING SHE STOPPED SERVICE AS OF 1-2-2013 WITH VISTA. SHE IS WANTING AN INVESTIGATION ON IS TO WHY SHE WAS BILLED AFTER THAT DATE. SHE ALREADY HAS BEEN IN CONTACT WITH VISTA AND THEY STATED IT IS ON PGE TO STOP. PLEASE CONTACT CUSTOMER	Cancellation Request	Acct terminated per customer request on 2/1/2013, confirmed by PG&E on 2/6/2013
Vista	449	2/28/2013	5826642462	customer states they did not sign up for vista. states father was taken advantage of. Please resolve	CUSTOMER TAKES CARE OF BILLS FOR HER FATHER/SHE ADVS HE HAS HAD A STROKE AND WAS TAKEN ADVANTAGE OF/PLS ASSIST/SHE WANTS THIS CANCELLED/DUE TO THEM TAKEN ADVANTAGE OF A DISABLED SENIOR/AND HE IS ON FIXED INCOME/	Cancellation Request	Acct Terminated on 3/13/2013
Xoom	450	3/1/2013	7200499145	customer stating she does not want xoom service says shes had issues with them before and has previously cancelled. Please resolve	CUSTOMER VERY CONCERNED/SHE RECEIVED EMAIL FROM XOOM 2/26/2013 ADV OF NEW START OF SERVICE/SHE ADVS THIS IS INCORRECT AND DOES NOT WANT THIS SERVICE/SHE HAD ISSUES PORE 9/2012/AND CANCELLED XOOM/SHE THINKS THY MAY BE DOING FRAUDULENT ACTIVITY ON HER ACCT	Cancellation Request	2/26 outbound drop sent to PGE per cust request. PGE has provided a drop effective date of 4/4/13 nothing else for xoom to do at this time.
Glacial	451	3/1/2013	3014301019	customer does not want glacial energy. Says she feels she was tricked into signing up	CUSTOMER STATES THAT SHE DOES NOT WANT TO START SERV WITH GLACIA ENERGY. SHE STATES THAT THEY MISREPRESENTED THEMSELVES AS PART OF PG&E. SHE IS VERY UPSET AND FEELS TRICKED. I ADVISED HER TO CONTACT GLACIA DIRECTLY.	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service

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2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Glacial	452	3/1/2013	2312951334	CUSTOMER STATES GLACIAL CAME TO HOUSE TO OFFER SVCS; THEY LOOKED AT HIS BILL BUT HE DID NOT WANT TO CHANGE SVC; HE WANTS TO REMAIN AS PG&E ONLY; HE STATES THAT HE DID SPEAK TO SOMEONE THAT ALSO FOLLOWED UP ON A PHONE CALL FROM GLACIAL BUT THE CALL DISCONNECTED.	CUSTOMER STATES GLACIAL CAME TO HOUSE TO OFFER SVCS; THEY LOOKED AT HIS BILL BUT HE DID NOT WANT TO CHANGE SVC; HE WANTS TO REMAIN AS PG&E ONLY; HE STATES THAT HE DID SPEAK TO SOMEONE THAT ALSO FOLLOWED UP ON A PHONE CALL FROM GLACIAL BUT THE CALL DISCONNECTED.	Questionable Solicitation Activity	The customer's phone number has been added to the "No call list"
Xoom	453	3/1/2013	474650157	customer states never signed up for this program and would like to cancel.	CUSTOMER STATED THAT XOOM CUSTOMER REPRESENTATIVE STATED THAT THEY DID NOT RECEIVE FUNDS FOR LAST BILL. HE WANTS AN EXPLANATION	Questionable Solicitation Activity	no charges submitted for january bill, bill cycle stayed open for 8 days. 2 months worth of charges submitted on february bill from 11/30/12-current.
Vista	454	3/1/2013	7633183895	customer states she felt as if she was being lied to and that company represented themselves as pge. Please contact and resolve	customer states she felt as if she was being lied to and that company represented themselves as pge. Please contact and resolve	Questionable Solicitation Activity	Acct Terminated on 3/13/2013
Xoom	455	3/2/2013	6572807239	customer states they did not sign up for xoom and is disputing all charges from xoom. Refuses to pay any more charges and has went to the cpuc. Please resolve	CUSTOMER came to the Sacramento office with her daughter to inquire about XOOM Energy billing her. She indicates that no one in her family ever agreed to start service with XOOM. She has tried calling but cannot get through to a representative to re	Unauthorized Switch	3/11/13 we will make 3 attempts to contact the cust, there has never been any contact with the customer via the call center
Xoom	456	3/2/2013	755560569	customer would like to cancel xoom. Please resolve	CUSTOMER (spanish speaker) acct# XXXXXXXX// is requesting to CANCEL XOOM energy esp// states he called XOOM to cancel and they advsd him to call us/ 2nd call	Cancellation Request	3/11/13 we will make 3 attempts to contact the cust, there has never been any contact with the customer via the call center
Commerce	457	3/4/2013	8114080933	CUSTOMER advised that her husband NAME signed up and signed a contract with commerce energy however, he is not authorized to make that decision since the bill is in her name, not his. she attempted to contact them multiple times to cancel the service but they tell her they have no service in her name, but its in his name. the contract shows her name on the top but that husband signed it. she never authorized it and attempted to cancel, but they will not let her cancel. Please contact and resolve	CUSTOMER ADVISED THAT HER HUSBAND NAME SIGNED UP AND SIGNED A CONTRACT WITH COMMERCE ENERGY HOWEVER, HE IS NOT AUTHORIZED TO MAKE THAT DECISION SINCE THE BILL IS IN HER NAME, NOT HIS. SHE ATTEMPTED TO CONTACT THEM MULTIPLE TIMES TO CANCEL THE SERVICE BUT THE	Cancellation Request	Placed an outbound call to CUSTOMER advised as her husband, completed the verification the enrollment is valid. CUSTOMER confirmed she does not want the switch to take place and a drop has been submitted on her behalf to cancel the services. The switch was scheduled to take place on 4/1/2013, per business policy we are able to cancel the switch to Commerce and CUSTOMER will not receive charges from Commerce Energy. CUSTOMER contacted Commerce Energy on 2/15/13 to cancel, the representative could not locate the account by name due to the name being misspelled during the enrollment.
Commerce	458	3/4/2013	2247936616	customer says did not want to sign up with commerce energy for his gas. he has 3 days to opt out... tried repeatedly to cancel before 3 days, no one answers. contact is alberto phone number is 1-800-210-9011, ext 3032. or shawn is supervisor ext 3088. does not want to be added to a different provider.. they are very pushy, wants to stay with pge. Please contact and resolve	CUSTOMER SAYS DID NOT WANT TO SIGN UP WITH COMMERCE ENERGY FOR HIS GAS. HE HAS 3 DAYS TO OPT OUT... TRIED REPEADLY TO CANCEL BEFORE 3 DAYS. NO ONE ANSWERES.	Cancellation Request	Placed an outbound call to CUSTOMER advising the scheduled switch pending for 4/8/2013 has been cancelled and he will not receive an invoice from Commerce Energy. CUSTOMER attempted to cancel through Commerce Energy's third party enrollment team, Telesales. The cancellation requests from Telesales are submitted daily and completed within 24-48 business hours.
North Star(Yepene)	459	3/4/2013	5163533513	north star gas company did not resolve issue; customer has attempted to contact da but has been leaving call back number and no follow up on their part, is seeking assistance from pge to cancel da	north star gas company did not resolve issue; customer has attempted to contact da but has been leaving call back number and no follow up on their part, is seeking assistance from pge to cancel da	Cancellation Request	Acct Terminated on 3/13/2013
Tiger	460	3/4/2013	8140063190	CUSTOMER has been calling tiger because she no longer wish to keep their svc. she is stating that no one is answering their phone lines. Please resolve	CUSTOMER has been calling TIGER because she no longer wish to keep their svc. She is stating that no one is answering their phone lines. Is there anything we can do to assist the customer?	Cancellation Request	The customer's account has been returned to PG&E's service effective 4/25/13. A Tiger representative has contacted Ms. Lee and informed her of her return to PG&E's service and that she will receive a final bill with Tiger's charges for this current cycle.
Vista	461	3/4/2013	5163533513	customer only wants to be with pge. does not want a 3rd party Please contact and resolve	customer only wants to be with pge, does not want a 3rd party Please contact and resolve	Cancellation Request	Acct Terminated on 3/13/2013
Glacial	462	3/5/2013	5671626929	requesting to terminate gas service w/Glacier natural gas; looking at his length of time w/ them it is less than 12 months...he is wanted to return to pg&e	p/written correspondence CUSTOMER he is requesting to terminate gas service w/Glacier natural gas; looking at his length of time w/ them it is less than 12 months...he is wanted to return to pg&e according to his written correspondence cvcd 3/1/13 wri	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	463	3/5/2013	5278011803	commerce energy did not resolve problem, toribio called today to cancel and they told him he cannot cancel due to it is not in his name, and wants to stay with pge. Please contact and resolve	CUSTOMER SPAN SPEAKING, COMMERCE ENERGY DID NOT RESOLVE PROBLEM, CUSTOMER CALLED TODAY TO CANCEL AND THEY TOLD HIM HE CANNOT CANCEL DUE TO IT IS NOT IN HIS NAME, AND WANTS TO STAY WITH PGE.	Cancellation Request	An outbound call was placed to 510-585-1628 for CUSTOMER Spoke to CUSTOMER and confirmed his spouse which is the name on the account as well as the individual who signed the contract and completed the phone verification. CUSTOMER requested a callback later today at noon PST. Callback completed CUSTOMER was not available and a voicemail was left. At this time CE has a valid agreement. A drop has been submitted to place gas services back with PGE; thus ending the contract with CE and a \$50 early exit fee may be applied to the final invoice. The CE representative who spoke with CUSTOMER on 3/13/13 was not able to complete his cancel request as CUSTOMER did not want to verify the name on the account as required.
Commerce	464	3/5/2013	3123710447	CUSTOMER wants to cancel da with commerce energy. per gen ref.commerce energy is not obligated to the 12 mos service contract period. also, they never spoke with her in regards to switching over to commerce, they only spoke with CUSTOMER in regards to the switch. CUSTOMER is listed on the bill, but us not listed as a cor. CUSTOMER was not aware of the switch and they will not end the contract without speaking with omar. since she is the main cor on acct, she wants to terminate the contract with commerce Please contact and resolve	CUSTOMER WANTS TO CANCEL DA WITH COMMERCE ENERGY. PER GEN REF, COMMERCE ENERGY IS NOT OBLIGATED TO THE 12 MOS SERVICE CONTRACT PERIOD. ALSO, THEY NEVER SPOKE WITH HER IN REGARDS TO SWITCHING OVER TO COMMERCE, THEY ONLY SPOKE WITH CUSTOMER IN REGARDST	Unauthorized Switch	Confirmation has been received CUSTOMER is listed as the primary name for gas services. Contacted CUSTOMER at informed of the cancellation received on 3/6/2013. Also informed CUSTOMER a phone verification was completed with an individual stating to be CUSTOMER the account holder for the address, agreeing to have the gas services switched to Commerce Energy. CUSTOMER confirm CUSTOMER was a tenant at the location and his name was listed as an authorized person on the PGE invoice.
Xoom	465	3/5/2013	5154440872	customer states he never signed up to transfer, spoke to xoom one time and did not agree to switch	CUSTOMER calling stating he never transferred services to Xoom energy. He states he spoke with xoom one time however he did not agree to switch over he states he was switched illegally and he is furious. I advised he needed to contact xoom and advised	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	466	3/5/2013	7109210635	CUSTOMER advsd cnclvd vista same day. pls contact to verify that the vista will be cnclvd. Please verify.	CUSTOMER ADVSD CNCLVD VISTA SAME DAY. PLS CONTACT TO VERIFY THAT THE VISTA WILL BE CNCLD. THANK YOU.	Cancellation Request	Acct Terminated on 3/13/2013
Vista	467	3/5/2013	8590075837	customer trying to cancel with vista. 2nd attempt	CUSTOMER trying to cancel service with CTA Vista Energy. States that he has called multiple times and it only goes to an answering service and he has left multiple messages. I confirmed the phone # with him. Cust would like to cancel Vista and return to PGE.	Cancellation Request	Sent cancel
Tiger	468	3/6/2013	written request	The customer has been with Tiger has been trying to switch back to PG&E for some time, and apparently has just received a second bill from Tiger after assuming that her core gas service is back with PG&E. Tiger submitted the drop request for this customer on 2/8/13 with a switch date of 2/12/13. Please contact customer and resolve.	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Commerce	469	3/6/2013	3788572231	cust did not initiate switch to commerce energy, requesting to remain bundled customer. customer very upset with commerce energy rep, states they have his personal info and he will most likely go to police. Please contact and resolve	Correction needed; 3rd Party Service Provider Cancellation #754722709. Cust did not initiate switch to Commerce Energy, requesting to remain bundled customer. Customer very upset with Commerce Energy Rep, states they have his personal info and he will most	Cancellation Request	The FPRC enrollment was cancelled/denied during the verification call on 3/6/2013 as requested by CUSTOMER and when CUSTOMER contacted CE again on 3/6/13 confirmation was provided the account was cancelled. Attempt to reach customer at \ regarding complaint, however, Commerce Energy was not able to speak to CUSTOMER and a voice message was left. A no contact letter has been sent.
Xoom	470	3/6/2013	797235745	i was cancelled a bit ago by xoom. now with out my permission they have started me up again. i did not authorize this adjustment to my pg&e account. i have contacted them via email, they are not answering their phones, so i wanted you to know. i do not know the procedure for this kind of situation	p/Kana case XXXXXXX "HI, I was cancelled a bit ago by XOOM. Now with out my permission they have started me up again. I did not authorize this adjustment to my PG&E account. I have contacted them via email, they are not answering their phones, so i wa	Cancellation Request	customer contacted pge on 9/28/12 at 12:30pm see case# 1960484613 customer requested to carry over da to new premise which was processed as requested by customer. however we will send this request for a cancellation over to xoom energy for a cancellation
Tiger	471	3/6/2013	written request	customer does not want to transfer service to tiger. Please resolve	written request	Cancellation Request	The customer's account has been returned to PG&E's service effective 3/22/13. Although multiple attempts to contact the customer were made by a Tiger representative, the customer was unreachable by the phone number provided.
Vista	472	3/6/2013	written request	customer requests to cancel and return to pge Please contact and resolve	written request	Cancellation Request	Acct Terminated on 3/13/2013
Blue Spruce	473	3/7/2013	757529193	Rep came to door and offered saving through pge, customer not aware he signed with 3rd party. Customer wants it removed	CUSTOMER STATES REP CAME TO DOOR AND OFFERED SAVING THROUGH PGE COR NOT AWARE SIGNED UP WITH 3RD PARTY COR WANTS DA REMOVED FROM ACCT>	Unauthorized Switch	Client is not yet in our system, contacted AGR to cancel the account. Confirmed by CTA on 3/7/13.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	474	3/7/2013	1790932302	CUSTOMER was solicited by north star energy (yep), which represented himself as pge employee stating it was for a discount. never gave the company name even after she asked. she read info back to me on paper she signed, on it was the name and phone# to north star energy. she doesnt want to switch to any other companies.	CUSTOMER was solicited by North star Energy (Yep), which represented himself as PGE employee stating it was for a discount. Never gave the company name even after she asked. She read info back to me on paper she signed, on it was the name and phone# to no	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	475	3/7/2013	1295127230	CUSTOMER called in saying north star agency lied to customer saying they were with pge and they had badges saying " representatives of pge" cust will call cpuc to complain cust does not want any charges from third party	CUSTOMER CALLED IN SAYING NORTH STAR AGENCY LIED TO CUSTOMER SAYING THEY WERE WITH PGE AND THEY HAD BADGES SAYING " REPRESENTATIVES OF PGE" CUST WILL CALL CPUC TO COMPLAIN CUST DOES NOT WANT ANY CHARGES FROM THIRD PARTY	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	476	3/7/2013	8323481321	da came to her door and stated he was pge she is unaware that she has signed up for another provider pls remove. Please contact and resolve	DA CAME TO HER DOOR AND STATED HE WAS PGE SHE IS UNAWARE THAT SHE HAS SIGNED UP FOR ANOTHER PROVIDER PLS REMOVE	Unauthorized Switch	Acct terminated per customer request on 3/7/2013, confirmed by PG&E on 3/10/2013
Vista	477	3/7/2013	written request	Request: 1. Customer advised that she has requested to be returned to PG&E; please ensure that the switch back to PG&E is completed 2. Customer request Vista Energy to reverse the \$67.92 charges due to their claim to reduce her bill (see customer's attached letter)	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Vista	478	3/8/2013	2387350351	CUSTOMER called in req cancellation of serv with da and reestablishment with pge asap customer called vista @ 11:35 am for cancellation. Please contact and resolve	CUSTOMER CALLED IN REQ CANCELLATION OF SERV WITH DA AND REESTABLISHMENT WITH PGE ASAP CUSTOMER CALLED VISTA @ 11:35 AM FOR CANCELLATION	Cancellation Request	Acct Terminated on 3/13/2013
Vista	479	3/15/2013	1879509676	customer disputing charges and wants a retro please contact customer directly. States she did not sign up for this and vista has no proof of her signing up. Please contact and resolve.	CUSTOMER 3RD ATTEMPT TO REMOVE VISTA. ADV SHE HAS CONTACT VISTA REPEATEDLY TO HAVE THEM REMOVED FROM BILL AND NOT IS FOLLOWING UP WITH HER. CASE OPENED IN FEB REGARDING THIS SAME ISSUE. COR HAS ALSO REACHED OUT TO CPUC AND CPUC ADV THEY CANNOT HELP REGARDING	Cancellation Request	Terminated on 1/7/2013 PGE confirmed on 1/12/2013
Vista	480	3/16/2013	written request	customer would like to cancel vista charges. Please contact and resolve.	written request	Cancellation Request	Terminated 4/5/2013
Xoom	481	3/17/2013	2230938691	customer wants to discontinue with xoom. Please contact and resolve.	CUSTOMER WOULD LIKE TO DISCONTINUE XOOM. HE DID NOT REQUEST THAT XOOM BE TRANSFERRED WHEN HE MOVED TO THE NEW PREMISE.	Cancellation Request	5/1 Will call customer to confirm request.
North Star(Yepene)	482	3/18/2013	5000819967	customer had tried to cancel several times. pls cancel	CUSTOMER SAYS THAT SHE HAS CALLED NORTH STAR SEVERAL TIMES TO CANCEL AND THEY KEEP TELLING HER TO CALL PG&E AND WE CAN CANCEL PLS CANCEL SVC WITH NORTH STAR	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Vista	483	3/18/2013	4851420054	customer tried to contact vista, no luck. wishes to cancel. Please contact and resolve.	CUSTOMER ADV THAT SHE CALLED TWICE TODAY IN ORDER TO CANCEL PENDING CTA VISTA ON HER ACCT. CUST ADV THAT SHE WAS HUNG UP ON TWICE BY A VISTA REP. CUST IS NOW ASKING FOR OUR HELP IN CANCELLING SERVICES. ADV CUST THAT WE WILL T	Cancellation Request	Terminated on 3/16/2013 PGE confirmed on 3/21/2013
Vista	484	3/18/2013	9898577212	customer does not want vista. states this is the 2nd time she has cancelled. Please contact and resolve.	COR and her mother were signed up without their knowledge for a second time. Once before, and another pending SA for 1-xx-2014	Unauthorized Switch	Terminated on 3/16/2013 PGE confirmed on 3/21/2013
Vista	485	3/18/2013	627578204	customer states they never signed up with vista. please remove. Please contact and resolve.	CUSTOMER CALLED AND SAID THAT VISTA ENERGY SIGNED HER UP W/O CONSENT AND WANTS TO BE REMOVED	Unauthorized Switch	Terminated on 3/16/2013 PGE confirmed on 3/21/2013
Vista	486	3/18/2013	4544981478	customer states she thought she was signing up for a program with pge. please cancel vista. Please contact and resolve.	CUST STATES THAT VISTA REP WAS WEARING PGE LOGO AND SHE THOUGHT IT WAS A PART OF PGE. REQ TO STOP DA. ADVSD TO CONTACT VISTA	Cancellation Request	Terminated 4/5/2013
Blue Spruce	487	3/19/2013	5247530152	customer feels deceived by blue spruce and wishes to cancel	CUSTOMER FEELS DECEIVED BY UET BLUE SPRUCE ENERGY BECAUSE SHE WAS TOLD THAT THIS AN ADDITIONAL "DISCOUNT PROGRAM". I ADV HER TO CALL CTA DIRECTLY IF SHE WOULD LIKE TO CANCEL	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to P&E bundled service
Vista	488	3/19/2013	528468956	customer states she thought ee's were from pge. upset and would like to cancel. Please contact and resolve.	(ESP) telemarketer advised customer they were a PG&E employee, cust is really upset that she thought they were from PG&E. They were at her address on 03/11/13. please follow up with customer .	Questionable Solicitation Activity	Terminated 4/5/2013
Vista	489	3/19/2013	9578991910	customer states she wants to remain with pge and cancel vista. Please contact and resolve.	CUSTOMER STATES THAT SHE WANTS TO STAY WITH PG&E AND CALLED VISTA TO CANCEL VISTA ADVISED HER THAT IT WOULD TAKE 30 TO 45 DAYS TO FINALIZE THE PROCESS AND IF SHE WANTED IT DONE FASTER TO CALL PG&E. CUSTOMER IS CONCERNED ABOUT HER HIGH BILL	Cancellation Request	Terminated 4/5/2013
Xoom	490	3/19/2013	6771862944	customer has requested to have cancelled. Please contact and resolve.	CUSTOMER states he contacted XOOM last month and requested they remove their service from his account, return him to PGE and XOOM is still	Cancellation Request	5/1 Will call customer to confirm request.
Xoom	491	3/19/2013	6771862944	customer has requested to have cancelled. Please contact and resolve.	CUSTOMER states he contacted XOOM last month and requested they remove their service from his account, return him to PGE and XOOM is still	Cancellation Request	5/1 Will call customer to confirm request.
Blue Spruce	492	3/20/2013	written request	would like to cancel/low income	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	493	3/20/2013	5114525443	customer does not want yep energy. does not like the way they were misleading	CUSTOMER DOES NOT WANT TO HAVE SERVICE WITH YEPENE/NORTH STAR/SHE DOES NOT LIKE THE WAY THEY WERE MISLEADING OR PUSHY/WANTS IT CANCELLED/	Questionable Solicitation Activity	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
North Star(Yepene)	494	3/20/2013	9962829172	customer states that she called north star to cancel and they told her that she was calling the wrong number, they acted very rude on the phone//she states she never enrolled in the esp - victim of slamming - advsd to contact cpuc to complain	2ND CALL/NORTH STAR GAS COMPANY LLC DBA YEP ENERGY DID NOT RESOLVE PROBLEM - CUSTOMER STATES THAT SHE CALLED NORTH STAR TO CANCEL AND THEY TOLD HER THAT SHE WAS CALLING THE WRONG NUMBER, THEY ACTED VERY RUDE ON THE PHONE//SHE STATES SHE NEVER ENROLLED IN IT	Unauthorized Switch	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Ambit	495	3/20/2013	2038293991	customer is upset and wants to cancel esp. please resolve	customer is upset and wants to cancel esp. please resolve	Cancellation Request	Drop sent
Commerce	496	3/20/2013	5697813889	customer does not want another esp. please resolve.	COMPLAINT - STATES VISTA TOLD HER THEY WERE PGE. ADV TO CALL VISTA TO CANCEL. PLEASE INVESTIGATE	Questionable Solicitation Activity	The customer contacted Commerce Energy (CE) on 3/20/13 requesting to cancel services with CE. The CE representative submitted the cancellation request and advised the cancellation can take approximately 1-2 billing cycles to complete. An outbound call was placed by a bilingual Commerce Energy representative, per Ms. Lupian's request, advising the account has been cancelled.
Commerce	497	3/20/13	5121932026	visit today from a company called commerce energy saying they were working with pge to lower electric bills and asked to see a copy of my pge bill. very aggressive reps from ce who rang doorbell, knocked on door, then "pounded" on door like they were trying to break it down, the last scared my baby out of her nap. sent them away without giving them any information. For notice	CUSTOMER states that they had a visit today from a company called Commerce Energy saying they were working with PG&E to lower electric bills and asked to see a copy of my PG&E bill. Very aggressive reps from CE who rang doorbell, knocked on door, then "POUNDED" on door	Unauthorized Switch	2 attempts made to contact customer at the number listed, however, the individual who answered would not confirm their name and disconnected the call. On the 2nd call a voice message was left. General CARE form logged, CRCAR5432939.
Tiger	498	3/20/2013	6647618042	customer would like to cancel tiger. Please contact customer and resolve.	CUSTOMER STATES CANCELLED TIGER SA AND IT STILL APPEARS TO BE BILLING... STATES CONTACTED TIGER AND THEY ADVISED THEY ARE WAITING ON US... CAN WE PLEASE UPDATE CUSTOMER ON STATUS OF THIS ... THANK YOU	Cancellation Request	This customer had contacted us in January and internal Tiger representatives responded to the customer's request immediately and made attempts to honor the customer's request by preparing the account to be submitted to PG&E in a Drop DASR. A small clerical oversight occurred in which the file was not actually submitted on 1/8/13. As of 4/8/13 this file has finally been submitted and a direct Tiger representative has contacted the customer and informed that the account is being dropped.
Vista	499	3/20/2013	10459742	customer states he never signed up with vista. Please contact and resolve.	PER CUSTOMER WANTS TO CANCEL WITH VISTA. HE SAID HE NEVER SIGNED UP WITH VISTA. HE WANTS TO BE WITH TIGER. PLEASE CALL CUSTOMER AND LET HIM KNOW ONCE HE'S NO LONGER WITH VISTA AND BACK WITH TIGER.	Unauthorized Switch	Enrollment Rejected, not a customer
Vista	500	3/20/2013	5697813889	customer does not want vista. Please contact and resolve.	COMPLAINT - STATES VISTA TOLD HER THEY WERE PGE. ADV TO CALL VISTA TO CANCEL. PLEASE INVESTIGATE	Questionable Solicitation Activity	The customer contacted Commerce Energy (CE) on 3/20/13 requesting to cancel services with CE. The CE representative submitted the cancellation request and advised the cancellation can take approximately 1-2 billing cycles to complete. An outbound call was placed by a bilingual Commerce Energy representative, per CUSTOMER's request, advising the account has been cancelled.
Vista	501	3/20/2013	1772348535	customer has tried to remove vista since january. pls call. Please contact and resolve.	CUSTOMER says he has been calling vista energy for the last 2 weeks to try and cancel svc with them and nobody ever answers the phone. he has left multiple voice messages and nobody has called him back. he is also upset that they said that they were pge and d	Questionable Solicitation Activity	Terminated 4/5/2013
Vista	502	3/20/2013	6656862460	customer has tried to contact vista to be removed. pls cancel. Please contact and resolve.	CUSTOMER has contacted vista energy and has asked them to remove from acct they are still on acct cor needs assistance	Cancellation Request	Terminated 4/5/2013

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	503	3/21/2013	7103273829	customer states she tried to contact commerce to cancel, customer upset about cancellation fee. pls contact	CUSTOMER VERY UPSET THAT SHE WAS CHANGED OVER TO COMMERCE ENERGY STATES SHE CONTACTED THEM AND ASKED TO CANCEL HER SERVICE AND GO BACK TO PGE/ COMMERCE INFORMED HER THERE WILL BE A CANCELLATION FEE ADDED TO HER BILL OF \$50/CUST VERY UPSET AND WOULD LIKE TO	Cancellation Request	CUSTOMER contacted Commerce Energy (CE) on 3/21/13 requesting to cancel services. This is the only cancellation call retrieved. The customer service representative submitted the drop request and informed the customer it could take 1-2 billing cycles to complete and was informed of the \$50 early termination fee. The contract cancellation fee of \$50 was clearly stated during the enrollment verification on 12/20/12, in which CUSTOMER agreed to and is also listed on the contract CUSTOMER signed. The utility company, PGE, confirmed the cancellation will be effective as of 5/2/13. An outbound call was placed to CUSTOMER on 4/9/13 advising of the account cancellation and valid exit fees. CUSTOMER disconnected the call. A CARE form, CRCAR5432938, has been submitted on the Independent Contractor as CUSTOMER state she was advised she was enrolling for a discounted plan.
Vista	504	3/21/2013	9496612011	cust is spanish speaking with little english) was told that she would be rcvng a gift and special on her gas. the cor agent made her sign some papers (she has copies). the only problem is that the acct is not in her name, only her husbands and she doesnt understand why we accepted the contract if cor never signed it. Please contact and resolve.	I RCVD A CALL FROM CUSTOMER'S WIFE STATING THAT A MAN WHO SPOKE ONLY ENGLISH (CUST IS SPANISH SPEAKING WITH LITTLE ENGLISH) WAS TOLD THAT SHE WOULD BE RCVNG A GIFT AND SPECIAL ON HER GAS. THE COR AGENT MADE HER SIGN SOME PAPERS (SHE	Unauthorized Switch	Terminated 4/5/2013
Vista	505	3/21/2013	1540672308	customer states she wants to cancel vista. Please contact and resolve.	VISTA ENERGY DID NOT RESOLVE PROBLEM. CUSTOMER STATED SHE CALLED ABOUT 2 WKS AGO TO CANCEL WITH VISTA ENERGY. SHE RCVD A LETTER THAT SHE WOULD BE CANCELLING FROM PG&E WANTING TO KNOW WHY THEY DID NOT CANCEL HER ORDER WITH VISTA	Cancellation Request	Terminated 4/5/2013
Vista	506	3/21/2013	738382627	customer states never signed with vista and very CTA account management about not paying their charges. states spoke to a rep who was very rude to him. please contact customer. Please contact and resolve.	CUSTOMER states he didn't sign up for Vista and is not paying them and wants to know if there is anything he can do to dispute their charges. He states he can't talk to them because they are so rude. Please advise	Unauthorized Switch	Terminated on 1/29/2013 PGE confirmed on 2/1/2013
Xoom	507	3/21/2013	3062199096	customer would like to cancel xoom. . Please contact and resolve.	Cor would like to cancel xoom energy. She has had it for over 1 year. thanks	Cancellation Request	Cust has outstanding balance of \$56.23, when can XOOM expect final payment...Service end date is 4/8/13
North Star(Yepene)	508	3/22/2013	8275714050	customer feels misled by yep and wants to switch back	CUSTOMER STATED SPARTY STATED HE NEEDED TO SEE BILL TO DO A "BILL CHECK VERIFICATION THROUGH PGE TO SEE IF SHE IS REC'G THE 10% DISCOUNT"/MISLEAD CUST // CUSTOMER DOESNT WANT YEPENE AS CORE	Questionable Solicitation Activity	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Ambit	509	3/22/2013	17446117	customer would like to cancel with ambit please resolve	CUSTOMER WANTS TO RETURN TO PGE. SHE CANTED AMBIT AND SHE WAS ADV BY AMBIT TO CONTACT PGE FOR RETURN TO US. PLS FOLLOW UP WITH RESOLUTION	Cancellation Request	Drop Sent
Vista	510	3/22/2013	1669360864	customer requested to drop vista. Please contact and resolve.	PER CUSTOMER AND NOTES ON ACCT, SHE REQUESTED TO DROP VISTA ENERGY AND GO TO BUNDLED PGE EFF 1/22/13 -- PLEASE ADJUST BILL AND CONTACT CUSTOMER	Cancellation Request	Terminated 4/5/2013
North Star(Yepene)	511	3/23/2013	3638276119	customer states called yep weeks ago to cancel	2ND CALL YEP ENERGY DID NOT CANCEL THE PENDING SERVICE AGREEMENT. CUSTOMER SAID THAT SHE CALLED THEM THREE WEEKS AGO TO CANCEL AND SHE JUST GOT THE LETTERS IN THE MAIL TO THANK HER FOR SWITCHING. CUST SAID SHE HAS CALLED THEM TWICE AND CANCEL	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Commerce	512	3/23/2013	642729791	customer would like to cancel. please resolve.	CUSTOMER IS WANTING TO CANCEL SERVICE WITH VISTA AS SOON AS POSSIBLE. ONLY WANTING TO BE BUNDLED WITH PGE. VISTA ADV HER TO CONTACT US. PLEASE ASSIST.	Cancellation Request	CUSTOMER completed a request to switch gas services to Commerce Energy on 12/11/12 after signing an contractual agreement and completing a phone verification. The account with Commerce Energy is not scheduled to start until 10/15/13. The account has been cancelled per the customer's request and the account will not be billed by Commerce Energy. Attempts to reach CUSTOMER at the contact number listed have been made with no success. Voice messages have been left to confirm account cancellation as well as a no contact letter.
North Star(Yepene)	513	3/25/2013	9549468268	customer states she opt out but is still pending to switch	CUSTOMER SAID THAT NORTH STAR CONTACTED HER TO START GAS SERVICE. SHE SAID THAT SHE FAXED DOC OPTING OUT. BUT SHE'S STILL RECEIVING COMMUNICATIONS FROM THEM ABOUT SERVICE. PLEASE ASSIST.	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
North Star(Yepene)	514	3/25/2013	339615912	customer has tried to contact esp multiple times to cancel	PLEASE STOP AGREEMENT WITH YEPENE. LORRAINE HAS TRIED TO CALL (YEP REP) MULTIPLE TIMES BUT PHONE HAS BEEN DISCONNECTED. SHE DOES NOT WANT THEIR SERVICE. I ADVSD HER THAT WE CAN DO OUR BEST TO HELP HER BUT SINCE THEY HAVE HER INFO WE MAY NO	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
North Star(Yepene)	515	3/25/2013	3673918929	customer does not want another provider, wishes to remain with pge	CUSTOMER CALLED TO ADVISE THAT SHE DOESN'T WANT TO SIGN UP FOR THE OTHER GAS COMPANY (PENDING EFFECTIVE 4/22/13). THEY SOLICITED HER BUSINESS AT HER HOME A WEEK OR 2 AGO, SHE SIGNED SOME PAPER, AND THEN SHE CHANGED HER MIND AND CALLED 87	Unauthorized Switch	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Ambit	516	3/25/2013	633921089	customer would like to return to pge, was signed up w/out permission from cor please resolve	CUSTOMER WANTS TO CANCEL PENDING SA W/ 3RD PARTY GAS SUPPLIER. HE STATED THAT HIS GRANDSON ASKED FOR HIS SERVICE ID TO OFFER HIM A DISCOUNT. HE SAID THAT HE DIDNT GIVE THE OK TO SWITCH TO 3RD PARTY GRANDSON DID THIS WITH OUT HIS PERMISSION.	Questionable Solicitation Activity	Drop Sent
Ambit	517	3/25/2013	1285038688	customer has tried to contact ambit and cancel please resolve	cor cancelled with ambit...when she called it was through an auto system and it didnt work...please remove if possible	Cancellation Request	Drop Sent
Commerce	518	3/25/2013	6541691592	customer would like to make sure commerce does not enroll her. please resolve.	CUSTOMER CALLING IN TO REQ TO STAY WITH PGE BUNDLED BILLING. SHE STS THAT SHE WAS JUST ENROLLED TODAY AND JUST CALLED COMMERCE ENERGY AND CANCELLED WITH THEM AS WELL. SHE STS THAT THE REP FROM COMMERCE TOLD HER THEY WERE A PGE DISCOUNT COMPANY. SHE THEN RELI	Questionable Solicitation Activity	CUSTOMER acknowledges signing a contractual agreement with an Independent Contractor on 3/25/13 to switch gas services to Commerce Energy. CUSTOMER contacted Commerce Energy the same day, 3/25/13, requesting to cancel the switch as Commerce Energy is a different entity than PGE. The customer service representative cancelled the pending enrollment during the 3 day rescission period. Gas services were not activated with Commerce Energy for CUSTOMER An outbound call was placed on 4/9/13 to advise CUSTOMER of the account cancellation.
Vista	519	3/25/2013	9001129999	customer wants to cancel vista. Please contact and resolve.	PER CUSTOMER STATES VISTA ENERGY REP WENT BY HER HOUSE AND THEY WERE REP SENT BY PG&E. PER GUILLERMINASHE WANTS TO CANCEL VISTA ENERGY ASAP.	Questionable Solicitation Activity	Terminated on 3/25/2013 PGE confirmed on 4/3/2013
North Star(Yepene)	520	3/26/2013	4327406478	customer upset he was added to yep. would like to cancel	PER CUSTOMER DOES NOT WANT YEP ENERGY ON HIS ACCOUNT VERY UPSET HE WAS ADDED; CALLED AND REQ TO CANCEL DOES NOT WANT IT TO BE ON HIS ACCOUNT; CALLED LAST WEDNESDAY TO STOP YEP;	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
North Star(Yepene)	521	3/26/2013	4736001569	customer would like to cancel/spanish speaking	CUSTOMER CALLING IN REQUESTING TO CANCEL WITH NORTH STAR GAS, SHE IS SPANISH SPEAKING CUSTOMER AND IS UNABLE TO GET IN CONTACT WITH THEM AS THEY DO NOT PROVIDE INTERPRETERS FOR THEIR CUSTOMERS. CUST WISHES TO CANCEL WITH NORTH STAR ASAP	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Vista	522	3/26/2013	8054388831	customer would like to cancel. Please contact and resolve.	CUSTOMER CALLED TO CANCEL HER SA WITH VISTA ADV SHE NEEDS TO CALL THEM DIRECTLY. SHE HAS CALLED THEM SEVERAL TIMES TO CANCEL. SHE SAID THE PHONE RINGS & THE IS NO ANSWER. ELENA STATED SHE CAN LEAVE A MESSAGE BUT SHE DOESNT SPEAK ENGLISH.	Cancellation Request	Terminated 4/5/2013
Xoom	523	3/26/2013	383655665	customer would like to cancel. . Please contact and resolve.	Customer claims did not authorize switch to ESP (Xoom Energy), & requesting be returned back to pge as bundle	Cancellation Request	3/28/13 submit drop request per cust request, drop effective date is 5/2/13. There's no further action needed.
Blue Spruce	524	3/27/2013	3707898681	customer would like to return back to pge f/s	CUSTOMER RCVD PH MESSAGE FROM US RE DA. COULD NOT UNDERSTAND MESSAGE. SAYS WAS GARBLED. WANTS TO OPT OUT OF BLUE SPRUCE IS REQ BTN CALL FOR FOLLOWUP. CUST REQUESTS TO CANCEL HER SIGN UP TO VISTA ENERGY. CUSTOMER WAS UNDER THE IMPRESSION THAT SHE WOULD STILL RECIEVE THE CARE DISCOUNT ON THE GAS. ADVISED ONLY ON DISTRIBUTION. PLEASE CANCEL HER PENDING SA WITH VISTA ASAP. THANK YOU	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	525	3/27/2013	9395919108	customer would like to cancel. Please contact and resolve.	CUSTOMER IS CALLING UNITED AT THE PHONE NUMBER LISTED ON THE BILL, CUSTOMER IS WANTING TO TERMINATE CONTRACT WITH UNITED BUT CANNOT GET A HOLD OF UNITED AND HAS LEFT VOICEMAIL 'BUT IS NOT GETTING A PHONE CALL RETURNED- PLEASE ASSIST OSCAR CANCELLING UNITED	Unauthorized Switch	Terminated 4/5/2013
Blue Spruce	526	3/28/2013	9950091270	customer states has tried to contact united but is unable. would like to cancel	CUSTOMER IS CALLING UNITED AT THE PHONE NUMBER LISTED ON THE BILL, CUSTOMER IS WANTING TO TERMINATE CONTRACT WITH UNITED BUT CANNOT GET A HOLD OF UNITED AND HAS LEFT VOICEMAIL 'BUT IS NOT GETTING A PHONE CALL RETURNED- PLEASE ASSIST OSCAR CANCELLING UNITED	Cancellation Request	SUBMITTED CANCELLATION REQUEST ON BEHALF OF CUSTOMER. 1ST ATTEMPT TO CALL AND PHONE IS BUSY.
North Star(Yepene)	527	3/28/2013	8291918160	customer wishes to cancel northstar and remain with pge	CUSTOMER STATES THAT YEP THIRD PARTY PROVIDER MISLEAD HIM AND HE DID NOT WANT THEIR SERVICE ANYMORE. CUST. STATES THAT HE CALLED AND TERMINATED THEIR SERVICE TODAY 3/28/13. AND WANTED PGE TO KNOW BECAUSE HE DID NOT TRUST THIS COMPANY. THANK	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
North Star(Yepene)	528	3/28/2013	8544288949	spanish speaking customer has tried to contact to cancel	SPANISH. CUSTOMER STATES THAT SHE CONTACTED NORTH STAR GAS TO CANCEL SEVERAL TIMES. STILL LISTED ON HER ACCOUNT. DOES NOT WANT CTA AND IS REQUESTING BUNDLED SERVICE WITH PGE	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Ambit	529	3/28/2013	8059659737	customer does not speak english and has multiple attempts to cancel please resolve	CUSTOMER FATHER DOES NOT WANT THIRD PARTY GAS PROVIDER. SHE EXPLAINED THAT HE DOES NOT SPEAK ENGLISH AND WAS TRICKED INTO SIGNING UP FOR THAT GAS PROVIDER. THEY WAVE MADE MULTIPLE ATTEMPTS TO CONTACT AMBIT ENERGY OVER THE LAST FEW DAYS AND HAVE BEEN PLACED	Unauthorized Switch	Drop Sent

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	530	3/28/2013	3146583755	customer would like to return to pge, please cancel. Please contact and resolve.	CUSTOMER WANTS TO CANCEL VISTA AND COME BACK WITH PG&E. SHE HAS CONTACT VISTA ALREADY WITH RQST. VISTA SENT HER A LETTER STATING THAT SHE CAN CONTACT US TO EXPEDITE THE TERMINATION WITH THEM. IF THIS IS POSSIBLE CAN YOU PLS PROCESS CST RQST	Cancellation Request	Terminated 4/5/2013
Xoom	531	3/28/2013	9825521471	customer states she tried to contact to cancel, please cancel	CUSTOMER GOT A BILL FROM XOOM ENERGY FOR BILLING FROM AUGUST AND SHE CALLED THEM BECAUSE SHE THOUGHT THE CONTRACT SHE HAD WITH THEM EXPIRED BUT THEY TOLD HER THAT IT DOESN'T EXPIRE AND SHE CALLED THEM TO CANCEL IT BUT THEY WILL NOT LET HER BECAUSE THEY S	Cancellation Request	Cust has outstanding balance of \$193.21...Service end date 4/22/13
Blue Spruce	532	3/29/2013	3982182304	customer would like to cancel service with blue spruce	CUSTOMER HAS TRIED CALLING BLUE SPRUCE FOR ABOUT A MONTH ALREADY AND HAS NOT BEEN ABLE TO SPEAK W/ THEM. CUST WOULD LIKE TO CANCEL SERV PLEASE.	Cancellation Request	cust advised that it may take 1-2 billing cycles. Cust JUST called Blue Spruce to cancel last week.
Spark	533	3/29/2013	3437223704	customer has tried to contact spark to cancel with no luck, pls cancel	PER CUSTOMER CALLING TO CANCEL WITH SPARK ENERGY. CUST SAYS THAT SHE HAS TRIED THE SPARK NUMBER (1-866-288-2874) MANY TIMES BUT IT SAYS THAT IT IS NO LONGER A VALID NUMBER? SO SHE WOULD LIKE TO REQUEST THROUGH US TO CANCEL WITH SPARK AND RETURN	Cancellation Request	At the customer's request, a cancellation request has been submitted and service is scheduled to resume with PG&E on 05/10/2013, as confirmed by PG&E. Spark Energy's records do not indicate any prior cancellation requests from the customer. Spark Energy has attempted to contact the customer but has been unsuccessful.
Spark	534	3/29/2013	4808958634	customer requests to cancel sparks	Customer requests termination effective 03-29-2013.	Cancellation Request	A cancellation request has been submitted on the customer's behalf and service is scheduled to resume with PG&E on 05/09/2013. Spark Energy attempted to contact the customer but was unsuccessful and has had to leave a detailed message at
Vista	535	3/29/2013	3437223704	please cancel, would like to remain with pge. Please contact and resolve.	PER CUSTOMER CUSTOMER CALLING TO CANCEL WITH SPARK ENERGY. CUSTOMER SAYS THAT SHE HAS TRIED THE SPARK NUMBER (1-866-288-2874) MANY TIMES BUT IT SAYS THAT IT IS NO LONGER A VALID NUMBER? SO SHE WOULD LIKE TO REQUEST THROUGH US TO CANCEL WITH SPARK AND RETURN	Cancellation Request	At the customer's request, a cancellation request has been submitted and service is scheduled to resume with PG&E on 05/10/2013, as confirmed by PG&E. Spark Energy's records do not indicate any prior cancellation requests from the customer. Spark Energy has attempted to contact the customer but has been unsuccessful.
Xoom	536	3/29/2013	2183744308	customer has tried to contact xoom to cancel, pls cancel	CUSTOMER HAS CONTACTED XOOM ENERGY AND WAS TOLD THAT THEY WOULD BE REMOVED HOWEVER THEY ARE STILL SHOWING ON THE ACCT TO PLEASE IN REMOVING	Cancellation Request	5/1 Will call customer to confirm request.
Blue Spruce	537	4/1/2013	4880278382	2nd time calling to cancel, please cancel	CUSTOMER 2ND TIME CALLING/STATES THAT SHE HAD CALLED ESP UNITED ENERGY TRADING OR BLUE SPRUCE TO CANCEL BACK IN JANUARY AND THEY TOLD HER THEY WOULD/THY GAVE HER A CONF# FOR CANCELLING 31067663///	Cancellation Request	SUBMITTED CANCELLATION REQUEST ON BEHALF OF CUSTOMER.
North Star(Yepene)	538	4/1/2013	2937986697	customer states he requested, not to enroll with yep but was anyway, please cancel	CUSTOMER reports that he requested to not be enrolled in YEP energy. The last notes on file are the 03/20 notice of new gas provider. Per his request, can we please ensure he remains bundled with us and can he be contacted ASAP to confirm.	Unauthorized Switch	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
North Star(Yepene)	539	4/1/2013	6751974649	customer states he has tried to contact esp several times, would like to cancel	CUSTOMER RREQ TO RETURN TO PG&E...HE STATES THAT HE HAS CALLED THEM SEVERAL TIMES & THEY TELL HIM THAT IN 30 DAYS HE WILL BE CANCELED. HE STATES SINCE JAN HE SEE NORTH STAR STILL ON BILL, HE WOULD LIKE HELP TO RETURN TO PG & E. THANK YOU	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
North Star(Yepene)	540	4/1/2013	5227732383	customer does not want to be switched, please cancel	CUSTOMER DOESN'T WANT TO BE SWITCHED OVER TO NORTH STAR GAS COMPANY. HE SAID A REP WENT TO HIS TELLING HIM THAT HE HAD TO SIGN SOME DOCUMENTS SHE SPOKE ONLY ENGLISH. CUSTOMER SPEAKS ONLY SPANISH. HE SATATED THAT THE ONLY THING HE UNDERSTOOD WAS DISC	Unauthorized Switch	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
North Star(Yepene)	541	4/1/2013	3549259423	please cancel	2 REPS WITH PG&E SHIRTS CAME TO THIS CUST HOME ASKING IF HE WANTED TO SAVE 10%. CUST SIGNED UP WITH WHO HE THOUGHT WAS PG&E BUT OBVIOUSLY WAS NOT AND DID NOT REALIZED UNTIL HE REC HIS LETTER NOTIFYING HIM OF THE CHANGE TO "YEP ENERGY"	Unauthorized Switch	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Commerce	542	4/1/13	3044282502	customer does not want commerce. Please resolve	CUST STATES SHE HAS BEEN CALLING SINCE JAN EVERY MONTH TO COMMERCE ENERGY TO CANCEL SERVICE WITH THEM. STATES THAT COMPANY HAS ADVISED HER THAT THEY CANCELLED SERVICE WITH HER SINCE JAN 2013 BUT THEY ARE STILL CHARGING HER, WOULD LIKE PGE TO CONTACT COMP	Cancellation Request	PGE complaint CRCA943849 has been reviewed. A request to switch gas services to Commerce Energy was received on 3/14/13 with a scheduled start date of 5/2/2013. The request to cancel services with Commerce Energy has been submitted and CUSTOMER will not receive billing charges from Commerce Energy. An outbound call was placed to CUSTOMER on 4/25/2013 and 4/26/2013, however, attempts to speak with CUSTOMER were unsuccessful. Voice messages were left advising to contact Commerce Energy if there were any further questions, a no contact letter has also been mailed to the mailing address on file.
Commerce	543	4/1/2013	4574496724	customer would like to cancel and stay with pge. Please resolve	CUSTOMER cndd sa with da the day after starting the sa. wants to ensure that it is not started.	Cancellation Request	PGE complaint CRCA943849 has been reviewed. A request to switch gas services to Commerce Energy was received on 3/14/13 with a scheduled start date of 5/2/2013. The request to cancel services with Commerce Energy has been submitted and CUSTOMER will not receive billing charges from Commerce Energy. An outbound call was placed to CUSTOMER on 4/25/2013 and 4/26/2013, however, attempts to speak with CUSTOMER were unsuccessful. Voice messages were left advising to contact Commerce Energy if there were any further questions, a no contact letter has also been mailed to the mailing address on file.
Xoom	544	4/1/2013	4360660663	customer states did not sign up with xoom and would like to have it removed. Please resolve	CUSTOMER PRES OF COMPANY CALLED XOOM HAS CHARGED HIM ON HIS ACCT DID NOT EVER SIGN UP W/ THEM AND STATED THAT HE CONTACTED XOOM AND THEY WERE UNABLE TO LOCATE WHERE THEY ARE BILLING HIM. HE WILL CALL THEM	Unauthorized Switch	4/2/13: Per customer request submitted a drop to PGE, drop effective date is 5/15/13. No further action required by XOOM
Xoom	545	4/1/2013	230618166	customer would like to cancel xoom, this is the 2nd request. Please resolve	CUSTOMER SPANISH SPEAKER//2ND CALL - XOOM DIDN'T CANCEL AS HE HAD REQUESTED//PLEASE CANCEL XOOM ESP ON	Cancellation Request	4/1/13: Per customer request submitted a drop to PGE, drop effective date is 5/15/13. No further action required by XOOM
Xoom	546	4/1/2013	6567202044	customer states did not ask to e signed up with xoom. Please resolve	CUSTOMER SAYS NEVER ASKED FOR XOOM AND NEVER SIGNED UP FOR THEM (SAYS REALTOR SIGNED HIM UP TO TRY TO SAVE HIM MONEY). XOOM HAS NEVER BEEN ON BILLS UNTIL CURRENT MONTH AND ARE BILLING HIM SINCE AUGUST 10, 2012. REFUSES TO PAY XOOM CHARGES AND WILL ONLY PAY	Unauthorized Switch	4/16/13: We discuss account with the customer, customer was impacted by a seamless move delay, there was no wrong doing on the account. On 4/2/2013 a drop was submitted upon cust request, effective date of the drop is 5/10/13 customer is subject to an early termination fee.
Blue Spruce	547	4/2/2013	2515055119	wants to make sure he is not transferred, rep spoke to daughter who is underage	carlos has been trying to call blue spruce regarding the letter he rec'd. he's telling me that this company came to their home stating they are from pg&e, he wasn't home, nor his wife, they asked their daughter for a copy of the bill and that was it, he's u	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	548	4/2/2013	6639980997	customer would like to cancel yep service	CUSTOMER CALLED TO CONFIRM THAT HE CANCELLED DAASU YEPENE BY MAY 9TH. PLEASE REMOVE. THANK YOU.	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Spark	549	4/2/2013	9822421163	customer has tried to contact spark 2xs to cancel, please cancel	2nd call - SPARK did not resolve problem HAD CANCELLED SVC TWICE, STILL NO ACTION, PER CUSTOMER	Cancellation Request	Spark Energy's records do not show any prior cancellation requests from CUSTOMER Spark Energy has submitted a cancellation request for the customer's account and service is scheduled to resume with PG&E on 05/17/2013, as confirmed by PG&E. Spark Energy has attempted to communicate this information to CUSTOMER however, our attempt was unsuccessful and a voicemail box was not available.
North Star(Yepene)	550	4/2/2013	6663172919	customer does not want to switch to northstar, didn't fully understand what she was signing up for, please cancel	CUSTOMER CALLED PG & E TO INFORM US SHE SPOKE TO A BRANDON YESTURDAY FROM A 3RD PARTY ENERGY PROVIDER TO TAKE OVER HER G BILLING - STATES SHE WAS W/HER SICK GRANDDAUGHTER & WAS NOT ABLE TO RCV ALL THE PROPER INFO INCLUDING THE COMPANY HE WAS W/ WAS INFORMED	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Commerce	551	4/2/2013	1403041763	customer upset that commerce was hounding him to sign up with them, wants to remain with pge. Please resolve	CUSTOMER CAME INTO LOCAL OFFICE UPSET THAT COMMERCE HAS BEEN CALLING AND CALLING HIM...HE STATE HE NVR GAV PERMISSION TO HAVE HIS SERV CHANGED - SYSHE HAS BEEN HOUNDED BY COMMERCE...AND WANTS TO REMAIN WITH PG&E...ADV CST HE WILL NOT	Unauthorized Switch	The enrollment call has been reviewed. The account holder did not fully agree to have the services placed with Commerce Energy, as such, the request to cancel services with Commerce Energy has been submitted and can take up to 1-2 billing cycles to complete. Attempts to reach CUSTOMER have been made but have been unsuccessful. A no contact letter has been mailed to the mailing address on file.
Commerce	552	4/2/2013	2683532697	customer does not want to switch over to commerce. Please resolve	CUSTOMER STATES SHE WAS NOT SURE WHAT SHE WAS DOING WHEN TALKING TO COMMERCE ENERGY AND RECEIVED A LETTER ABOUT THE CHANGE. STATES SHE WANTS TO CANCEL AND HAD TRIED TO CALL NUMEROUS TIMES AND GETS NO ANSWER. WOULD LIKE TO MAKE SURE THAT THIS I	Cancellation Request	PGE Complaint CRCA9438495 has been reviewed. An outbound call to Agatha Lovato was placed on 4/25/2013 advising the request to cancel with Commerce Energy has been submitted and can take 1-2 billing cycles to complete. As the cancellation has been submitted less than 3 business days prior to the effective switch date, 4/29/2013, Ms. Lovato has been advised of the possibility of receiving billing charges from Commerce Energy until the account is cancelled. Ms. Lovato states she contacted Commerce on two occasions requesting to cancel a week after the enrollment was submitted on 3/26/13. Calls to Commerce Energy Customer Service were not located from contact number 510-261-8116 and Commerce Energy did not receive a cancellation request from Telesales. Ms. Lovato was contacted back on 4/26/13 and advised to contact the utility, PGE, in an attempt to stop the scheduled start with Commerce Energy if possible. Ms. Lovato disconnected the call.
North Star(Yepene)	553	4/3/2013	2470256064	customer states they have cancelled this, please cancel	PLS CALL ESP ON BEHALF OF CUST: HE CLAIMS CANCELED THIS - THEY AUTH W/ HIS SON, NOT HIM; BUT STILL REC'D OUR LETTER ADV HIM OF 3RD PARTY; PLS THEN CONTACT CUSTOMER TO ADV OF OUTCOME	Cancellation Request	YEP submitted a drop dasr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Tiger	554	4/3/2013	4056228917	could like to cancel tiger service. Please resolve	CUSTOMER CONTACTED VISTA TO CANCEL 2/8/13, REC'D LETTER FROM TIGER STATING THAT THEY WOULD NOW BILL, ADV WOULD NEED TO CONTACT TIGER TO CANCEL, SHE CAN'T GET through, JUST KEEPS GETTING PLACED ON HOLD, SUBMITTED CASE TO ASSIST CUST	Cancellation Request	A drop request has been communicated to and accepted by PG&E. A Tiger representative informed the customer she will not be starting service with Tiger.
Xoom	555	4/3/2013	2217233566	customer would like to cancel xoom. Please resolve	CUSTOMER requested to cancel xoom today 4/3	Cancellation Request	4/3 Drop request sent per the customer request, which was voided 4/24 received a drop request from PGE with an effective date of 4/23/13 no further action required by XOOM
Glacial	556	4/4/2013	written request	customer would like to remain with pge	written request	Cancellation Request	CTA submitted disconnect request

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Ambit	557	4/4/2013	9460484916	customer would like to cancel ambit/please contact him directly and follow up	PER SEVERIANO HAS PREVIOUSLY REQ TO NOT BE WITH AMBIT GAS COMP. CUSTOMER STATES HE HAS CALLED MULTIPLE TIMES TO AMBIT AND AMBIT STATES HE DOES NOT HAVE A CONTRACT WITH THEM BUT IS STILL RECALLING	Cancellation Request	Drop sent on 4/24/2013
Commerce	558	4/4/2013	3815825373	customer states she contacted commerce to cancel. Please resolve	CUSTOMER SAYS THAT SHE WAS LIED TO BY COMMERCE ENERGY. SHE CALLED TO CANCEL START AND WAS TOLD THAT IT WOULD	Questionable Solicitation Activity	An outbound call was placed to CUSTOMER regarding the Commerce cancellation request. CUSTOMER confirmed she contacted PGE for the cancellation but did not contact Commerce Energy directly. A drop response has not yet been received from PGE, therefore a drop request has been submitted on the customer's behalf. CUSTOMER has been informed the scheduled start date is 4/30/13. Commerce Energy has less than 3 business days to cancel the scheduled switch which means the switch may complete and CUSTOMER may receive billing charges from Commerce Energy until the account is cancelled. In further reviewing the account it has been determined CE did not have a valid verbal agreement. The account will be monitored to reverse any billing charges assessed from Commerce.
Blue Spruce	559	4/5/2013	2812687900	customer requests to cancel and return back to pge	CUSTOMER SCHEDULED TO SWITCH OVER TO UNITED ENERGY AS OF 05/01/13; CUST SYS HE DOES NOT WANT TO SWITCH TO ANOTHER CUST BUT WANTS TO REMAIN WITH PG&E; SYS DOES NOT WANT TO TRANSFER TO ANY 3RD PARTY IN THE FUTURE; DID ADV CUST THAT IF WE ARE CONTACTED BY A 3RD PARTY	Cancellation Request	CTA called and spoke w/CUSTOMER daughter and explained that the acct has been cancelled and that since we're w/in 3 days of the switch request, he may get one month's worth of billing.
Commerce	560	4/5/2013	4811919360	customer would like to cancel commerce. Please resolve	CUSTOMER SERVICE WAS TRANSFERRED TO COMMERCE WITHOUT HER PERMISSION. YOUR SON STARTED COMMERCE ACCT WHEN MOM WAS NOT HOME. HE CALLED TO STOP SERVICE BUT COMMERCE WOULD NOT LET HIM CANCEL BECAUSE THEY HAVEN'T BEEN PAID. SHE TRIED TO CALL TO LET THEM KNOW SHE DID	Unauthorized Switch	PGE Complaint CRCAR5438528 has been reviewed. The account holder, CUSTOMER was contacted on 4/26/13, confirming the request to switch gas services back to the utility. CUSTOMER was informed the cancellation will be finalized in 1-2 billing cycles, charges from Commerce Energy may continue to appear on the utility invoice until the account is completed and a \$50 early exit fee may apply. Multiple attempts were previously made by CUSTOMER, sister, wishing to cancel services on behalf of the account holder, CUSTOMER. Information was provided to CUSTOMER only the account holder or spouse are authorized to cancel an account.
Blue Spruce	561	4/6/2013	5505533310	customer states she did not sign up for this program and wants it cancelled asap	CUSTOMER says that she doesn't want to have united energy as her service provider. says that she has contacted them and they have not cancelled her enrollment with united energy.	Cancellation Request	CTA submitted the acct for disconnection on 4.29.13. he tried to leave a msg, but the mailbox was full at the ph# provided.
North Star(Yepene)	562	4/6/2013	3429709028	customer called to cancel and would like to make sure yep is not added to their account	COR CALLED AND STATED THAT HE CANCELED YEP (NORTH STAR) ON MARCH 27TH AT 9AM; CON# 32713764. WANTS TO MAKE SURE THEY DO NOT CONTINUE ON HIS ACCOUNT. WOULD LIKE TO BE CALLED TO MAKE SURE THEY DO NOT GO ON ACT. PHONE NUMBER XXX-XXX-XXXX M-F BUSINESS HOURS	Cancellation Request	YEP submitted a drop dscr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Commerce	563	4/6/13	5715350311	customer did not understand program and thought she was going to receive a bigger discount. Please resolve	CUSTOMER IS VERY CONFUSED AS OF WHY SHE HAS 3 THIRD PARTY SERVICE PROVIDERS IS AFRAID THAT SHE IS BEING CHARGED MORE THAN ONCE FOR HER USAGE SINCE 3 DA'S ARE ON THE ACCOUNT. PLEASE INVESTIGATE.	Cancellation Request	CUSTOMER was contacted on 4/26/2013 to clarify the variable rate program with Commerce Energy, however, CUSTOMER requested for the gas services to be cancelled with Commerce and placed back with the utility. A drop request was submitted which can take 1-23 billing cycles to complete. Further resolution could not be provided as CUSTOMER disconnected the call.
Commerce	564	4/6/2013	6240626577	customer request to return to pge f/s. Please resolve	CUSTOMER REQUEST TERMINATION AS OF 04-06-2013;	Cancellation Request	An outbound call was made to CUSTOMER at CUSTOMER requested to cancel the natural gas services with Commerce due to financial savings. The benefits of Commerce Energy were provided, however, CUSTOMER requested to proceed with the cancellation. A drop has been submitted, which can take approximately 1-2 billing cycles to be completed based on the meter read. CUSTOMER is aware the current invoice is \$43.16 and she could receive additional Commerce Energy charges until the cancellation is completed. CUSTOMER did not have any further questions.
Xoom	565	4/8/2013	4901535114	customer irrate, does not want to pay these charges, states he cancelled a long time ago since he did not sign up for this provider, would like a call back and charges retro'd	CUSTOMER called states there are charges on his account from in the amount \$247.58 and he thinks that these charges were added to the account fraudulent and that he should not be charged. I explained the process but he still would like for us to take care	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	566	4/8/2013	6183376073	customer has tried to cancel and would like to have it cancelled	CUSTOMER called yep on 4-2 and advs them to cancel pend ord/he called again tdy to make sure cancel happened and was advs it was not canceled and that yep would cancel as of tdy/pls flup and mk sure ord for yep does not go thrd and call and confirm with da	Cancellation Request	YEP submitted a drop dscr on 4/9/2013 and confirmed by PG&E on 4/10/2013
Ambit	567	4/8/2013	2558186481	customer would like to cancel. Please contact and resolve	CUSTOMER RISA DOES NOT WANT AMBIT IS UNABLE TO CANCEL AMBIT, HAS TRIED CALLING AMBIT AND IS UNABLE TO GET A HOLD OF ANYONE TO CANCEL, DOES NOT WANT AMBIT	Cancellation Request	Drop sent on 4/12/2013
Blue Spruce	568	4/9/2013	written request	customer requests to cancel and return to pge	written request	Cancellation Request	CTA rec'd the written request from customer on 3.12.13 and cancelled the acct. he also left a msg explaining this as well.
North Star(Yepene)	569	4/9/2013	4253791847	customer states she did not know she was going to change providers, pls cancel.	CUSTOMER STATES REP FROM NORTH STAR ENERGY SAID WAS WORKING WITH PGE TO REDUCE HER BILL, COR NOT AWARE WAS CHANGING PROVIDER	Unauthorized Switch	YEP submitted a drop dscr on 4/26/2013 and confirmed by PG&E on 4/29/2013
North Star(Yepene)	570	4/9/2013	written request	customer does not want another service provider. please cancel	written request	Cancellation Request	CTA rec'd the written request from customer on 3.12.13 and cancelled the acct. he also left a msg explaining this as well.
Ambit	571	4/9/2013	3172589582	customer states they have tried to contact esp to cancel. Please contact and resolve	CUSTOMER solicited by ambit energy, cust provided service ID # to ambit. States he was unaware that they were a different company and that a change wld be made. CUSTOMER doesn't want to be switched to Ambit energy. Customer has called them to cancel	Unauthorized Switch	Drop sent on 4/12/2013
Ambit	572	4/9/2013	8096606030	customer states they did not sign up for this service states they would like to cancel. Please contact and resolve	AMBIT CF-WR ESP PROVIDER DID NOT RESOLVE PROBLEM; MR. LIU STATES HE SIGNED UP WITH AMBIT, CUST DOESN'T SPEAK OR UNDERSTAND ENGLISH; SPEAKS CHINESE-MANDARIN; CUST REQUESTED TO CANCEL THE SIGN UP & REP DID NOT LET THAT HAPPEN &	Cancellation Request	Drop sent on 4/24/2013
Xoom	573	4/10/2013	5747539542	customer has tried to contact xoom to cancel, please cancel	CUSTOMER WANTS TO CANCEL XOOM CUST HAS TRIED CONTACTING THEM BUT UNABLE TO SPEAK W/ANYONE. PLEASE CONTACT CUST IF ABLE TO CANCEL	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	574	4/10/2013	9303935046	customer asked company to terminate contract, would like to cancel	CUST CALLED THE COMPANY AND ASKED TO BE TERMINATED FROM THE CONTRACT AND THEY WOULD CANCEL BUT IT ISN'T UPDATED YET. HE CALLED AT THE BEGINNING OF APRIL TO CANCEL. CUST WANTS TO ENSURE IT IS CANCELLED PLS CALL	Cancellation Request	YEP submitted a drop dscr on 4/10/2013 and confirmed by PG&E on 4/11/2013
North Star(Yepene)	575	4/10/2013	9557585927	customer would like to cancel yep and stay with pge	CUSTOMER WAS FRAUDULANTLY REPPED TO BE A PGE PROGRAM FOR DISCOUNT. NORTH STAR REP TRANSFERRED HER SERVICE. THE NUMBER ON THE PAPER AND IS NOT A GOOD NUMBER. HOW CAN WE HELP THE CUSTOMER? SHE IS REQUESTING ASSISTANCE	Questionable Solicitation Activity	YEP submitted a drop dscr on 4/11/2013 and confirmed by PG&E on 4/12/2013
Blue Spruce	576	4/11/2013	3578481039	customer would like to cancel she has tried to call to cancel with no luck	CUSTOMER CALLING BECAUSE SHE WANTS TO CANCEL SERVICES WITH UET dba Blue Spruce Energy Services 800-296-2203* CUSTOMER DIALED THE NUMBER WITH ME ON THE LINE AND IT IS DIRECTING CUSTOMERS TO A SPANISH SPEAKING LINE BUT IT ALSO HANGS UP WITH GIVING THEM TH	Cancellation Request	CTA already handled customer's concerns on APR 24.2013 and disconnected the account and she left msgs and sent a ltr in the mail as well.
North Star(Yepene)	577	4/11/2013	8264826630	customer has contacted esp 2xs to cancel with no resolution. please cancel	CUST STATES SHE CALLED 02/28/2013 AND 04/11/2013 NORTH STAR GAS COMPANY FOR REMOVAL OF NORTH STAR GAS *** AND THAT UNFORTUNATELY NOTHING HAS BEEN DONE AT THIS TIME / CUST WANTS TO SEND COMPLAINT / ADVI I WILL SEND CASE TO DAASU TO MAKE SURE NORTH GAS CO	Cancellation Request	YEP submitted a drop dscr on 4/11/2013 and confirmed by PG&E on 4/17/2013
Commerce	578	4/11/2013	9945870324	customer states she was signed up wrongly. Please resolve	CUSTOMER CALLED IN STATES SHE NEVER SIGNED UP W/COMMERCE ENERGY. STATED WHEN REPS CAME TO HER HOUSE SHE ADVISED SALES AGENT THAT SHE WANTED TO STAY WITH PGE. PLS REMOVE COMMERCE FROM ACCT	Unauthorized Switch	In reviewing the verification call placed on 11/2/12, due to CSR error the enrollment was inadvertently submitted, thus activating gas services with Commerce Energy without CUSTOMER authorization. The drop request has been submitted to place services back with the utility provider within 1-2 billing cycles. All billing charges from Commerce Energy will be reversed on the account been final billed and any payments received will be refunded back to CUSTOMER by check.
Commerce	579	4/12/2013	4318773818	customer does not want commerce, would like to cancel/ please contact-spanish speaking. Please resolve	CUST HAS BEEN TRYING TO REACH CTA CUSTOMER COMMERCE ENERGY OVER THE PHONE. THEY HAVE NOT BEEN PICKING UP THE PHONE AT ALL. CUST DOES NOT WANT TO HAVE SERVICE WITH THAT COMPANY AND WANTS TO CANCEL WITH THEM. GAVE CUST BOTH #'S WE HAVE FOR COMMERCE ENERGY	Cancellation Request	PGE Complaint CUSTOMER has been reviewed. CUSTOMER, spouse of CUSTOMER contacted Commerce Energy on 4/16/2013 requesting to cancel services. The representative submitted the drop request and advised of the 1-2 billing cycles to complete the switch back to the utility company. A confirmation call was provided to CUSTOMER on 4/26/13 advising the scheduled date to have the services placed back with the utility is 5/3/2013, at which point billing charges from Commerce Energy will cease. CUSTOMER was also advised the electricity market is not currently deregulated and once the account is placed back with the utility an option to choose a new billing provider will not be available.
Tiger	580	4/12/2013	2161888694	customer tried to contact tiger to cancel but tiger told customer to contact pge. Customer would like to cancel. Please resolve	CUSTOMER CALLED PGE AND TIGER ON 11/13/2012, TO INFORM SHE DID NOT WANT TIGER SERVICES, CALLED PGE TODAY TO REQ TO CANCEL TIGER, INFORMED TO CALL ESP, SHE WAS TOLD BY ESP TO CALL PGE, AND AFTER A CONVERSATION, THE REP VICTOR TOOK HER INFORMATION	Cancellation Request	This customer's account drops from Tiger's service on 5/2/13. A Tiger representative informed the customer in a voicemail of his drop date.
Tiger	581	4/12/2013	2161888694	customer tried to contact tiger to cancel but tiger told customer to contact pge. customer would like to cancel	CUSTOMER CALLED PGE AND TIGER ON 11/13/2012, TO INFORM SHE DID NOT WANT TIGER SERVICES, CALLED PGE TODAY TO REQ TO CANCEL TIGER, INFORMED TO CALL ESP, SHE WAS TOLD BY ESP TO CALL PGE, AND AFTER A CONVERSATION, THE REP VICTOR TOOK HER INFORMATION	Cancellation Request	This customer's account drops from Tiger's service on 5/2/13. A Tiger representative informed the customer in a voicemail of his drop date.
Commerce	582	4/14/2013	7244087313	customer told esp she did not want to sign up with them, felt misled and is spanish speaking. Please resolve	CUSTOMER CALLED AND STATED SHE RECEIVED A CALL FROM LUIS VIRAGA ON 3-30-2013 WHO STATED HE WAS FROM PGE AND GAVE A CALL BACK NUMBER AS 1800-210-9011 X2531; HE STATED THAT HE WAS CALLING FROM PGE AND HE STATED HE WAS CALLING ABOUT A DISCOUNT PROGRA	Questionable Solicitation Activity	In reviewing the verification call the spouse completed the verbal authorization to have natural gas services placed with Commerce Energy. Notification was later received on 4/16/2013 from Commerce Energy's third party enrollment team to cancel the pending enrollment for CUSTOMER. A drop request was placed prior to the start date of the enrollment. The account with Commerce Energy will not commence. Attempts to reach CUSTOMER have been made without success. A no contact letter has been mailed to the mailing address on file.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Tiger	583	4/15/2013	7998253983	customer would like to terminate tiger service. Please resolve	CUSTOMER REQUESTS TERMINATION OF CTA EFFECTIVE 04/15/13	Cancellation Request	A drop request has been communicated to and accepted by PG&E. A Tiger representative informed the customer she will not be starting service with Tiger. In addition, it is worth noting that the customer informed our representative she is currently with another CTA and actually wants to stay with PG&E bundled service exclusively. She was advised to contact the other CTA and request to be cancelled but a PG&E representative may want to follow-up directly with her.
Xoom	584	4/15/2013	883770087	customer would like to cancel xoom and return to pge. Please resolve	CUSTOMER requests termination effective 05/06/2013 for account	Cancellation Request	No record of customer contacting XOOM... Drop request submitted today, waiting response from PGE. Cst notified drop will take 1-2 billing cycle depending on his next meter read.
Xoom	585	4/15/2013	8411876259	customer states they tried to opt out 3xs with no luck. Please resolve	CUSTOMER CALLED IN REGARDS TO XOOM ENERGY STILL ON BILLINGSYS HE OPTED OUT 3 MONTHS AGO AND THEY , DID PROVIDE CONF # ADV CUST I WOULD SEND CASE TO HAVE LOOED INTO PLS CONTACT CUSTASAP	Cancellation Request	No record of customer contacting XOOM... Drop request submitted today, waiting response from PGE. Cst notified drop will take 1-2 billing cycle depending on his next meter read.
Xoom	586	4/15/2013	883770087	customer would like to cancel xoom and return to pge	CUSTOMER requests termination effective 05/06/2013 for - CUSTOMER requests callback plus confirmation letter - Please call kirsti with status of DA termination	Cancellation Request	Disconnect submitted 4/29/2013.
Xoom	587	4/15/2013	8411876259	customer states they tried to opt out 3xs with no luck. please cancel	CUST CALLED IN REGARDS TO XOOM ENERGY STILL ON BILLINGSYS HE OPTED OUT 3 MONTHS AGO AND THEY , DID PROVIDE CONF # ADV CUST I WOULD SEND CASE TO HAVE LOOED INTO PLS CONTACT CUSTASAP	Cancellation Request	No record of customer contacting XOOM... Drop request submitted today, waiting response from PGE. Cst notified drop will take 1-2 billing cycle depending on his next meter read.
North Star(Yepene)	588	4/15/2013	5190841877	customer states they have called several time to cancel. please cancel	HAS TRIED TO CONTACT NORTHSTAR GAS COMPANY SEVERAL TIMES TO OPT OUT AND SWITCH BACK TO BUNDLED SERVICE W/PGE, HOWEVER IS NOT ABLE TO HAVE A RESOLUTION BC THEY KEEP ADVISING CUSTOMER THAT THEY DO NOT SERVICE HIS ADDRESS OR THE CITY OF FRESNO. PLEASE SWITCH	Cancellation Request	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
Xoom	589	4/15/2013	883770087	customer would like to cancel xoom and return to pge	Per CUSTOMER she requests termination effective 05/06/2013 for SACCOUNT- CUSTOMER requests callback plus confirmation letter - Please call CUSTOMER with status of DA termination	Cancellation Request	This customer is past due, when can we anticipate payment... She has past due amount of \$204.74
Xoom	590	4/15/2013	8411876259	customer states they tried to opt out 3xs with no luck. please cancel	CUST CALLED IN REGARDS TO XOOM ENERGY STILL ON BILLINGSYS HE OPTED OUT 3 MONTHS AGO AND THEY , DID PROVIDE CONF # ADV CUST I WOULD SEND CASE TO HAVE LOOED INTO PLS CONTACT CUSTASAP	Cancellation Request	No record of customer contacting XOOM... Drop request submitted today, waiting response from PGE. Cst notified drop will take 1-2 billing cycle depending on his next meter read.
North Star(Yepene)	591	4/15/2013	5190841877	customer states they have called several time to cancel. please cancel	HAS TRIED TO CONTACT NORTHSTAR GAS COMPANY SEVERAL TIMES TO OPT OUT AND SWITCH BACK TO BUNDLED SERVICE W/PGE, HOWEVER IS NOT ABLE TO HAVE A RESOLUTION BC THEY KEEP ADVISING CUSTOMER THAT THEY DO NOT SERVICE HIS ADDRESS OR THE CITY OF FRESNO. PLEASE SWITCH	Cancellation Request	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
Tiger	592	4/15/2013	7998253983	customer would like to terminate tiger service	CUSTOMER REQUESTS TERMINATION OF CTA EFFECTIVE 04/15/13	Cancellation Request	A drop request has been communicated to and accepted by PG&E. A Tiger representative informed the customer she will not be starting service with Tiger. In addition, it is worth noting that the customer informed our representative she is currently with another CTA and actually wants to stay with PG&E bundled service exclusively. She was advised to contact the other CTA and request to be cancelled but a PG&E representative may want to follow-up directly with her.
Commerce	593	4/16/13	5915116932	customer states he opt'd out of this program and would like to cancel. Please resolve	CUSTOMER SAYS HE OPTED OUT OF COMMERCE ENERGY A FEW WEEKS AGO AND WANTS TO MAKE SURE THAT THIS IS GOING TO TAKE EFFECT ASAP PLEASE CONTACT CUST IF NEED TO	Cancellation Request	In reviewing the verification call authorization from the account holder CUSTOMER was not received. The verification was completed by the son, CUSTOMER, therefore Commerce Energy did not obtain a valid agreement. A drop request has been received from the utility on 4/4/2013 with a back date of 3/28/2013. Attempts to reach CUSTOMER have been made but were unsuccessful. A no contact letter has been sent.
North Star(Yepene)	594	4/16/2013	1520553984	customer states she called northstar to opt out but is still showing on account. please cancel	CUSTOMER said that had a North Star rep opt her into their services, she said that she contacted them to cancel. She is still receiving communications from them, please stop	Cancellation Request	tried to contact customer...hung up
North Star(Yepene)	595	4/16/2013	9838089422	customer is spanish speaking and wishes to cancel northstar. customer thought they were pge	customer is spanish speaking; North star gas telemarketer advised customer they were a PG&E employee; customer states rep had a business card with pge logo on it with her name; states she was representing pge and she would be rec	Questionable Solicitation Activity	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
North Star(Yepene)	596	4/16/2013	9838089422	customer would like to cancel northstar/spanish speaking	Customer is spanish speaking; North star gas telemarketer advised customer they were a PG&E employee; customer states rep had a business card with pge logo on it with her name; states she was representing pge and she would be rec	Questionable Solicitation Activity	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
North Star(Yepene)	597	4/16/2013	1520553984	customer states she called northstar to opt out but is still showing on account. please cancel	CUSTOMER said that had a North Star rep opt her into their services, she said that she contacted them to cancel. She is still receiving communications from them, please stop SA ID: XXXXXXXXXX.	Cancellation Request	tried to contact customer...hung up
North Star(Yepene)	598	4/16/2013	9838089422	customer is spanish speaking and wishes to cancel northstar. customer thought they were pge	customer is spanish speaking; North star gas telemarketer advised customer they were a PG&E employee; customer states rep had a business card with pge logo on it with her name; states she was representing pge and she would be rec	Questionable Solicitation Activity	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
North Star(Yepene)	599	4/16/2013	9838089422	customer would like to cancel northstar/spanish speaking	customer is spanish speaking; North star gas telemarketer advised customer they were a PG&E employee; customer states rep had a business card with pge logo on it with her name; states she was representing pge and she would be rec	Questionable Solicitation Activity	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
Xoom	600	4/17/2013	7316944011	customer states she has tried to contact esp since dec to cancel. Please resolve	CUSTOMER STATES THAT SHE CANCELED SERVICES WITH XOOM ENERGY IN DECEMBER 2012 AND THEY KEEP REENROLLING HER SHE DOES NOT WANT SERVICES WITH XOOM AND WOULD LIKE TO HAVE IT CANCELED SHE HAS CONTACTED THEM SEVERAL TIMES AND THEY HAVE NOT BEEN ABLE TO ASSIST	Cancellation Request	4/17/2013: 1st time customer contacted XOOM energy. We submitted is request to drop at that time to PGE, drop effective date is 5/13/13. No further actions required by XOOM.
Vista	601	4/17/2013	7046713577	customer states esp was wearing pge attire and feels misled. Please resolve	CUSTOMER to call Vista Energy (CTA) to cancel their contract. According to CUSTOMER the CTA representative walked up with PGE shirt claiming to be a pge employee to sign her up on a discount program. The actual intent was to sign her up on Vista Energy	Unauthorized Switch	This account was submitted for termination on 4/23
Vista	602	4/17/2013	7625442466	customer would like to cancel states was misled by company. Please resolve	CUSTOMER STATES SHE WAS VICTIM OF SLAMMING/ REQUESTING TO CANCEL VISTA ENERGY MARKETING / STATES HE NEVER SIGNED UP W/ THEM	Unauthorized Switch	This account was submitted for termination on 4/24
Xoom	603	4/17/2013	7316944011	customer states she has tried to contact esp since dec to cancel. pls cancel	CUSTOMER STATES THAT SHE CANCELED SERVICES WITH XOOM ENERGY IN DECEMBER 2012 AND THEY KEEP REENROLLING HER SHE DOES NOT WANT SERVICES WITH XOOM AND WOULD LIKE TO HAVE IT CANCELED SHE HAS CONTACTED THEM SEVERAL TIMES AND THEY HAVE NOT BEEN ABLE TO ASSIST	Cancellation Request	4/17/2013: 1st time customer contacted XOOM energy. We submitted is request to drop at that time to PGE, drop effective date is 5/13/13. No further actions required by XOOM.
Xoom	604	4/17/2013	7316944011	customer states she has tried to contact esp since dec to cancel. pls cancel	COR CUSTOMER STS THAT SHE CANCELED SERVICES WITH XOOM ENERGY IN DECEMBER 2012 AND THEY KEEP REENROLLING HER SHE DOES NOT WANT SERVICES WITH XOOM AND WOULD LIKE TO HAVE IT CANCELED SHE HAS CONTACTED THEM SEVERAL TIMES AND THEY HAVE NOT BEEN ABLE TO ASSIST	Cancellation Request	4/17/2013: 1st time customer contacted XOOM energy. We submitted is request to drop at that time to PGE, drop effective date is 5/13/13. No further actions required by XOOM.
Vista	605	4/18/2013	written request	customer requests to cancel vista. Please resolve	written request	Cancellation Request	This account was submitted for termination on 4/24
Vista	606	4/18/2013	8507022127	customer would like to cancel vista service. Please resolve	CUST SIGNED UP FOR VISTA AND DIDN'T FULLY UNDERSTAND WHAT IT WAS. CUSTOMER REQUESTS TO CANCEL IMMEDIATELY. THANK YOU	Unauthorized Switch	This account was submitted for termination on 4/24
Vista	607	4/18/2013	7656190980	customer would like to cancel vista service. Please resolve	CUSTOMER DID NOT SIGN UP FOR THIRD PARTY PLEASE ASSIST AND REMOVE	Unauthorized Switch	This account was submitted for termination on 4/19
North Star(Yepene)	608	4/18/2013	9627159858	customer does not want to switch. pls cancel	CUSTOMER CNCLD PENDING SA RELATIONSHIP W/ NORTH STAR GAS CO MONDAY 04/15/2013 DOESNT WANT TO SWITCH.	Cancellation Request	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
North Star(Yepene)	609	4/18/2013	2550234230	customer states they tried to cancel w/in the 3days allotted, pls cancel	CUSTOMER CALLED RE CANCELLING YEPENE DA SERVICE/SHE STATES THEY CAME TO HER DOOR AND SHE GAVE APPROVAL TO CHANGE THEN CALLED BACK WITHIN 3 DAYS TO CANCEL/SHE WAS ADVISED SHE WOULD NOT BE MOVED OVER TO THE OUTSIDE PROVIDER HOWEVER SHE RECEIVED NOTICE OF BEIN	Unauthorized Switch	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
North Star(Yepene)	610	4/18/2013	9627159858	customer does not want to switch. pls cancel	PER CUSTOMER CNCLD PENDING SA RELATIONSHIP W/ NORTH STAR GAS CO MONDAY 04/15/2013; DOESNT WANT TO SWITCH.	Cancellation Request	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
North Star(Yepene)	611	4/18/2013	2550234230	customer states they tried to cancel w/in the 3days allotted, pls cancel	CUSTOMER CALLED RE CANCELLING YEPENE DA SERVICE/SHE STATES THEY CAME TO HER DOOR AND SHE GAVE APPROVAL TO CHANGE THEN CALLED BACK WITHIN 3 DAYS TO CANCEL/SHE WAS ADVISED SHE WOULD NOT BE MOVED OVER TO THE OUTSIDE PROVIDER HOWEVER SHE RECEIVED NOTICE OF BEIN	Unauthorized Switch	from esp:YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.

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2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E Internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Ambit	612	4/19/2013	5231343397	customer would like to cancel ambit. Please contact and resolve	CUST CALLED AMBIT ON 01/22/13 TO CANCEL AND NOTHING WAS PROCESSED. CUST CALLED AGAIN ON 04/02/13 TO CANCEL AGAIN. CUST WANTS TO MAKE SURE THAT IT HAS BEEN CANCELLED. 2ND CALL. AMBIT DID NOT RESOLVE THE ISSUE. PLEASE CONTACT CUSTOMER ONCE AMBIT HAS BEEN RE	Cancellation Request	We are having an issue with sending the drop but have escalated the issue to have the drop resent.
Ambit	613	4/19/2013	6852526753	customer would like to cancel ambit. Please contact and resolve	CUSTOMER RECENTLY ENROLLED WITH AMBIENT ENERGY SA DATE DOES NOT START UNTIL 5-2-13 SHE WANTS TO CANCEL SERVICE WITH THEM AND HAS CALLED AND MADE AN ATTEMPT TO CANCEL SERVICE WITH THEM AND SHE WAS ADVISED THAT SHE HAS TO CANCEL SERVICE WITH AMBIENT THROUGH PG	Cancellation Request	Drop sent on on 4/22/2013
Commerce	614	4/19/2013	847633638	customer would like to cancel commerce. Please resolve	CUSTOMER (SPANISH SPEAKING) IS CALLING REGARDING THE ESP'S VISTA & SPARKS ENERGY THAT ARE NOTED ON CCB.B.I. CHECKED BLUE BILL AND SPARKS & VISTA ENERGY ARE NOT ON HER BILL. SHE WOULD LIKE TO CONFIRM THAT THEY HAVE BEEN REMOVED. THANK YOU SIMX	Cancellation Request	An outbound call was made on 4/26/2013 to speak with the account holder CUSTOMER was informed her request to cancel services had previously been submitted on 4/25/2013 and could take 1-2 billing in speaking with CUSTOMER and explaining services with Commerce Energy, CUSTOMER agreed to continue services. An enrollment request was issued to re-enroll services for CUSTOMER with Commerce Energy.
Vista	615	4/19/2013	7323589466	customer would like to cancel vista. Please resolve	CUSTOMER SPANISH SPEAKER; CUSTOMER SAYS HAS CONTACTED ESP SEVERAL TIMES REGARDING CANCELLATION AND CONTINUES TO SEE THIS COMPANY OF HER BILL;	Cancellation Request	This account was submitted for termination on 4/24
North Star(Yepene)	616	4/19/2013	7514678677	customer would like to cancel Yep	CUSTOMER spanish speaker/ states she is victim of slamming/ Yep energy went to her house offering a pge discount, maria signed up thinking it was a discount from pge/ she doesn't want to switch g providers/ please cancel esp /	Unauthorized Switch	from esp: YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
Ambit	617	4/19/2013	5231343397	customer would like to cancel ambit	CUST CALLED AMBIT ON 01/22/13 TO CANCEL AND NOTHING WAS PROCESSED. CUST CALLED AGAIN ON 04/02/13 TO CANCEL AGAIN. CUST WANTS TO MAKE SURE THAT IT HAS BEEN CANCELLED. 2ND CALL. AMBIT DID NOT RESOLVE THE ISSUE. PLEASE CONTACT CUSTOMER ONCE AMBIT HAS BEEN RE	Cancellation Request	We are having an issue with sending the drop but have escalated the issue to have the drop resent.
Ambit	618	4/19/2013	6852526753	customer would like to cancel ambit	CUSTOMER RECENTLY ENROLLED WITH AMBIENT ENERGY SA DATE DOES NOT START UNTIL 5-2-13 SHE WANTS TO CANCEL SERVICE WITH THEM AND HAS CALLED AND MADE AN ATTEMPT TO CANCEL SERVICE WITH THEM AND SHE WAS ADVISED THAT SHE HAS TO CANCEL SERVICE WITH AMBIENT THROUGH PG	Cancellation Request	Drop sent on on 4/22/2013
North Star(Yepene)	619	4/19/2013	7514678677	customer would like to cancel Yep	per CUSTOMER spanish speaker/ states she is victim of slamming/ Yep energy went to her house offering a pge discount, CUSTOMER signed up thinking it was a discount from pge/ she doesn't want to switch g providers/ please cancel esp /	Unauthorized Switch	from esp: YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
Blue Spruce	620	4/21/2013	1424291099	customer called in stating they cancelled Yep energy on 7/18/12, customer switched back to pge a/o 2/15/13. customer would like their charges removed. Please contact customer directly	CUSTOMER STD THAT HE CANCELLED SERVICES WITH UNITED ENERGY ON 7/18/2012 AND THEY STATED THAT THEY WOULD REMOVE THEIR CHARGES UNITED ENERGY CONTINUED TO BILL THEM AND HE HAS CALLED THEM SEVERAL TIMES TO CANCEL THE SERVICES COR NEEDS ASSISTANCE	Cancellation Request	The customer's phone number 5 has been added to the "No call list"
North Star(Yepene)	621	4/22/2013	7594380281	would like to cancel Yep energy. would like to remain with pge	CUSTOMER CALLED TO GET INFO ON YEPEN, STATE THAT THEY DO NOT WANT THEIR SERVICE PLEASE SEE WHAT WE CAN DO TO ASSIST THEM IN GETTING OUT OF THEIR SERVICE	Cancellation Request	from esp: YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
Spark	622	4/22/2013	7622373131	customer states he was slammed, never signed anything and sign him up without his consent. pls cancel	CUSTOMER (spanish speaking) states he is victim of slamming, states he never signed anything// unaware of why spark energy signed him up w/ out his authorization - he states they called him over the phone stating they were pge, he gave them his billing info	Unauthorized Switch	Spark Energy has confirmed there is a valid enrollment for CUSTOMER account, as authorized by CUSTOMER on 11/23/2012. His service with Spark Energy became effective on 1/10/2013. Our records show that CUSTOMER contacted Spark Energy on 4/22/2013 to inquire about his account. At that time, CUSTOMER was advised of the enrollment. The customer requested a cancellation of service and a cancellation request was submitted on the customer's behalf. CUSTOMER service is now scheduled to resume with PG&E on 05/10/2013, as confirmed by PG&E.
North Star(Yepene)	623	4/22/2013	7594380281	would like to cancel Yep energy. would like to remain with pge	CUSTOMER CALLED TO GET INFO ON YEPEN, STATE THAT THEY DO NOT WANT THEIR SERVICE PLEASE SEE WHAT WE CAN DO TO ASSIST THEM IN GETTING OUT OF THEIR SERVICE	Cancellation Request	from esp: YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
Spark	624	4/22/2013	7622373131	Customer states he was slammed, never signed anything and sign him up without his consent. pls cancel	CUSTOMER (spanish speaking) states he is victim of slamming, states he never signed anything// unaware of why spark energy signed him up w/ out his authorization - he states they called him over the phone stating they were pge, he gave them his billing info	Unauthorized Switch	Spark Energy has confirmed there is a valid enrollment for CUSTOMER account, as authorized by CUSTOMER on 11/23/2012. His service with Spark Energy became effective on 1/10/2013. Our records show that CUSTOMER contacted Spark Energy on 4/22/2013 to inquire about his account. At that time, CUSTOMER was advised of the enrollment. The customer requested a cancellation of service and a cancellation request was submitted on the customer's behalf. CUSTOMER service is now scheduled to resume with PG&E on 05/10/2013, as confirmed by PG&E.
Blue Spruce	625	4/23/2013	3339058964	customer states they did not sign up for this company	kana 10078204: from CUSTOMER I have an issue with my account for which I would like some help. I just received a letter from you guys stating that my gas services will be transferred to another supplier. This change has not been approve	Cancellation Request	Disconnect submitted 4/29/2013.
Blue Spruce	626	4/23/2013	3339058964	customer states they did not sign up for this company	kana 10078204: from CUSTOMER I have an issue with my account for which I would like some help. I just received a letter from you guys stating that my gas services will be transferred to another supplier. This change has not been approve	Cancellation Request	Disconnect submitted 4/29/2013.
Blue Spruce	627	4/24/2013	3355246305	customer states she never signed up with blue spruce, please cancel	CUSTOMER STATES DA HAD APPROACHED HER AT HER HOME AND SHE DECLINED THEIR SVCS; SHE REVIEWED NOTICE THAT SHE WILL BE CHANGED; SHE STATED SHE ALREADY CALLED DA TO ADVISE SHE NEVER REQUESTED THEIR SVC.	Unauthorized Switch	Disconnect submitted 4/25/13.
Blue Spruce	628	4/24/2013	3678956679	customer would like to cancel blue spruce	CUSTOMER REQ CANCELLATION 04/24/2013	Cancellation Request	Disconnect submitted 4/29/2013.
North Star(Yepene)	629	4/24/2013	385472575	customer states they felt misled into signing with esp. states they have tried to cancel	SPOKE TO CUSTOMER AND STATED HAD SPOKE TO ESP AND THEY SAID THEY WOULD CANCEL THE ORDER HOWEVER THERE IS A PENDING SA; NOTES FROM PREVIOUS CASE CUSTOMER CALLING ABOUT BEING SOLICITED BY YEP ENERGY (NORTH STAR) SIGNED PAPERWORK. PERSON REPRESENTED	Unauthorized Switch	from esp: YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
North Star(Yepene)	630	4/24/2013	4381778062	customer states she never signed up for Yep, said she refused. please cancel	CUSTOMER STATES SHE NEVER REQUESTED TO SWITCH TO YEP ENERGY, ADV HER TO CONTACT YEP TO CANCEL PENDING AGREEMENT BUT CUST REFUSED PLEASE ASSIST HER W/ CANCELLING YEP FROM ACT & SHE WOULD LIKE A CALLBACK TO KNOW ITS D	Unauthorized Switch	from esp: YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
Blue Spruce	631	4/24/2013	3355246305	customer states she never signed up with blue spruce, please cancel	CUSTOMER STATES DA HAD APPROACHED HER AT HER HOME AND SHE DECLINED THEIR SVCS; SHE REVIEWED NOTICE THAT SHE WILL BE CHANGED; SHE STATED SHE ALREADY CALLED DA TO ADVISE SHE NEVER REQUESTED THEIR SVC.	Unauthorized Switch	Disconnect submitted 4/25/13.
Blue Spruce	632	4/24/2013	3678956679	customer would like to cancel blue spruce	CUSTOMER REQ CANCELLATION 04/24/2013	Cancellation Request	Disconnect submitted 4/29/2013.
North Star(Yepene)	633	4/24/2013	385472575	customer states they felt misled into signing with esp. states they have tried to cancel	SPOKE TO CUSTOMER AND STATED HAD SPOKE TO ESP AND THEY SAID THEY WOULD CANCEL THE ORDER HOWEVER THERE IS A PENDING SA; NOTES FROM PREVIOUS CASE CUSTOMER CALLING ABOUT BEING SOLICITED BY YEP ENERGY (NORTH STAR) SIGNED PAPERWORK. PERSON REPRESENTED	Unauthorized Switch	from esp: YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
North Star(Yepene)	634	4/24/2013	4381778062	customer states she never signed up for Yep, said she refused. please cancel	CUSTOMER, XXX-XXX-XXXX. CUSTOMER STATES SHE NEVER REQUESTED TO SWITCH TO YEP ENERGY, ADV HER TO CONTACT YEP TO CANCEL PENDING AGREEMENT BUT CUST REFUSED, ELDERLY LADY, PLEASE ASSIST HER W/ CANCELLING YEP FROM ACT & SHE WOULD LIKE A CALLBACK TO KNOW ITS D	Unauthorized Switch	from esp: YEP customer services dept contracted CUSTOMER on 4/26/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account will remain with PG&E sales services.
Blue Spruce	635	4/25/2013	4444001203	customer did not authorize blue spruce please cancel	CUSTOMER IS CALLING ABOUT PENDING SA W UNITED GAS SVC. SHE DIDNT AUTHORIZE THEM BE HER GAS PROVIDER. SHE HAS NEVER HEAR OF THE COMPANY. PLS CONTACT TO LET HER KNOW WHAT INFORMATION WAS SENT OVER ON HER BEHALF TO HAVE THEM ADDED THANK YOU	Unauthorized Switch	Disconnect submitted 4/29/2013.
Blue Spruce	636	4/25/2013	8447737263	customer would like to return to pge	PER CUSTOMER WOULD LIKE TO SWITCH BACK TO PGE FOR GAS, EFFECTIVE AS OF 04-25-2013	Cancellation Request	Disconnect submitted 4/29/2013.
Blue Spruce	637	4/25/2013	4444001203	customer did not authorize blue spruce please cancel	CUSTOMER IS CALLING ABOUT PENDING SA W UNITED GAS SVC. SHE DIDNT AUTHORIZE THEM BE HER GAS PROVIDER. SHE HAS NEVER HEAR OF THE COMPANY. PLS CONTACT TO LET HER KNOW WHAT INFORMATION WAS SENT OVER ON HER BEHALF TO HAVE THEM ADDED THANK YOU	Unauthorized Switch	Disconnect submitted 4/29/2013.
Blue Spruce	638	4/25/2013	8447737263	customer would like to return to pge	PER CUSTOMER WOULD LIKE TO SWITCH BACK TO PGE FOR GAS, EFFECTIVE AS OF 04-25-2013	Cancellation Request	Disconnect submitted 4/29/2013.
North Star(Yepene)	639	4/26/2013	968355711	customer states they never signed up for this company. pls cancel	North Star Gas Co, did not resolve problem, CUST STATED NEVER SIGNED UP AND HAS CONTACTED NORTH STAR TO DISCONTINUE SERVICE. SHE NEVER WANTED IT, SHE WOULD LIKE TO CONTINUE SERVICE WITH JUST PG&E	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	640	4/26/2013	968355711	customer states they never signed up for this company. pls cancel	North Star Gas Co. did not resolve problem. CUST STATED NEVER SIGNED UP AND HAS CONTACTED NORTH STAR TO DISCONTINUE SERVICE. SHE NEVER WANTED IT, SHE WOULD LIKE TO CONTINUE SERVICE WITH JUST PG&E	Cancellation Request	YEP customer services dept contracted CUSTOMER on 5/28/2013 to inform her cancellation was confirmed by PG&E on 5/10/13 and advised CUSTOMER that his gas account will remain with PG&E sales services.
Blue Spruce	641	4/27/2013	6935708992	cust would like to cancel	CUSTOMER WOULD LIKE CANCEL FROM 3RD PARTY. STATES THAT THEY HAVE CALLED THE 3RD PARTY AND AND US MULTIPLE TIMES AND WE TELL HER TO CALL THEM & THEY TELL HER TO CALL US. STATES THEY SAID IT IS CANCELLED ON THEIR END...CONF# 1100009910 & NO LONGER IN THEIR S	Cancellation Request	Customer Service rep CTA submitted disconnect request on 4.22.13
Blue Spruce	642	4/28/2013	9528381468	customer does not want blue spruce. please cancel	cust is upset that she is now going to be a Blue Spruce customer...she does not want to change over...she has called the CPUC and the BBB please stop the change in providers	Cancellation Request	Disconnect submitted 4/26/2013.
Blue Spruce	643	4/28/2013	9528381468	customer does not want blue spruce. please cancel	cust is upset that she is now going to be a Blue Spruce customer...she does not want to change over...she has called the CPUC and the BBB please stop the change in providers	Cancellation Request	Disconnect submitted 4/26/2013.
Ambit	644	4/29/2013	6124323968	customer would like to cancel	CUSTOMER SPANISH, AMBIT DID NOT RESOLVE PROBLEM, ESP PROVIDER CAME TO HER HOME, STATED BILL IS NOT IN HER NAME ASKED FOR THE BILL THEY TOOK AND NOW SHE RECEIVES A CHANGE IN SERVICE, HAS CALLED AMBIT AND THEY TOLD HER PERSON OF RECORDS NEED	Questionable Solicitation Activity	Drop request sent today via EDI 5/15/2013 for customer.
Spark	645	4/29/2013	4191027027	Customer states this switch was not authorized. pls cancel	Customer called to confirm she will return to PG&E as full service as of 5/8/2013. Please note there is another pending DA SA scheduled for 9/6/2013. Says change for 9/6/2013 not authorized. Please cancel with DA. Thank you.	Cancellation Request	Drop has been submitted
North Star(Yepene)	646	4/30/2013	1134983911	customer would like to cancel, felt was misled	YEPENE ADV THEY WERE PGE REP AND ADV THAT THEY WOULD BE GIVING ADDITIONAL DISCOUNT TO OUR CUSTOMER; HE WANTS TO CANCEL AND WILL GIVE THEM A CALL BUT WAS INFORMED THEY WERE PGE REPRESENTATIVE WHICH IS CORRECT	Questionable Solicitation Activity	YEP customer services dept contracted CUSTOMER on 5/28/2013 to inform her cancellation was confirmed by PG&E on 5/10/2013 and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
Xoom	647	5/1/2013	696686325	pls cancel xoom energy customer is not happy with them.	please call CUSTOMER asap she says she has tried calling xoom energy 3rd party to cancel but cant get through for the last month she thinks they are ripping her off and shes very upset please call her back asap to discuss and she is requesting to come back	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	648	5/1/2013	6281721276	customer is elderly and feels she was taken advantage of. pls cancel	CUSTOMER FELT SHE WAS BEING TAKEN ADVANTAGE OF WHEN AN INDIVIDUAL SIGNED HER UP FOR 'YEP..NORTHSTAR'; INDICATES TO GO INTO EFFECT ON 5-8-2013; SHE STATED SHE HAS ALREADY MADE MULTIPLE ATTEMPTS TO CANCEL; PLEASE FACILITATE HER REQUEST AND 'ST	Unauthorized Switch	YEP customer services dept contracted CUSTOMER on 5/28/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account remains with PG&E sales services.
North Star(Yepene)	649	5/1/2013	6740412613	customer would like to cancel and remain with pge	CUSTOMER STATES INFO PROVIDED FROM DA WAS NOT THE SAME OF WHAT IS ACTUALLY GOING TO HAPPEN; SHE DOES NOT WANT TO HAVE GAS SA CHANGED; PLEASE CANCEL THE REQUEST.	Cancellation Request	YEP customer services dept contracted CUSTOMER on 5/28/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her gas account remains with PG&E sales services.
North Star(Yepene)	650	5/1/2013	7520247139	customer to remain with pge	CORRECTION NEEDED. CUSTOMER CALLED VISTA TO REQ CANCELLATION. WAITING ON CALL BACK. SO FAR HASN'T HEARD BACK.	Cancellation Request	SA:XXXXXXXXX will be switched back to pge f/s/a o 6/11/13. customer has pending switch to northstar will put on esp spreadsheet.
Vista	651	5/1/2013	6250725683	spanish speaking, customer unable to get a hold of vista to cancel. please cancel	CUSTOMER SPANISH SPOK ONLY; STATES UNABLE TO GET A HOLD OF SOMEONE W/ VISTA ENERGY TO CANCEL, WANTS TO CANCEL ASAP CANNOT AFFORD TO CONTINUE PAYING ADULT FEES.	Cancellation Request	Terminated on 5/15/2013
North Star(Yepene)	652	5/2/2013	7642581177	customer does not want northstar. please cancel	cust states has called northstar and they do not assist her in removing the esp was told they do not see that she is with them	Cancellation Request	YEP customer services dept contracted CUSTOMER on 5/28/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
North Star(Yepene)	653	5/2/2013	74628275	customer is trying to contact northstar to cancel	PER CUSTOMER CUSTOMER CALLING TO INFORM US THAT SHE WANTS TO CANCEL WITH NORTHSTAR YEP GAS-PER CUST THIS IS SUPPOSED TO START AS OF 05-21-2013 CUST TRYING TO BE PROACTIVE. CUST STATED THAT SHE TRIED TO CANCEL SEVERAL TIMES BUT GETS NO ANSWER-THIS IS THE N	Cancellation Request	YEP customer services dept contracted CUSTOMER on 5/29/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
Vista	654	5/2/2013	3474226241	customer states she had tried to contact vista multiple time to cancel. Please cancel	CUSTOMER STATES HAVE CONTACTED VISTA MULT TIMES TO HAVE THEM REMOVED FROM HER ACCT. LAST CONTACT WAS 02/19/2013; CS THIS AGITATED THAT THEY WILL NOT REMOVE HER; THEY HAVE STATED TO HER THAT THEY CAN'T FIND HER ACCT; CST WANTS SA TO END WITH VISTA	Cancellation Request	Terminated on 5/15/2013
Ambit	655	5/3/2013	9397133771	customer would like to cancel	2nd call - AMBIT did not resolve problem - CUSTOMER STATES that she contacted AMBIT on 4/27/13 to cancel service and NOT switch providers (remain a PG&E bundled service customer). AMBIT still showing as provider for gas service. CSR	Cancellation Request	Drop request sent today via EDI 5/15/2013 for customer.
Ambit	656	5/3/2013	5844797237	cantonese would like to cancel ambit and return to pge	CUSTOMER NEVER AUTHORIZED TO BE ENROLLED IN AMBIT CALIFORNIA. HE CALLED AS SOON HE RECEIVED THEIR WELCOME LETTER TO SEE WHAT AMBIT WAS. HE WOULD LIKE TO INFORM US HE DOESN'T WANT THERE SERVICE AND NEVER SIGNED UP.	Unauthorized Switch	Drop request sent today via EDI 5/15/2013 for customer.
North Star(Yepene)	657	5/3/2013	3385461206	customer would like to remain with pge	PLEASE REMOVE VISTA ENERGY OFF ACCOUNT. COR WANTS PGE GAS SERVICES. ADV COR TO CONTACT VISTA AND CANCEL ON THEIR END AS WELL. THANK YOU	Cancellation Request	Terminated on 5/15/2013
Vista	658	5/3/2013	2083573102	customer would like to cancel xoom and remain with pge	CUSTOMER CALLED XOOM ENERGY TO CX THEIR SVC BUT THEY ARE STILL BEING ADDED TO HER ACCT. SHE IS REQSTNG FOR PGE TO HAVE XOOM REMOVED FROM HER ACCT. WHEN SHE CALLED XOOM BACK IN MARCH THEY TOLD HER OVER THE PHONE THAT IT WOULD BE TAKEN OFF HER ACCT	Cancellation Request	We are not Xoom.
Vista	659	5/3/2013	3385461206	customer would like to remove vista and come back to pge	PLEASE REMOVE VISTA ENERGY OFF ACCOUNT. COR WANTS PGE GAS SERVICES. ADV COR TO CONTACT VISTA AND CANCEL ON THEIR END AS WELL. THANK YOU	Cancellation Request	Terminated on 5/15/2013
Xoom	660	5/3/2013	2083573102	customer would like to cancel and remain with pge	CUSTOMER CALLED XOOM ENERGY TO CX THEIR SVC BUT THEY ARE STILL BEING ADDED TO HER ACCT. SHE IS REQSTNG FOR PGE TO HAVE XOOM REMOVED FROM HER ACCT. WHEN SHE CALLED XOOM BACK IN MARCH THEY TOLD HER OVER THE PHONE THAT IT WOULD BE TAKEN OFF HER ACCT	Cancellation Request	We are not Xoom.
Xoom	661	5/3/2013	2083573102	customer would like to cancel and remain with pge	CUSTOMER CALLED XOOM ENERGY TO CX THEIR SVC BUT THEY ARE STILL BEING ADDED TO HER ACCT. SHE IS REQSTNG FOR PGE TO HAVE XOOM REMOVED FROM HER ACCT. WHEN SHE CALLED XOOM BACK IN MARCH THEY TOLD HER OVER THE PHONE THAT IT WOULD BE TAKEN OFF HER ACCT	Cancellation Request	XOOM will follow-up w/cust to confirm drop request
Blue Spruce	662	5/6/2013	6713608344	customer is trying to cancel blue spruce	Customer wrote letter, very upset, says she has been trying to cancel Blue Spruce and it is still on her bill. Please cancel Blue Spruce for Nancy	Cancellation Request	CTA submitted disconnect request on 5.28.13
Commerce	663	5/6/2013	6331067714	spanish spk, customer feels she was slammed, please cancel esp	CUSTOMER-Please cancel start for ACNRRG-WB-S. CUSTOMER says that she was not told she was switching Gas Providers. Only told she could have her bills lowered. She says she was slammed and misinformed. Please cancel the switch to ACNRRG.	Unauthorized Switch	Called customer in regards to allegations given to PGE and spoke to CUSTOMER in regards to the account. Customer does remember signing up with one of our independent representatives back in March. I advise customer on the current plan and rate she currently is on. CUSTOMER decided to stay with Commerce Energy at this time but was advise that if in the future if she decided to cancel our services an early termination fee would apply. CUSTOMER understood the information provided in regards to the plan and contract information. We also provided our customer service 800 number to her if she had any further questions about her account.
North Star(Yepene)	664	5/6/2013	2179283516	customer would like to cancel and remain with pge	Customer states this is the 2nd call and no resolution from provider - Correction needed: Per CUSTOMER she has called to cancel but has not received a callback from the DA - CUSTOMER requests assistance to cancel DA and wants to return to PG&E - Act	Cancellation Request	YEP customer services dept contracted CUSTOMER on 5/29/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
Vista	665	5/6/2013	1459298613	customer contact vista to cancel.	PLEASE DOUBLE CHK VISTA IS CANCELED/CTA account manager WENT ROUND IN ROUND ALL MORNING TO CANCEL VISTA/STATES SHE TALKED TO 3 PEOPLE AT VISTA AND THEY SD WE HAVE TO BE THE ONES TO CANCEL SERV/THEY FINALLY WERE ABLE TO TALK TO MANGRAT VISTA AND SD SHE WILL CANCEL/HE WOULD	Cancellation Request	Customer called and dropped on 5/6, PGE confirmed on 5/11
Vista	666	5/6/2013	2594330027	customer would like to cancel, has already contacted vista	CUST CALLED VISTA ON 05/06/13 TO CANCEL. JUST WANTS TO MAKE SURE SHE IS CANCELLED AND UN-ENROLLED	Cancellation Request	Customer called and dropped on 5/6/2013, PGE confirmed on 5/11/2013
Commerce	667	5/7/2013	508569484	original request to cancel was back in february 2013, customer has submitted written request to switch back to pge. states they were misled and is refusing to pay esp portion of the billing. asking for a retro please advise	CUSTOMER SAYS THAT SHE NEVER INITIATED A CHANGE TO COMMERCE ENERGY. SHE CONTACTED THEM, AND THEY SAID THAT IF SHE CANCELS, THEY WOULD CHARGE HER A HIGH FEE. SHE TOLD THEM TO CANCEL ANYWAY AND THAT SHE WOULD NOT BE PAYING ANY BILLS; TO DATE, THEY HAV	Unauthorized Switch	Spoke to account holder's sister per customer request regarding the allegation. A drop was submitted on 5/23/2013 per customer request and was informed that early termination fees would not apply. Yazmine was informed that the drop could take 1-2 billing cycles to complete. A call was located from 2/2/13 in which the sister of the account holder attempted to submit a drop. The caller was informed on 5/23/2013 after our findings or legal spouse was authorized to complete the cancellation. When we attempted to contact the customer again on 5/23/2013 after our findings to provide resolution there was response. The customer was provided with a direct contact number and a no contact letter was mailed providing the resolution
Xoom	668	5/7/2013	2594292229	customer states they contacted xoom to cancel service but they are still with them. please cancel	With a PG&E translator, the Cor went over to XOOM and called to cancel since XOOM has no translators. The company said they would cancel the service, but they are still on the bill, still active DA. Confirmed with the company they are supposed to be off.	Cancellation Request	1/7/13 cst wife called to cancel, her name is not listed on the acct. adv wife that customer must call to cancel acct. We will make an attempt to follow-up with the customer.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	669	5/7/2013	2466790458	spanish speaking customer requested to stop service. Please cancel	CUSTOMER CALLING TODAY SHE STATES THAT SHE SPOKE WITH "North Star Gas Co." HER PENDING NEW PROVIDER. SHE CALLED TO REQUEST THEM TO STOP HER SERVICE AND HAVE HER ACCOUNTS STAY ONLY WITH PG&E. CUSTOMER IS WANTING TO KEEP PG&E ONLY, SHE WAS ADVISED BY THE OTHER	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	670	5/7/2013	7826155772	customer has been trying to contact northstar to cancel. Please cancel	CUSTOMER STATES SHE HAS BEEN TRYING TO CONTACT NORTHSTAR SINCE 5/4/2013 AND SHE HAS NOT BEEN ABLE TO REACH ANYONE, SHE WOULD LIKE TO CANCEL GAS SERV WITH THEM AND IS NOT SATISFIED WITH THEIR BILLING	Cancellation Request	YEP customer services dept contracted CUSTOMER on 5/29/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
North Star(Yepene)	671	5/7/2013	7826155772	customer has been trying to contact esp to cancel	CUSTOMER STATES SHE HAS BEEN TRYING TO CONTACT NORTHSTAR SINCE 5/4/2013 AND SHE HAS NOT BEEN ABLE TO REACH ANYONE, SHE WOULD LIKE TO CANCEL GAS SERV WITH THEM AND IS NOT SATISFIED WITH THEIR BILLING	Cancellation Request	YEP customer services dept contracted CUSTOMER on 5/29/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days to switch back to PG&E sales services.
North Star(Yepene)	672	5/7/2013	9735715441	customer would like to remain with pge and cancel northstar	Ether received the letter showing that she will be switching svc to YEPENE as of 5/21/2013. She states that the person who came to the home representative himself as an PGE employee. She does not want this service and is asking that we stop the switch ov	Questionable Solicitation Activity	YEP customer services dept contracted CUSTOMER on 5/28/2013 to inform her cancellation was confirmed by PG&E and advised that his account remain with PG&E sales services.
Tiger	673	5/7/2013	7997911538	customer would like to remain with pge please cancel	CUSTOMER would like confirmation that PGE received the cancellation notice from Vista. He contacted Vista today, 5-7-2013 and was told the cancel process should be done within 15 days. He wants confirmation of his return to PGE gas. Thank you. Plz call CUSTOMER	Cancellation Request	This account has been canceled prior to service start ith Tiger. A Tiger representative has contacted the customer and informed him of the status of his account.
Vista	674	5/7/2013	7997911538	customer would like to cancel vista and return to pge	CUSTOMER would like confirmation that PGE received the cancellation notice from Vista. He contacted Vista today, 5-7-2013 and was told the cancel process should be done within 15 days. He wants confirmation of his return to PGE gas. Thank you. Plz call CUSTOMER	Cancellation Request	This account has been canceled prior to service start ith Tiger. A Tiger representative has contacted the customer and informed him of the status of his account.
Commerce	675	5/8/2013	8729297809	customer would like to cancel commerce	Customer requests termination effective 05/08/2013 CUSTOMER SAYS THAT HE WOULD LIKE TO CANCEL SERVICE WITH COMMERCE ENERGY BECAUSE HE HAS NOT SEEN ANY SAVINGS.	Questionable Solicitation Activity	The customer is currently month to month with Commerce Energy and will not accrue any type of early termination fee with the cancellation. A drop has been sent out for this customer today 5/21/13. We have no calls recorded at this time from the customer requesting a drop of services prior to this allegation. We tried calling the customer to advise him of the cancellation information but no answer. We did leave a message for the customer to call us back to provide him with the cancellation information. A "No Contact" letter has been mailed out.
Commerce	676	5/8/2013	6016819010	customer states they no longer want commerce, they would like to cancel	PER CUST CONTACTED COMMERCE TODAY WANTING TO CANCEL BUT COMMERCE TOLD HER SHE WAS NO LONGER W/COMMERCE SINCE 05/02 CUST WOULD LIKE TO CONFIRM THAT IS TRUE. PLEASE CONTACT CUST.	Cancellation Request	A drop request has been sent for this customer to PGE. We called the customer back to the number provided by PGE and also on our account but no answer. We did leave a message advising the customer to call us back so we can explain the cancellation process and any final billing that would be due once the account cancels out. Since the customer is on a month to month plan she will not receive any cancellation fees from Commerce Energy. We also mailed a "No Contact" letter to the customer advising her to call us back at her convenience.
North Star(Yepene)	677	5/8/2013	7913125358	customer request to remove 3rd party provider. Please cancel	PLEASE CANCEL/REMOVE THIRD PARTY GAS VENDOR OFF ACCOUNT, ADV COR TO CANCEL ON YEPENE END AS WELL.	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.
Commerce	678	5/9/2013	3929520685	customer does not want to be with commerce. would like to return to pge	2nd call- (COMMERCE ENERGY) did not resolve problem. CUSTOMER SERRANO, CANCELLED DEP A FEW MONTHS BACK BUT STATING SHE RECEIVED ANOTHER WELCOME LETTER 5-2-13. NOT SURE WHY SHE IS RECEIVING CUSTOMER DIDNT SIGN UP W/ ANOTHER COMPANY, SHE DOESN'T WANT A CTA	Cancellation Request	We currently show this account to be under the name of CUSTOMER Rios. After reviewing this account we show the account holder by the name of CUSTOMER called in on 5/15/13 requesting a drop. We advised the customer of the early termination fee as well as the timeframe it can take for the drop to complete which could be one to two cycles. Customer agreed with the drop request and it was sent to PGE the same day. PGE has accepted the order and sent us back an effective date of 6/10/13. We tried reaching the customer at the number provided in PGE's allegation but it has been disconnected. We also tried calling the phone number we have on our account 831-998-0843 which is a wrong number. A "No Contact" letter has been mailed out to the customer.
North Star(Yepene)	679	5/9/2013	2927214941	customer has tried to contact esp with no luck. pls cancel	CUST STATED SOMEONE CAME TO HIS HOME AND SAID THAT THEY WERE WITH PGE AND THEY COULD SAVE HIM MONEY ON HIS GAS. CUST THOUGHT HE WAS SIGNING UP FOR A LOW INCOME DISCOUNT AND WAS TALKED IN TO SIGNING UP FOR WHAT HE THOUGHT WAS CARE. HE SPEAKS SPANISH AND T	Unauthorized Switch	YEP submitted a drop dasr on 5/29/2013 and confirmed by PG&E on 5/31/2013
Glacial	680	5/10/2013	777140820	customer states they were misled into thinking glacial was pge. Pls cancel	customer states they were misled into thinking glacial was pge. Pls cancel	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	681	5/10/2013	7840012043	customer states she never authorized to switch, pls cancel	CALLED TO SAY SHE CANCELED VISTA SHE NEVER AUTH THE SWITCH. SHE ALREADY TALKED WITH VISTA.	Unauthorized Switch	Drop request submitted on 5/10, awaiting response from PGE
North Star(Yepene)	682	5/10/2013		written request Customer tried to call NorthStar to have this cancelled. please cancel	written request	Cancellation Request	YEP submitted a drop dasr on 5/29/2013
North Star(Yepene)	683	5/10/2013	88574675	customer is upset and feels cheated. would like to return to pge	CUSTOMER CALLED IN VERY UPSET MENTIONED A LADY WENT TO HIS HOME AND REPRESENTED HERSELF AS A PG&E REPRESENTATIVE. SHE WAS ACTUALLY NORTH STAR GAS CO. HE FEELS CHEATED BECAUSE THOUGHT HE WAS GETTING A DISCOUNT WITH PG&E AND IT ENDED UP BEING A THIRD PART	Cancellation Request	YEP submitted a drop dasr on 5/28/2013 and confirmed by PG&E on 5/29/2013
Glacial	684	5/14/2013	1774755867	customer would like to have glacier cancelled	CUSTOMER called and adv a fee weeks ago, a young man was walking door to door in his neighborhood, when he came up to CUSTOMER - while he was working in the front yard, the young man had a clipboard with him and said he was Glacial Energy. CUSTOMER asked him lot	Unauthorized Switch	Submitted drop 6-7-2013. Customer did not contact Glacial to drop. Expected start date was 5-21
North Star(Yepene)	685	5/14/2013	8723829884	customer would like to cancel northstar	CUSTOMER called to cancel yep energy/ said she called them to cancel after she was misled by a rep to sign her up/ while she is calling to cancel with yep energy she is given a bunch of different numbers/ please cancel if possible/ mcor cant get a no	Unauthorized Switch	YEP submitted a drop dasr on 5/28/2013 and confirmed by PG&E on 5/29/2013
Tiger	686	5/14/2013	4670651736	customer would like to cancel tiger and return to pge	CUSTOMER REQ TO CANCEL FROM TIGER SHE STATES THAT SHE HAS BEEN CALLING ON DAILY BASIS AND DOES NOT GET ANSWER. SHE REQ TO FOR PG&E ASSISTANCE TO CANCEL HER FROM TIGER ENERGY. PLEASE ASSIST IF POSSIBLE THANK YOU	Cancellation Request	A Tiger representative first called the customer at the number provided, then emailed the customer informing him his account was being dropped.
Glacial	687	5/15/2013	6099674687	customer does not want to sign up with glacial. Please cancel	CUSTOMER HAD GLACIAL REP COME TO HOME BETWEEN 5/1 & 5/15, CLAIMED SHE WAS FROM PG&E, CUSTOMER GAVE REP HER BILL FOR INFO, THEN GLACIAL REP SIGNED HER UP. WHEN SHE REC'D THE CTA WELCOME LETTER, CUST WAS SURPRISED & UPSET. NOTIFIED HER SON; HE IS CALLING IN WI	Cancellation Request	Submitted drop 6-7-2013. Customer did not contact Glacial to drop. Expected start date was 5-31
North Star(Yepene)	688	5/16/2013	5351169	customer states they were lead to believe yep was pge. please cancel	CUSTOMER SAYS YEP ENERGY WENT TO HOME AND SAID THEY ARE WORKING WITH PG&E AND WOULD OFFER HER A LOWER RATE OF GAS IF SHE SIGNED WITH THEM; SHE WAS QUESTIONING THAT YEP IS WORKING WITH COMPANY; I EXPLAINED THE PROCESS; SHE SAID THEY MISREPRESENTED THEIR COMPA	Unauthorized Switch	YEP submitted a drop dasr on 5/21/2013 and confirmed by PG&E on 5/22/2013
North Star(Yepene)	689	5/16/2013	6372184427	customer would like to cancel and remain with pge	CUSTOMER HAS VISTA NOW AND SAID YEP CAME TO HER RECENTLY AND TOOK HER BILL. THEY DID NOT LEAVE ANY CONTACT INFO. SHE WANTS TO CANCEL BOTH AND HAVE PGE. THERE IS NOT A NUMBER ON OUR WEBSITE FOR YEP. SHE WILL CONTACT VISTA. IF THERE IS A KNOWN NUMBER FOR	Cancellation Request	YEP submitted a drop dasr on 5/28/2013 and confirmed by PG&E on 5/29/2013
Glacial	690	5/17/2013	5802384833	customer would like to cancel and return to pge	CUSTOMER - BEST CONT # IS XXXXXXXXXX - CLD TO STATE THAT HE DOES NOT WANT TO BE A PART OF THE GLACIAL NATURAL GAS. WOULD LIKE TO BE REMOVED.	Cancellation Request	Customer called on 5-20-2013 to drop, drop was submitted, end date is 6-7-2013
Glacial	691	5/17/2013	3027393914	customer would like to return to pge, please cancel	CUSTOMER WIND CALL, SAID THAT SHE CLD GLACIA CTA TO CNL SVC. 2X. PLS F/U THAT SHE DSN'T WANT TO GET BILL FROM GLACIA. SHE WNTD TO CNCL THE SVC.	Cancellation Request	Customer did call in time to drop prior to starting with Glacial, there was an error on our part with the drop. I called the customer to explain what happened and apologize for error. I explained to them that they would be with Glacial for a month of service. Drop date is set for 6-24, Glacial is still reviewing this account and will ensure this error does not happen again.
North Star(Yepene)	692	5/17/2013	5508679945	customer would like to remain with pge. please cancel	M COR CALLED RQST TO FILE A COMPLAINT DUE TO YEP REP CAME TO HER HOME AND GAVE FALSE INFORMATION. CUST FELT MISLEAD AND WANTED TO COMPLAIN. SHE CANCELLED HER YEP AFTER SIGNING UP WITH THEM.	Questionable Solicitation Activity	YEP submitted a drop dasr on 5/20/2013 and confirmed by PG&E on 5/22/2013
North Star(Yepene)	693	5/17/2013	5763907196	customer would like to cancel northstar and remain with pge	CUSTOMER CALLED IN WITH A COMPLAINT ABOUT YEPENE (NORTH STAR GAS COMPANY). STATES SHE WAS TOLD BY THE SALESPERSON THAT THEY WERE FROM PG&E AND HAD PG&E BADGES. THEY TOLD HER THAT PG&E HAD BEEN OVERCHARGING THEM FOR GAS AND PGE SENT THEM TO HER HOUSE TO GIV	Questionable Solicitation Activity	YEP submitted a drop dasr on 5/20/2013 and confirmed by PG&E on 5/22/2013
North Star(Yepene)	694	5/18/2013	3381784327	customer would like to cancel and come back to pge	CUSTOMER WAS TOLD BY NEW CTA THEY SIGNED UP WITH THAT THEY WILL RECEIVE 25% FOR THE NEXT 24 MONTHS FROM PG&E DUE TO THE SAN BRUNO EXPLOSION.	Unauthorized Switch	YEP submitted a drop dasr on 5/29/2013 and confirmed by PG&E on 5/31/2013
North Star(Yepene)	695	5/18/2013	9241269552	customer would like to cancel and return to pge	CUSTOMER CALLED YEP TO CANCEL ALREADY BUT YEP STILL ACTIVE IN HIS NAME ON HIS ACCOUNT AND WE SENT HIM OUT THE FORM ON 05/09/2013 & HE CALLED AND CANCELED WITH YEP ON 05/03/2013. PLEASE INVESTIGATE	Cancellation Request	YEP submitted a drop dasr on 5/24/2013 and confirmed by PG&E on 5/29/2013

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2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	696	5/18/13	9658094245	he says that the salesperson was forceful and did not speak spanish and although he signed the paper, he does not want to switch.he says they did not give him time to read the contract before signing. he has tried to call several times with no answer. he is concerned that if they ever do answer that they will not speak apanish.	CUST CALLED COMPLAINING THAT HE DOES NOT WANT TO PURCHASE GAS FROM COMMERCE ENERGY. HE SAYS THAT THE SALESPERSON WAS FORCEFUL AND DID NOT SPEAK SPANISH AND ALTHOUGH HE SIGNED THE PAPER, HE DOES NOT WANT TO SWITCH. HE SAYS THEY DID NOT GIVE HIM TIME TO READ	Unauthorized Switch	The customer completed the enrollment on 5/15/13 and called in to cancel on 5/16/13. During the recorded enrollment call the customer completed the enrollment and no questions were asked regarding the program. Since the customer was unavailable, a direct number with an extension was left on the recording. In addition the customer was sent a no contact letter with a direct contact number.
Commerce	697	5/18/13	2796769255	customer would like to cancel commerce and remain with pge	CUSTOMER CALLING REGARDING NEW CORDAG GAS SUPPLIER LTR (COMMERCE ENERGY). CUST STATED WASNT TOLOF SWITCHED, THGHT IT WAS PGE DISCOUNT. SOUCITOREVEN WORE PGE LOGO ON SHIRT. FEELS PERSON MISREPRESENTED HERSELF. DOESNT WANT TO SWITCH. ADV TO ALSO CALL CO	Questionable Solicitation Activity	Called customer back and spoke to CUSTOMER. I advised customer we had received her request to cancel services with Commerce Energy. CUSTOMER was informed that we sent out the drop request on her behalf and would remain with the same natural gas provider she currently has at the time. Customer was also advised that she would have no charges from Commerce Energy. She was satisfied with the outcome.
Vista	698	5/18/2013	4041987294	customer would like to cancel vista	CUSTOMER UPSET THAT SHE HAD SERVICE STARTED WITH VISTA WITHOUT HER AUTHORIZATION (SLAMMED) I ADVISED SHE WOULD NEED TO CONTACT VISTA. SHE REFUSED. SAYING PGE ALLOWED THIS, AND WE NEEDED TO CLEAN IT UP WITH VISTA	Unauthorized Switch	customer would like to cancel vista
Vista	699	5/18/2013	9795184423	customer would like to cancel vista	CUSTOMER STATES SHE CALLED DA (VISTA) TO OPT OUT OF SRVC/WANTSTO CONTINUE W/PGE	Cancellation Request	customer would like to cancel vista
Vista	700	5/18/2013	7513065648	customer would like to cancel and return to pge	CST CONTACTED VISTA ENERGY BASED ON THE NUMBER LISTED ON THE BILL AND PGE WEBSITE (888-508-4782). SHE WAS UNABLE TO GET A HOLD OF THE COMPANY, BECAUSE THE NUMBER HAS CHANGED, AND THEIR IS NO FORWARDING NUMBER PROVIDED. CUSTOMER DOES NOT WISH TO CONTI	Cancellation Request	customer would like to cancel and return to pge
Vista	701	5/18/2013	3432609113	customer would like to cancel and come back to pge	CUSTOMER WANTS 3RD PARTY GAS PROVIDER CANCELLED. SHE CALLED THEM DIRECTLY 3MTHS AGO TO CANCEL AND THEY HAVEN'T CANCELLED. SHE WANTS TO BE SWITCHED BACK TO PGE, BECAUSE VISTA ENERGY HAS NOT RESOLVED THE PROBLEM	Cancellation Request	customer would like to cancel and come back to pge
Vista	702	5/18/2013	8998344083	customer has tried to contact vista to cancel. please cancel	CUSTOMER ADV THAT HE HAS BEEN TRYING TO CONTACT VISTA ENERGY FOR APPROX ONE WEEK AND IS HAS NOT BEEN ABLE TO GET THROUGH TO A REP AT VISTA TO CANCEL DIRECT ACCESS SA. CUSTOMER IS VERY UPSET AND IS REQ A CB FROM US. PLS CONTACT CUSTOMER ASAP FOR FURTHER ASSIST.	Cancellation Request	customer has tried to contact vista to cancel. please cancel
Vista	703	5/18/2013	9075692682	customer would like to cancel vista and remain with pge	PLEASE REMOVE ANY THIRD PARTY GAS VENDOR OFF ACCOUNT XXXXXX. COR HAS CANCELLED GAS SERVICES THUR 3RD PARTY. COR REQUEST TO BUY GAS FROM PGE, THANK YOU.	Cancellation Request	customer would like to cancel vista and remain with pge
Vista	704	5/18/2013	3706514976	spanish..customer would like help cancelling vista. please return to pge	2nd call - (CTA/ESPName) did not resolve problem. CUSTOMER ADV THAT SHE TRIED ALL MORNING TO CANCEL CTA SA WITH VISTA. SHE CALLED VISTA DIRECTLY AND WAS UNABLE TO CANCEL DUE TO BEING TRANSFERRED NUMEROUS TIMES TO DIFFERENT DEPTS	Cancellation Request	spanish..customer would like help cancelling vista. please return to pge
Vista	705	5/18/2013	242524705	customer would like to cancel vista and return to pge	CUSTOMER REQUEST TO BE RETURNED TO PGE BUNDLED GAS SERVICES	Cancellation Request	customer would like to cancel vista and return to pge
Vista	706	5/18/2013	7372417124	customer receiving calls from vista stating they are past due but the customer is not with vista. please put on do not call list	COR RECVD CALL FROM VISTA ADV SHE HAS PASSED DUE BILL WITH THEM. I DO NOT SHOW ANY VISTA CHARGES. COR STATES SHE THINKS IT IS A TECHNIQUE TO GET CUSTOMERS TO SIGN UP. PLS FOLLOW UP W/RESOLUTION	Unauthorized Switch	customer receiving calls from vista stating they are past due but the customer is not with vista. please put on do not call list
North Star(Yepene)	707	5/20/2013	9599682439	customer has tried contacting esp for disconnect. please cancel	MCOR HAS TRIED CALLING YEP FOR THE PAST 2 DAYS. STATED UNABLE TO GET ANYONE TO SPEAK WITH ABOUT CANCELING PENDING DA. STATED 12HRS OF CALLING EACH DAY. PLS ASSIST MCOR WITH CANCELING PENDING DA	Cancellation Request	YEP submitted a drop dsr on 5/28/2013 and confirmed by PG&E on 5/29/2013
North Star(Yepene)	708	5/20/2013	4879183271	customer tried to contact esp but states the rep was rude. would like help in cancelling esp and remaining with pge	CUSTOMER had contacted north star gas company to cancel ser with them today and when she called them the rep had been very rude and said he could not find her in their system and would not take her gas ser id to look her up he kept saying that it was a 5 di	Questionable Solicitation Activity	YEP submitted a drop dsr on 5/22/2013 and confirmed by PG&E on 5/23/2013
North Star(Yepene)	709	5/20/2013	3519518498	customer felt misled, please cancel.	Someone came to the house during a door to door sign up and he advised customer they were a PG&E employee and that she would get a discount on her bill and she had to do was show him a copy of the bill, she explained she was the mother of the COR and he	Unauthorized Switch	YEP submitted a drop dsr on 5/29/2013 and confirmed by PG&E on 5/31/2013
Ambit	710	5/20/2013	807804914	customer wants to make sure this is cancelled. wishes to remain with pge	CUSTOMER CLD Ambit California LLC TO CANCEL 05/11/13; WNTS TO MK SURE THAT 06-07-2013 HE DSNT HV Ambit California AND HS PGE ONLY. PLS CHK	Cancellation Request	Drop request sent 6/4/2013
North Star(Yepene)	711	5/21/2013	9086379711	customer would like to remain with pge, please cancel	CUSTOMER CUSTOMER STATES YEP STATES SHE WAS GOING TO RECEIVE ADDITIONAL 10% OF GAS SVCS ON TOP OF HER CARE DISCOUNT. SHE STATED SHE WAS NOT TOLD HER MAIN GAS PROVIDER WAS ACTUALLY GOING TO BE CHANGED AND SHE WAS JUST GOING TO REC	Questionable Solicitation Activity	YEP submitted a drop dsr on 5/29/2013 and confirmed by PG&E on 5/31/2013
North Star(Yepene)	712	5/21/2013	2262844861	customer has been trying to contact esp and cancel. please cancel	CUSTOMER has attempted to contact YEP Energy at 877-418-5872, but states that she is getting the run around with them, would like assistance in cancelling the service before they take effect, if possible please follow up with customer	Cancellation Request	YEP submitted a drop dsr on 5/29/2013 and confirmed by PG&E on 5/31/2013
Commerce	713	5/21/2013	436946688	customer has been trying to cancel esp. please resolve	PER CUSTOMER HAS BEEN TRYING TO CALL AND CANCEL Commerce Energy AND THE TWO NUMBERS THAT SHE HAS CALL SA THAT THEY ARE THE WRONG NUMBER. SHE HAS CALLED 866-587-8674 AND (877) 226-5368.	Cancellation Request	PGE Complaint CRCAR5453104 has been reviewed. CUSTOMER contacted Commerce Energy on 5/21/13 requesting to cancel gas services with Commerce Energy (CE) due to pricing. CUSTOMER was advised of a \$50 early termination fee (ETF), however, the CE representative did not complete the requested action by submitting a cancellation request to the utility company PGE. An outbound call was placed on 6/4/13 to CUSTOMER in which assurance was provided the cancellation request was sent to ensure the gas services are placed back with PGE as requested. The cancellation timeframe of 1 to 2 billing cycles has been provided for billing charges to cease with Commerce Energy. CUSTOMER did not have any further questions.
Blue Spruce	714	5/22/2013	3169350185	Customer states esp signed her up without knowledge. Would like to cancel and return to pge	COR calling in saying that United CTA has signed her up without her knowledge. She signed up with Vista and that was cancelled, and this was the only time. She is not aware of United, nor has she ever heard of them. She would like to file a complaint and	Cancellation Request	from esp: Customer Service rep NAME spoke to cust on 5.23.13 to handle the disconnect request.
North Star(Yepene)	715	5/22/2013	written request	customer states they did not authorize north star to take over. please cancel and return to pge	written request	Cancellation Request	YEP submitted a drop dsr on 5/28/2013 and confirmed by PG&E on 5/29/2013
Vista	716	5/22/2013	8378897508	customer would like to cancel esp and remain with pge	CUSTOMER has canceled Vista and wishes to return to PGE as bundled customer asap; Requested termination effective 5-22-2013	Cancellation Request	customer would like to cancel esp and remain with pge
Glacial	717	5/23/2013	5863236530	customer did not want to sign up with esp. please cancel	PER CUSTOMER SHE SAID THERE'S REP FROM GLACIAL NATURAL WHO IS ASKING HER TO SIGN UP AND SAID SVC WILL BE FREE. SHE SAID SHE DID NOT SIGN UP ANYTHING, AND NOW IT APPEARS THAT CST IS WITH THE THIRD PARTY AS OF 07-05-2013. CST DOES NOT WANT TO BE WITH THE THRD	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	718	5/23/2013	4225088786	customer would like to remain with pge. does not want to switch to another provider	PER CUSTOMER STATES THAT REP FROM NORTHSTAR CTA WENT OUT AND STATED THAT PGE HAD SENT HIM OUT TO HOME TO GET PROOF OF SIGNATURE. REP DEJAVE WAS THE ONE THAT WENT OUT 5/13/2013. OVERALL MISREPRESENTATION OF HIMSELF.	Unauthorized Switch	YEP submitted a drop dsr on 5/23/2013 and confirmed by PG&E on 5/24/2013
North Star(Yepene)	719	5/23/2013	343251998	customer would like to return to pge and cancel northstar	PER CUSTOMER (SPANISH SPEAKING) NEVER SIGNED UP FOR MORTHSTAR SERVICE. STATES NO ONE CAME TO HER HOUSE OR CALLED HER BY PHONE TO CHANGE HER SERVICE. IS ONLY CALLING TODAY BECAUSE OF MAIL NOTIFICATION OF CHANGE OF SERVICE WHICH SHE DID NOT WANT. PLEASE CONT	Unauthorized Switch	YEP customer services dept contacted CUSTOMER on 6/4/2013 to inform his cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days for his account to return to PG&E sales services.
Vista	720	5/23/2013	2142844479	customer would like vista off account	COR WOULD LIKE 3RD PARTY VENDOR OFF ACCOUNT. ADV COR TO CONTACT VISTA ENERGY TO CANCEL THUR THEN AS WELL. THANK YOU.	Cancellation Request	customer would like vista off account
Vista	721	5/23/2013	1452170555	customer would like to cancel vista and remain with pge	cust states a rep said that they were PGE and that she has been over charged for 2 years on her gas. She was told that she would recv a credit on her bill 10% for next 2 years because the overcharge was due to smartmeters. was unaware until she recvd a co	Unauthorized Switch	customer would like to cancel vista and remain with pge
Vista	722	5/23/2013	3320283815	customer would like to cancel vista and remain with pge	CUSTOMER STATES REP FROM VISTA ENERGY THAT HE WAS A REP. FROM PGE AND VISTA ENERGY. THE COR WAS UNDER THE IMPRESSION THAT THIS WAS A DISCOUNT LIKE CARE. HE HAS MADE SEVERAL CALLS TO HAVE THEM REMOVED. PLEASE ADVISE AND ASSIST	Questionable Solicitation Activity	customer would like to cancel vista and remain with pge
Vista	723	5/23/2013	5769909216	customer would like to cancel vista and return to pge	CUSTOMER CALLED UPSET THAT VISTA ENERGY IS INSISTING THAT HE HAS CHARGES DATING BACK TO 12/12/2012 TO 01/10/2013 FOR THE AMT OF 51.06. HE HAS BEEN TO THE L/O AND CTC'D THE CTC CENTER AND WAS NOT ABLE TO LOC THE BAL OWING. HE THEN CTC'D VISTA ENERGY F	Cancellation Request	customer would like to cancel vista and return to pge

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	724	5/23/2013	1431129734	customer would like to cancel vista and remain with pge	CUSTOMER states that rep from Vista/PG&E went to her home and asked her if she was on the care discount/he stated that he would allow her an additional discount if she signed up for the Vista discount through pge/ unknowingly CUSTOMER signed (spanish spee)	Unauthorized Switch	Sent cancel
Vista	725	5/23/2013	1431129734	customer would like to cancel vista and remain with pge	CUSTOMER states that rep from Vista/PG&E went to her home and asked her if she was on the care discount/he stated that he would allow her an additional discount if she signed up for the Vista discount through pge/ unknowingly CUSTOMER signed (spanish spee)	Unauthorized Switch	Sent cancel
North Star(Yepene)	726	5/24/2013	4232486237	customer has tried to contact north star. please cancel esp and return to pge	CUSTOMER STATED HE HAS CALLED DA NORTH STAR SEVERAL TIMES TO LET THEM KNOW HE DOES NOT WANT GAS FROM THEM. HOWEVER HE STATES THEY DO NOT UNDERSTAND HIM AND THEY TELL HIM THEY CAN NOT FIND HIM IN THEIR SYSTEM. WANTS TO STAY WITH PGE.	Cancellation Request	YEP submitted a drop dsr on 5/28/2013 and confirmed by PG&E on 5/29/2013
Commerce	727	5/24/2013	138530107	customer does not wish to transfer to esp. please resolve	Commerce energy telemarketer advised customer they were a PG&E employee; customer states rep advsd him they were pge employees and he would be getting a lower rate if he signed up for a low income prog.m.thank you	Unauthorized Switch	PG&E Complaint CRCAR5453102 has been reviewed. CUSTOMER completed a FPRC enrollment on 1/16/13 to switch natural gas services to Commerce Energy. During an outbound call on 6/6/13, CUSTOMER advised he no longer wanted to switch services to Commerce Energy based on a change to the billing structure. The cancellation request has been sent to cancel the pending switch scheduled for 8/15/13. Billing charges and an early termination fee will not be applied to CUSTOMER account as PGE will receive the cancellation request more than 3 days in advance from the effective date, allowing the switch to be cancelled in its entirety.
Blue Spruce	728	5/25/2013	1607571214	customer felt she was misled. would like to cancel	CUSTOMER solicited by antonio gutierrez from North Star Gas Company (yep) offering gas discount. she gave srvc ID and signed papers. adv they are 3rd party srvc provider. she wants to cancel. referred her to 3rd party gas service provider.mcor states they misr	Unauthorized Switch	cancel confirmation number. 2810053042
Vista	729	5/26/2013	2725074781	customer has tried multiple times to cancel contract with no luck. please cancel	CUSTOMER HAS TRIED TO REACH VISTA ENERGY 3-4 TIMES AND COMPLAIN AND TRY TO CANCEL SERVICE, NO RESPONSE OR THEY HANG UP ON HIM. GERARDO VERDUGO IS THE CUSTOMER. ADVISED CUSTOMER TO CONTACT THE CPUC/AND CONTINUE TO TRY AND	Cancellation Request	terminated
Glacial	730	5/27/2013	6099674687	customer does not want to sign up with glacial. Please resolve	CUSTOMER HAD GLACIAL REP COME TO HOME BETWEEN 5/1 & 5/15, CLAIMED SHE WAS FROM PG&E, CUSTOMER GAVE REP HER BILL FOR INFO, THEN GLACIAL REP SIGNED HER UP. WHEN SHE REC'D THE CTA WELCOME LETTER, CUST WAS SURPRISED & UPSET, NOTIFIED HER SON; HE IS CALLING IN WI	Cancellation Request	Submitted drop 6-7-2013. Customer did not contact Glacial to drop. Expected start date was 5-31
Glacial	731	5/27/2013	1774755867	customer would like to have glacier cancelled	CUSTOMER called and adv a few weeks ago, a young man was walking door to door in his neighborhood, when he came up to Wayne - while he was working in the front yard, the young man had a clipboard with him and said he was Glacial Energy. Wayne asked him lot	Unauthorized Switch	Submitted drop 6-7-2013. Customer did not contact Glacial to drop. Expected start date was 5-21
Glacial	732	5/27/2013	5802384833	customer would like to cancel and return to pge	IGNACIO- BEST CONT- CLD TO STATE THAT HE DOES NOT WANT TO BE APART OF THE GLACIAL NATURAL GAS. WOULD LIKE TO BE REMOVED.	Cancellation Request	Customer called on 5-20-2013 to drop, drop was submitted, end date is 6-7-2013
Glacial	733	5/27/2013	3027393914	customer would like to return to pge, please resolve	CUSTOMER CALL SAID THAT SHE CLD GLACIA CTA TO CNL SVC. 2X. PLS F/U THAT SHE DSN'T WNT TO GET BILL FROM GLACIA. SHE WNTD TO CNCL THE SVC.	Cancellation Request	Customer did call in time to drop prior to starting with Glacial, there was an error on our part with the drop. I called the customer to explain what happened and apologize for error. I explained to them that they would be with Glacial for a month of service. Drop date is set for 6-24, Glacial is still reviewing this account and will ensure this error does not happen again.
Ambit	734	5/28/2013	5858431213	customer only wants pge and wishes to cancel ambit	CUSTOMER CALLED ABOUT A BILL FROM AMBT // STATED HE DOESNT WNT ANOTHER GAS PROVDR // NEW SA FOR VISTA SEEMS AS IF IT GOING TO START AS OF 11/21/2013// CUST STATED HE ONLY WANTS HIS GAS FROM US AND WILL BE CANCELLING GAS SVC WITH AMBT	Cancellation Request	Drop request already sent 5/28/2013 and is scheduled for 6/24/2013
Commerce	735	5/28/2013	714835002	customer disputing commerce charges all together. states has tried to called multiple times to cancel company. did not understand what she was signing. would like charges taken off. please contact customer directly	looks like we sent the CUSTOMER read info to bill for a gas third party provider, please review and correct and contact both the CTA and customer with new billing amount **TJMY/55R1 SJHD**	Cancellation Request	Called customer back and spoke to CUSTOMER. I advised the customer of the contract she accepted with Commerce Energy. I explained the variable plan she signed up with as well as early termination fee that was part of the contract she verified over the phone as well as signed. CUSTOMER was advised that we do have a valid contract that was signed and also a verification call but that we would waive the early termination fee as courtesy credit as well as adjust a 6.77 double billed charged on her April 2013 invoice. The customer was advised of the remaining balance left on the account of 12.81 and also advised the services were switched back to PGE as of 4/19/13. Customer was satisfied with the outcome.
Commerce	736	5/28/13	2511322740	customer states never heard of commerce and wants a retro to cancel out commerce altogether.	customer states never heard of commerce and wants a retro to cancel out commerce altogether.	Cancellation Request	PG&E complaint CRCAR5453100 has been reviewed. The ANI matches both the complaint call and the enrollment call. In addition there is a signed contract on file from the customer. According to our records the customer completed the enrollment call on 10/17/2012 and the complaint call was received on 5/29/2013. A drop was submitted on 5/29/2013. As a courtesy to the customer ETF fees will be removed but consumption charges are valid. CCR attempted to contact the customer for a voice comparison however the customer was unavailable. The customer has been mailed a no contact letter with a direct contact number for additional information.
North Star(Yepene)	737	5/28/2013	8023656659	customer would like to cancel northstar. please cancel	CUSTOMER states cancelled application for yep energy on 5/24	Cancellation Request	received disconnect from esp on 5/29/13
Vista	738	5/28/2013	7269372409	customer has been trying to contact vista with no luck. would like to cancel	CUSTOMER states that she's been trying to contact VISTA ENERGY MARKETING LP with the phone number that comes on the bill, but the customer states that it sounds like that's a FAX number; she's been trying to CANCEL with VISTA ENERGY MARKETING L	Cancellation Request	Sent cancel
Vista	739	5/28/2013	5858431213	customer would like to cancel and remain with pge	CUSTOMER CALLED ABOUT A BILL FROM AMBT // STATED HE DOESNT WNT ANOTHER GAS PROVDR // NEW SA FOR VISTA SEEMS AS IF IT GOING TO START AS OF 11/21/2013// CUST STATED HE ONLY WANTS HIS GAS FROM US AND WILL BE CANCELLING GAS SVC WITH AMBT	Cancellation Request	Drop request already sent 5/28/2013 and is scheduled for 6/24/2013
Vista	740	5/28/2013	908407351	customer wishes to cancel vista and return to pge	Customer is stating that she received a letter from vista energy stating that she will continue service with pge. This is the com# w9591939. Please give customer a call back to assure that she will no longer be charged for vista energy.	Cancellation Request	Sent cancel
Ambit	741	5/29/2013	8494463454	customer would like to cancel ambit and remain with pge	M COR STATED SHE NEVER AGREED TO SIGN UP OVER THE PHONE. DOES NOT WANT TO BE SWITCHED TO AMBIT. PLS CANCEL PENDING DSA	Unauthorized Switch	Drop request sent on 6/4/2013
Blue Spruce	742	5/29/2013	2990154548	customer would like to cancel and remain with pge	CSTM R HAS A PENDING START SA WITH ANOTHER PROVIDER, United Energy Tradg, CTA, THEY WISH TO CANCEL THE START DATE IS 6/12/13. I WAS UNABLE TO FIND THEIR INFO AND PHONE NUMBER IN GEN REF UNDER DIRECT ACCESS INFO. PLS CANCEL OR CONTACT CSTM R WITH THE COMPANY'	Cancellation Request	CTA disconnected the customer and explained that she will remain w/PGE. Effective switch date isn't until 6.12.13.
Tiger	743	5/29/2013	8383720804	customer states she was signed up wrongly. please cancel and return back to pge	2ND CALL - TIGER GAS WOULD NOT CXL AGREEMENT; THEY STATED THAT SHE AUTHORIZED SOMEONE ELSE TO SIGN HER UP; APOLOGIZED TO CUSTOMER AND TOLD HER WE WOULD LOOK INTO IT; SHE THINKS THEY TOOK HER NAME UNAUTHORIZED AND STATES THEY ARE FR	Cancellation Request	A Tiger representative spoke with the customer last week prior to the customer's call to PG&E. The account has been dropped.
Vista	744	5/29/2013	7296809240	customer would like to cancel with vista. has already contacted them.	CUSTOMER signed up with Vista last week and has changed his mind to proceed with the process. He would like to make sure that he we do not start Vista on his account. He has already called Vista to confirm cancellation but wants to make sure that w	Unauthorized Switch	terminated
Blue Spruce	745	5/30/2013	5933154631	customer stated she called cta to cancel back in may. please cancel	customer signed up with BLUE SPRUCE SIGNED A CONTRACT ON 5/29/2013. Customer called them on 5/30/2013 and cancelled the contract. they went door to door signing up customers. Just wanted to tell pge	Unauthorized Switch	NO PENDING DA SWITCH AT THIS TIME. IF CUSTOMER RECEIVES NOTIFICATION OF SWITCH THEY WOULD NEED TO CALL BLUE SPRUCE AND PGE TO CANCEL.
Glacial	746	5/30/2013	4287918218	customer has tried to cancel with glacial with no help. please cancel	CUSTOMER STATES SHE CAN'T GET IN TOUCH WITH GLACIA AND SHE NEEDS ASSISTANCE. SHE IS TRYING TO DISCONTINUE SERVICE. SHE IS ELDERLY AND HAVING SURGERY SOON, NEEDS TO GET IN TOUCH WITH THEM.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Tiger	747	5/30/2013	written request	customer would like to cancel tiger and return to pge, has tried multiple times with no success. Please contact and resolve.	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Tiger	748	5/30/2013	3052732226	customer would like to return to pge f/s	CUSTOMER req to cancel service with Tiger Energy as of 5/30/13.	Cancellation Request	A Tiger representative spoke with Ms. Johnson, who informed us she did not file a complaint with PG&E against Tiger. She has decided to continue service with Tiger for now and will communicate with us directly if she decides to cancel.
Vista	749	5/30/2013	9633217823	customer would like to cancel vista and return to pge	CUSTOMER WANTS TO CANCEL ESP VISTA; HAS CONTACTED THEM AND THEY HAVE NOT CANCELLED	Cancellation Request	SUBMITTED CANCELLATION REQUEST ON CUSTOMERS BEHALF. LEFT VOICE MAIL
Vista	750	5/30/2013	9633217823	customer would like to cancel vista and return to pge	CUSTOMER WANTS TO CANCEL ESP VISTA; HAS CONTACTED THEM AND THEY HAVE NOT CANCELLED	Cancellation Request	SUBMITTED CANCELLATION REQUEST ON CUSTOMERS BEHALF. LEFT VOICE MAIL
Blue Spruce	751	5/31/2013	350396183	customer has made several attempts to cancel. please cancel	CUSTOMER HAS MADE SEVERAL ATTEMPTS TO CANCEL WITH BLUE SPRUCE AND HAS NOT BEEN ABLE TO. MARIA WANTS TO CANCEL WITH BLUE SPRUCE AND SHE DID NOT KNOW THEY WERE A SEPERATE COMPANY FROM PG&E. PLEASE CANCEL FOR CUSTOMER OR HAVE SOMEONE FROM BLUE SPRUCE CALL HER	Cancellation Request	Cust serv rep CUSTOMER from call cnt cancelled per customer's request over the phone on 6.3.13.

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	752	5/31/2013	988822025	customer states she w signed up w/out her consent. wanted to review papers and rep signed her up anyway	CUST HAD A COMMERCE ENERGY REP COME TO DOOR; REFUSED TO SIGN PAPER B/C WANTED TO REVIEW AND CONTACT PGE; SIGNED HER UP W/OUT HER CONSENT; WANTS THEM REMOVED; DID NOT SIGN CONTRACT OR AUTHORIZE CHANGE; REP WAS REPRESENTING HIMSELF AS A PGE REPRESENTATIVE	Unauthorized Switch	PGE Complaint has been investigated. Our records indicate that a recorded enrollment call was completed on 5/24/2013 and a contract was signed. Per customer request a drop was submitted on 6/7/2013 and no ETF fees or consumption charges will apply since the account was set to start flowing on 6/14/2013. The customer has been sent a no contact letter and voicemail has been left with a direct contact number and extension if she has additional concerns.
Commerce	753	5/31/2013	2475896872	customer would like to be with pge only. please resolve	CTA WENT TO HOME AND ADVISED CUSTOMER THEY WERE PGE EMPLOYEE. CUSTOMER DID NOT WANT TO SWITCH. SHE HAD CALLED US PREVIOUSLY AND WE ADVISED HER TO CONTACT CTA DIRECTLY. SHE HAS MADE MULTIPLE ATTEMPTS AND IS NOW REQUESTING OUR ASSISTANCE TO STOP SVC WITH	Questionable Solicitation Activity	A request to cancel natural gas services with Commerce Energy has been sent to PGE as of today 6/5/13. There are no previous calls from this customer calling into Commerce Energy for cancellation. The customer can receive from 1-2 invoices depending on when the utility company takes back the services and will be charged an early termination fee as noted on the contract of 50.00 dollars. We tried calling the customer back to advise that the cancellation has been sent and also advise about the charges but the number provided to PGE and in our system is disconnected. We will send a "NO CONTACT" letter to the customer.
North Star(Yepene)	754	5/31/2013	3906163847	customer contacted esp directly and cancelled. please cancel and return to pge	CUSTOMER ALREADY CANCELED W/ DIRECT ACCESS COMP ON 05/16/2013 @ 12:41PM W/ AGENT BRETT AGENT # 2810. CALLING TO MAKE SURE SHE IS NOT SWITCHED OVER. PLEASE VERIFY AND REMOVE PENDING SA RELATIONSHIP; ANY ISSUES PLEASE CALL CUST BACK.	Cancellation Request	YEP customer services dept contacted CUSTOMER on 6/4/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that her account remain with PG&E sales services.
North Star(Yepene)	755	5/31/2013	2475896872	customer would like to be with pge only	CTA WENT TO HOME AND ADVISED CUSTOMER THEY WERE PGE EMPLOYEE. CUSTOMER DID NOT WANT TO SWITCH. SHE HAD CALLED US PREVIOUSLY AND WE ADVISED HER TO CONTACT CTA DIRECTLY. SHE HAS MADE MULTIPLE ATTEMPTS AND IS NOW REQUESTING OUR ASSISTANCE TO STOP SVC WITH	Questionable Solicitation Activity	A request to cancel natural gas services with Commerce Energy has been sent to PGE as of today 6/5/13. There are no previous calls from this customer calling into Commerce Energy for cancellation. The customer can receive from 1-2 invoices depending on when the utility company takes back the services and will be charged an early termination fee as noted on the contract of 50.00 dollars. We tried calling the customer back to advise that the cancellation has been sent and also advise about the charges but the number provided to PGE and in our system is disconnected. We will send a "NO CONTACT" letter to the customer.
North Star(Yepene)	756	5/31/2013	6437625051	customer would like to cancel northstar and return to pge f/s	EIM CASE 58288; THE CUSTOMER'S COMPLAINTS AS FOLLOWS: There are representatives from a company called Gen110 knocking on doors in our neighborhood claiming they are a subcontractor of PGE. The representative said that they are collecting billing information	Cancellation Request	COMPLAINT HAS BEEN NOTED. CLOSING CASE.
North Star(Yepene)	757	6/1/2013	1817331978	customer thought she was receiving a discount through a pge program. please cancel	(ESP) telemarketer advised customer they were a PG&E employee YEP REP TOLD CUSTOMER SHE WAS FROM PGE AND THAT OBAMA HAD REQUIRED US TO GIVE MORE DISCOUNTS TO CORE. CUSTOMER ENROLLED IN YEP	Questionable Solicitation Activity	YEP customer services dept contacted CUSTOMER on 6/4/2013 to inform her cancellation was submitted to PG&E and advised CUSTOMER that it takes 30-45 days for her account to return to PG&E sales services.
North Star(Yepene)	758	6/1/2013	1650089392	customer states she changed her mind and does not want to switch. please cancel	CUSTOMER STATES DA CAME TO HOME AND OFFRD SVCS BUT SHE SAID THAT SHE HAD CHANGED HER MIND AND DOES NOT WANT HER GAS CO TO BE CHANGED	Cancellation Request	YEP submitted a drop dasr on 6/24/2013
Xoom	759	6/3/2013	1963946528	customer disputing all charges going back to october, customer upset and has contacted xoom and has made a complaint and would like to know how he was signed up. customer very upset due to backcharging. Please contact customer	3rd call - CTA/XOOM Energy CA did not resolve problem. Customer states he was changed without his permission. States he called in October 2012 asking XOOM to cancel and was told it would be taken care of. Customer noticed charges on last two statements	Cancellation Request	to see if PGE would change the effective date of the drop to be retroactive to 10/12 when the cust made the drop request. PGE investigating the request - approved 7/5/13
Blue Spruce	760	6/3/2013	7229846871	customer has tried to contact esp and cancel (hes called 2xs). please cancel	CUSTOMER NAME LEFT MESSAGE ON 06/03/2013 FOR BLUE SPRUCE ENERGY. STATES HE HAS CONTACTED THEM TWICE AND THEY WILL NOT REMOVE HIM FROM THEIR PROGRAM. PLEASE FOLLOW UP IF POSSIBLE.	Cancellation Request	NAME called CUSTOMER and explained the disconnect process. He was happy I called.
Blue Spruce	761	6/3/2013	7123548524	customer would like to cancel blue spruce. please cancel	CUSTOMER SAYS HE CONTACTED VISTA OVER TWO MONTHS AGO & THEY DID NOT PROCESS CANCELLATION REQUEST. PLEASE FOLLOW UP ON REQUEST	Cancellation Request	CTA called to explained the disconnect process and how that all works.
North Star(Yepene)	762	6/4/2013	3651122860	customer would like to cancel northstar and remind with pge	CUSTOMER STATES SHE SIGNED UP WITH YEP AND THEN DECIDED SHE DID NOT WANT IT. STATES SHE CALLED THEM AND CANCELED AND SHE WAS TOLD SHE WOULD BE TAKEN OFF OF IT. SHE THEN RECEIVED A LETTER ABOUT HER NEW CORE PROVIDER AND WAS CONCERNED IT WAS NOT CANE	Unauthorized Switch	YEP submitted a drop dasr on 6/21/2013
North Star(Yepene)	763	6/4/2013	5119379331	customer would like to cancel and remain with pge	CUSTOMER STATES A REP CAME TO BUSINESS AND STATED THEY WERE PG&E AND COULD HELP SAVE MONEY AND REPLACE LIGHTING AND THREATENED TO SHUT SERVICE OFF IF CUSTOMER DID NOT PROVIDE A BILL WITH ACCT DETAIL/RECENTLY RECEIVED LETTER NOTIFYING OF NEW PROVIDER/WOULD	Cancellation Request	YEP submitted a drop dasr on 6/21/2013
North Star(Yepene)	764	6/6/2013	9845323266	customer would like to cancel and remain with pge	Please remove third party gas vender from account Yep Ene. Cor has contacted yepene on to cancel on there end. Thank you.	Cancellation Request	YEP submitted a drop dasr on 6/6/2013 and PG&E confirmed on 6/7/2013
Blue Spruce	765	6/7/2013	5921289075	customer states did not want to change providers and never authorized switch. please cancel	CUSTOMER CALL REGARDING LETTER SWITCHING TO ESP SHE STATED SHE NEVER AUTH TO SWITCH HER GAS TO ANOTHER PROVIDER SHE WAS TOLD SHE NEEDED TO SIGN A FORM TO AUTHORIZE HIM TO LOOK AT HER BILL TO SEE IF SHE HAS RECEIVED A DISCOUNT & HE TOOK HER ACCT INFO & NEVER	Unauthorized Switch	Customer already called in to cancel service with representative from call cntr on 6.11.13
North Star(Yepene)	766	6/7/2013	9065365358	customer states they would like to cancel esp and remain with pge	CUSTOMER SIGNED UP FOR NORTH STAR GAS IN ERROR NOTIFIED YEP TO STOP SWITCH BUT STILL SHOWS IN OUR SYSTEM SWITCH OVER IS HAPPENING. PLEASE STOP SWITCH TO YEP	Unauthorized Switch	YEP submitted a drop dasr on 6/21/2013
North Star(Yepene)	767	6/7/2013	6485198588	customer would like to cancel. does not want to change companies	sauid does nto want to change gas company she thought that she was only signing up for 10% discount. she is going to call to day to cancel them.	Unauthorized Switch	YEP submitted a drop dasr on 6/10/2013 and confirmed by PG&E on 6/13/2013
North Star(Yepene)	768	6/7/2013	written request	states company misrepresented themselves as being pge. please cancel and retro to start date.	written request	Cancellation Request	YEP submitted a drop dasr on 6/21/2013
North Star(Yepene)	769	6/7/2013	2435301439	customer would like to cancel	COR HAS HAD TROUBLE CANCELLING: YEPENE-WR has a pending DA with SA	Cancellation Request	YEP submitted a drop dasr on 6/21/2013
North Star(Yepene)	770	6/7/2013	1423203284	customer is blind and states yep rep was very aggressive with her. please cancel	CUSTOMER 83 and blind, says Yep energy was very aggressive with her, she wants to stay with PGE full service. YEPENE-WR was to star on 07/02/13	Cancellation Request	YEP submitted a drop dasr on
Tiger	771	6/7/2013	2584592541	customer would like to cancel esp and return to pge	Customer requests termination effective 06-07-2013; WITH TIGER	Cancellation Request	A Tiger Representative has made multiple attempts to contact the customer and is awaiting a decision on releasing the account until after speaking with the customer.
Vista	772	6/7/2013	2435301439	customer would like to cancel	COR HAS HAD TROUBLE CANCELLING: YEPENE-WR has a pending DA with SA	Cancellation Request	YEP submitted a drop dasr on 6/21/2013
Commercial	773	6/7/2013	8970749036	customer states he cancelled 3rd party in december. pls cancel	CUSTOMER STATES THAT LAST FOUR BILLS ARE VERY LOW. CANCELED WITH THIRD PARTY IN DEC 2012. PLS CANCEL/REBILL, BILLING AND USAGE HISTORY SHOW NO READ DIFFERENCE FOR PAST SEVERAL MONTHS. THANK YOU	Cancellation Request	THERE IS A ABS GAS ON PREMISE 1942000365 THAT WAS BEING BILLED TO THIS SAME CUSTOMER UP TO STOP DATE OF 12/31/12. I DON'T KNOW IF THAT HAS ANYTHING TO DO WITH CUSTOMERS ORIGINAL INQUIRY.
Blue Spruce	774	6/8/2013	7003450131	customer states she did not sign up for this service. said person who came to her door had pge logo... please cancel	CUSTOMER states someone came to her door not to long ago stating that they wanted to save her 30% on her energy bill. She states the person that came to her door had a PG&E logo on his badge and a picture and his name. She received a letter stating that	Unauthorized Switch	CTA called and spoke to Leandra and cancelled her acct. Her switch date wasn't until 7.5.13
Blue Spruce	775	6/10/2013	8590613544	customer would like to cancel and return to pge	2ND CALL "STRATEGI ENERGY" DID NOT RESOLVE. CURTIS WANTS TO CHANGE BACK TO PGE. SAYS PROMISED 30% DISCOUNT ON GAS AND NOT RECEIVING IT. CALLED TO CANCEL AND NAME DISCONNECTED. CALL SALES REP TOLD CUSTOMER THAT PGE WILL BE OUT OF BUSINESS SOON.	Cancellation Request	CTA called and explained how the disconnect process works and cancelled Curtis's acct.
Blue Spruce	776	6/10/2013	9069281794	customer would like to remain with pge. please cancel	CUSTOMER STATES SHE TRIED TO CANCEL HER DA WITH UET BUT THEY INFORMED HER SHE WOULD HAVE TO PROVIDE A PSG #. PLEASE ADVISE CUSTOMER	Cancellation Request	CTA called and explained how the disconnect process works and cancelled Lydia's acct.
Xoom	777	6/10/2013	2928494450	customer would like to cancel vista-spanish speaking and vista does not have spanish speaking interpreter	CUSTOMER STATES THAT SHE HAS TRIED TO CALL VISTA ENERGY TO CANCEL AND STATES THAT EVERYTIME SHE CALLS THE OPERATOR WILL ANSWER AND SPEAKS ENGLISH ONLY AND WILL NOT PROVIDE INTERP. CUSTOMER WANTS TO CANCEL HER ACCT WITH VISTA. STATES THAT S	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	778	6/10/2013	8412880998	customer states she called northstar to cancel. please cancel	CUSTOMER CALLED NORTH STAR GAS TO CANCEL RIGHT AWAY. WE HAVE NOT RECEIVED CANCELLATION ADDRESS	Cancellation Request	YEP submitted a drop dasr on 6/21/2013
Ambit	779	6/11/2013	3686313424	customer feels deceived by esp. please cancel	CUSTOMER WAS TOLD THAT WAS GOING TO HAVE BILL REDUCED BY SWITCHING TO THIRD PARTY. COR FILLS THEY DECEIVED HER AND WISHES TO REMOVE FROM ACCT. COR HAS CONTACTED 3RD PARTY TO HAVE REMOVE	Cancellation Request	Left voicemail
Ambit	780	6/11/2013	3686313424	customer feels deceived by esp. please resolve	CUSTOMER WAS TOLD THAT WAS GOING TO HAVE BILL REDUCED BY SWITCHING TO THIRD PARTY. COR FILLS THEY DECEIVED HER AND WISHES TO REMOVE FROM ACCT. COR HAS CONTACTED 3RD PARTY TO HAVE REMOVE	Cancellation Request	Left voicemail for customer to contact and discuss

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	781	6/11/2013	3234880075	customer would like to remain with pge. Please resolve	CUSTOMER STATED THAT SOMEONE ELSE MADE CHANGED HIS ACCT FROM PGE TO ANOTHER GAS PROVIDER HE DOESNT WANT TO HAVE ANOTHER SUPPLIER ///	Cancellation Request	We have issued a request to cancel services with Commerce Energy as of 6/20/13 and requested the customer to be switched back to PGE. We called the number on the account to advise the customer that there might be up to 1-2 more invoices depending on when the utility company will switch him back. As well as advise the customer that there will be an early termination fee due on the account. The early termination fee is for cancelling prior to contract end due date of 2/10/18 as stated on the agreement signed as well as the phone verification done with the customer. This will be a charge that will appear on his final invoice. We were unable to reach the customer so a "No contact" letter will be mailed out to him.
North Star(Yepene)	782	6/11/2013	3686313424	customer not happy with cta, wishes to cancel and return to pge	CUSTOMER WAS TOLD THAT WAS GOING TO HAVE BILL REDUCED BY SWITCHING TO THIRD PARTY, COR FILLS THEY DECEIVED HER AND WISHES TO REMOVE FROM ACCT. COR HAS CONTACTED 3RD PARTY TO HAVE REMOVE	Cancellation Request	Left voicemail for customer to contact and discuss
Vista	783	6/11/2013	3234880075	customer only wants to have pge please cancel	CUSTOMER STATED THAT SOMEONE ELSE MADE CHANGED HIS ACCT FROM PGE TO ANOTHER GAS PROVIDER HE DOESNT WANT TO HAVE ANOTHER SUPPLIER ///	Cancellation Request	We have issued a request to cancel services with Commerce Energy as of 6/20/13 and requested the customer to be switched back to PGE. We called the number on the account to advise the customer that there might be up to 1-2 more invoices depending on when the utility company will switch him back. As well as advise the customer that there will be an early termination fee due on the account. The early termination fee is for cancelling prior to contract end due date of 2/10/18 as stated on the agreement signed as well as the phone verification done with the customer. This will be a charge that will appear on his final invoice. We were unable to reach the customer so a "No contact" letter will be mailed out to him.
Tiger	784	6/12/2013	6467650718	customer would like to return to pge f/s.	CUSTOMER IS UPSET THAT THE 3RD PARTIES GAS PROVIDERS VISTA AND TIGER AND HE NEVER SIGNED UP FOR THESE COMPANIES VERY UPSET AND HAS ALREADY BEEN TO THE CPUC TO COMPLAIN ADV THESE ARE NOT PART OF PG&E AND WE CANNOT CONTROL 3RD PARTIES BUT WE CAN DOCU	Cancellation Request	After a Tiger representative contacted the customer and informed him he has been with Tiger for 3 years, he has decided he would like to remain with Tiger.
Tiger	785	6/12/2013	8216362686	customer states does not want tiger. please resolve	CUSTOMER SAYS THAT HIS CONTRACT WITH TIGER NATURAL GAS ENDED IN APRIL OF 2012, HOWEVER THEY ARE STILL SHOWING UP ON HIS BILL AND HAVE NOT BEEN COOPERATIVE WITH CANCELING HIS SERVICE WITH THEM. HE WOULD LIKE US TO SEE IF WE CAN INTERVENE TO CANCEL HIS SA W	Cancellation Request	A Tiger representative has contacted the customer to address their concerns.
Tiger	786	6/12/2013	8320729673	cantonese speaking/customer states would like to return to pge. please resolve	CUSTOMER CONTACTED TIGER TO CANCEL SERVICE. ESP DID NOT RESOLVE PROBLEM. HE DOES NOT RECALL WHEN ENROLLED AND DOESNT RECALL WHEN SERVICE STARTED, BUT CALLED THEM DIRECTLY TO CANCEL SERVICE AS SOON AS POSSIBLE ON MAY 22. UPON RECEIVING BILL NOTICED STILL	Cancellation Request	An independent representative of Tiger is making attempts to contact the customer; we are awaiting a decision on releasing the account until after speaking with the customer.
North Star(Yepene)	787	6/13/2013	246062326	customer would like to be removed from northstar. please cancel	CUSTOMER STATED THAT SHE WANTS TO BE REMOVED FROM NORTH STAR SHE WILL CALL TO CANCEL THEM. PLS REVIEW INFO FOR CANCELLATION.	Cancellation Request	customer SAID # is not enrolled with YEP ENERGY
Vista	788	6/13/2013	497264969	customer would like to cancel vista service and come back to pge	CUSTOMER STATES SHE RECEIVED NOTICE OF CHANGE FROM VISTA (ORIG START DATE 3/20/13) TO AMBIT BEGINNING 3/20/2014; NO INFORMATION IN ALERTS CONFIRMING NOTICE WAS SENT TO CUSTOMER PLS INVESTIGATE AND CONTACT	Cancellation Request	Confirmation #122043 drop submitted
Xoom	789	6/14/2013	8527153260	customer would like to cancel and return to pge	ANTHONY CLD STATING THAT WHEN THEY ORIGINALLY SIGNED UP FOR XOOM THE PERSON THAT SPOKE TO THEM MISREPRESENTED A LOT OF WHAT THEY SAID. THEY NO LONGER WANT TO BE ON XOOM. PLS ASSIST	Unauthorized Switch	XOOM will follow-up w/cust to confirm drop request
North Star(Yepene)	790	6/14/2013	written request	customer states this was cancelled. please cancel	written request	Cancellation Request	YEP submitted a drop dsr on 6/21/2013
Tiger	791	6/14/2013	2286490559	customer would like to be removed from tiger	CUSTOMER STATING THAT TIGER ENERGY SHOULD HAVE BEEN REMOVED FROM ACCT A LONG TIME AGO. SHE STATES THAT SHE DOES NOT WANT TO BE WITH THEM AND THEY COST HER MOVE. PLS ASSIST.	Cancellation Request	This account has been dropped, and the customer has been called twice to inform her.
Vista	792	6/14/2013	written request	customer was misled into believing vista was taking over for pge. please cancel	written request	Cancellation Request	Confirmation #12488 drop submitted
Vista	793	6/14/2013	2236705199	customer would like to cancel. states she cancelled 5 months ago but is still with vista	CUSTOMER STATES SHE CALLED VISTA ENERGY TO CANCEL HER PARTICIPATION W/ VISTA ENERGY 5 MONTHS AGO BUT LOOKS SHE'S STILL RECEIVING HER GAS USAGE FROM THEM. PLS CONTACT VISTA AND CUSTOMER ONCE ISSUE IS RESOLVED.	Cancellation Request	Confirmation #52537 drop submitted
Xoom	794	6/14/2013	8527153260	customer would like to cancel and return to pge	CUSTOMER CALLED STATING THAT WHEN THEY ORIGINALLY SIGNED UP FOR XOOM THE PERSON THAT SPOKE TO THEM MISREPRESENTED A LOT OF WHAT THEY SAID. THEY NO LONGER WANT TO BE ON XOOM. PLS ASSIST	Unauthorized Switch	XOOM will follow-up w/cust to confirm drop request
North Star(Yepene)	795	6/14/2013	8561221851	customer would like to cancel northstar	Customer requests to cancel North Star Gas; he called them the same day & cancelled the contract; he just received notification that it will begin 7/18/13; pls call	Cancellation Request	YEP submitted a drop dsr on 6/24/2013
Blue Spruce	796	6/15/2013	223228753	customer states she did not sign up for this service. please cancel (spanish)	vincenta called stating that one of the gas companies came to her house when she was gone and had her husband sign a doc- he is a senior citizen who does not speak english and was just told to sign here. she is very upset because she feels that they took adva	Cancellation Request	esp resolution - CTA tried to call ph# provided, but would ring through - bad number. CTA disconnected customer from Blue Spruce.
Vista	797	6/17/2013	1423203284	original response from esp was she was not a customer. customer is in pending status. Please contact	CUSTOMER IS BLIND, SAYS YEP ENERGY WAS VERY AGGRESSIVE WITH HER, SHE WANTS TO STAY WITH PGE FULL SERVICE . YEPENE-WB WAS TO SBR ON 07/02/13	Cancellation Request	customer SAID # is not enrolled with YEP ENERGY
Tiger	798	6/17/2013	2376946130	customer has tried to contact esp. to cancel please contact	TIGER INC did not resolve problem. STATED THAT HE DID NOT AGREE TO SWITCH WITH THEM. WE HAVE ADV HIM TO CONTACT TIGER ON 05/31 AND HE DID AND LEFT A MESSAGE, AND CALLED TODAY 06/03 AS WELL BUT NO ANSWER. CUSTOMER WOULD LIKE TO	Cancellation Request	A Tiger representative contacted the customer regarding his concerns and contractual obligations. The customer has elected to remain with Tiger.
Tiger	799	6/17/2013	5379402274	customer would like to cancel	CUSTOMER REQUESTS TO CANCEL SERVICE WITH TIGER. UNAUTHORIZED SERVICE... CUST CALLED TIGER AND FILED COMPLAINT W/CPUC AND STILL ON THE BILL... PLEASE VERIFIED...	Cancellation Request	A Tiger Representative has made multiple attempts to contact the customer and is awaiting a decision on releasing the account until after speaking with the customer.
Commerce	800	6/17/2013	5119379351	customer would like to remain with pge	CUSTOMER STATES A REP CAME TO BUSINESS AND STATED THEY WERE PG&E AND COULD HELP SAVE MONEY AND REPLACE LIGHTING AND THREATENED TO SHUT SERVICE OFF IF CUSTOMER DID NOT PROVIDE A BILL WITH ACCT DETAIL/RECENTLY RECEIVED LETTER NOTIFYING OF NEW PROVIDER/WOULD	Questionable Solicitation Activity	YEP submitted a drop dsr on 6/21/2013
Commerce	801	6/17/2013	7556756607	customer does not want commerce. please return to pge	CALLED ACNRRG-WB-5 TO LET THEM KNOW HE DOESNT WANT DA ON 6/6/13 FOR CANCELLATION, SPOKE HE NEVER SIGNED UP FOR DA/ADVS UP TO DA TO CONTACT PGE/HE SAYS HIS NAME IS NOT EVEN ON THE CONTRACT FOR T	Unauthorized Switch	Called account holder and advised customer a gentleman identifying himself as her husband called on 6/6/13 and requested a cancellation. I advised customer the drop was sent the same day and her services show to be switched back to PGE as of 7/22/13. I advised customer of all final charges such as an early termination fee and last consumption will appear on final bill. Customer had no further questions and was satisfied with information given.
Commerce	802	6/17/2013	8114583108	customer would like to cancel commerce and return back to pge	wants third party off account, Commerce energy. cor want to buy gas from pge	Cancellation Request	Spoke to in regards to her cancellation request. I advised the customer we have a drop already pending on her account due on 7/8/13. The customer called back on 6/17/13 and requested for services to be cancelled that day. I advised customer she will only be getting a final bill from Commerce Energy but will not be charged an early termination fee. The customer was satisfied with the information provided.
Blue Spruce	803	6/17/2013	6377574582	customer would like to be removed from blue spruce	Customer WAS NOT AWARE THAT THIS WAS A 3RD PARTY AND WANTS TO BE REMOVED CONTACTED TIGER TO CANCEL SERVICE. ESP DID NOT RESOLVE PROBLEM. HE DOES NOT RECALL WHEN ENROLLED AND DOESNT RECALL WHEN SERVICE STARTED, BUT CALLED THEM DIRECTLY TO CANCEL SERVICE AS SOON AS POSSIBLE ON MAY 22. UPON RECEIVING BILL NOTICED STILL	Unauthorized Switch	esp resolution - CTA called and left msg for Customer explaining that his service has been disconnected from Blue Spruce.
Tiger	804	6/18/2013	1087339620	customer speaks cantonese. Customer request to cancel please contact	CUSTOMER CONTACTED TIGER TO CANCEL SERVICE. ESP DID NOT RESOLVE PROBLEM. HE DOES NOT RECALL WHEN ENROLLED AND DOESNT RECALL WHEN SERVICE STARTED, BUT CALLED THEM DIRECTLY TO CANCEL SERVICE AS SOON AS POSSIBLE ON MAY 22. UPON RECEIVING BILL NOTICED STILL	Cancellation Request	An independent representative has spoken with the customer and this account is being returned to PG&E supply.
North Star(Yepene)	805	6/18/2013	1257870371	customer is spanish speaking and states they did not sign up with this provider. please cancel	customer is spanish speaking and states they did not sign up with this provider. please cancel	Cancellation Request	YEP submitted a drop dsr on 6/24/2013
North Star(Yepene)	806	6/19/2013	1472662878	customer states she contacted northstar to cancel. please cancel	CUST ADV THAT YEP CAME TO THE HOUSE AND SWITCHED HER OVER TO THE DA AND SHE STATED THAT SHE CANCELLED OVER THE PHONE ON 06/19/2013. PLS CALL THE CUST. WHEN THE TERMINATION IS COMPLETE. ADV IT MAY TAKE A BILLING CYCLE OR 2	Questionable Solicitation Activity	YEP submitted a drop dsr on 6/24/2013
Commerce	807	6/20/2013	6347506425	customer would like to cancel and remain with pge	CSTM R STILL HAS CHRGS FROM DA OF 13.06 BILL DATE 05/30/2013- WNTS CHRGS REMOVED STATES THEY NEVER AUTHRZD FOR VISTA ENRGY TO BE ADDED ON TO THE ACCT. PLEASE CONTACT CSTM R ONCE THIS IS RESOLVED THANKS	Unauthorized Switch	Two attempts have been made to contact with no success. Services are scheduled to start with Commerce Energy as of 12/6/13, however, based on request, a cancellation has been submitted. will continue gas services with the utility, PGE, and will not be switched to CE. A no contact letter will be mailed out to the customer.
Xoom	808	6/20/2013	8412117950	customer would like to cancel xoom and return to pge	Customer requests termination effective 06-20-2013 - start date with xoom 05-11-2012	Cancellation Request	7/3/13 SPOKE TO CUST CONFIRMED SHE WANTED TO CANCEL ACCOUNT. DROP REQUEST SUBMITTED
Blue Spruce	809	6/20/2013	5585341306	wants to make sure she is not switched to blue spruce	CUSTOMER STATES SHE WAS SCAMED BY BLUE SPRUCE YESTERDAY, AND IS SOOOO UPSET THAT SHE SIGNED A CONTRACT THINKING IT WAS PGE - SYS SHE DOES NOT WANT TO BE SWITCHED AND HAS TRIED MORE THAN 5 TIMES TO CONTACT THEM THROUGH THEIR 800#, ALSO CALLED THE REP DIRECTLY THAT CAM	Questionable Solicitation Activity	we dont have any switches to blue spruce at the moment i gave the customer my direct phone number so we can check back on monday, also i sent the 3rd party gas provider blue spruce a cancel request
Commercial	810	6/20/2013	2098162727	Customer decided to cancel and make sure this does not go through. wishes to remain with pge	Customer states that COMMERCE ENERGY signed her up for their program but she later decided that she DOES NOT want to go with them; she's been trying to call and CANCEL with them but the call is not going through; she's wanting us to CANCEL/STOP that request	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	811	6/21/2013	7741057879	customer requests to cancel and remain with pge	WANTS YEP REMOVED FROM ACCT	Cancellation Request	YEP submitted a drop dasr on 7/5/2013 and PG&E confirmed on 7/6/2013
Commerce	812	6/21/2013	5293953672	customer would like to return to pge f/s	cust req return to pge bundled - please cancel 3rd pty	Cancellation Request	Called customer back in regard to allegation and cancellation request from PGE. Customer did not answer but did leave a message for him to call us back. A drop request has been sent on behalf of the customer. He will be charged an early termination fee of 50.00 and also will receive a final invoice. The drop can take from 1-2 cycles to complete depending on when the utility service will take his services back. A no contact letter will be mailed out to the customer
Blue Spruce	813	6/21/2013	320038573	customer would like to remain with pge	WITH BLUE SPRUCE ENERGY CAME TO HOME AND GAVE FALSE INFORMATION. WANTS TO FILE COMPLAINT AGAINST COMPANY BECAUSE TOLD HER THAT HE WAS WITH PG&E & PRICES WERE GOING TO INCREASE SO SHOULD SIGN UP FOR THEIR PROGRAM TO KEEP	Questionable Solicitation Activity	Submitted disconnect request.
North Star(Yepene)	814	6/22/2013	5783251910	customer feels he was misled, please cancel and return to pge. customer on lifsupport and does not want to switch.	ADVISED THAT NORSTAR/YEP CAME TO HIS HOME STATING THEY WOULD PROVIDE \$6 OFF HIS BILL AND NEVER STATED THEY WOULD BECOME HIS GAS COMMODITY PROVIDER SYS ONCE HE READ THE CONTRACT HE CALLED THE CO THE 13TH TO CANCEL(NEXT DAY) PROVIDED A CANCELLAT	Unauthorized Switch	YEP submitted a drop dasr on 6/26/2013 and PG&E confirmed on 6/27/2013
North Star(Yepene)	815	6/24/2013	4008855113	customer states she was switched w/out permission, would like it to be cancelled	CALLING IN CANCELLATION OF SERVICE W/ YEP ENERGY, SYS WAS SWITCHED W/O PERMISSION- SYS CANCELLED SVC ORIGINALLY 4/26 AND NOTHING WAS DONE. SHE WAS SWITCHED OVER 5/17 ANYWAY. ALSO SAID THAT REP FROM YEP THAT CAME DOOR-TO-DOOR INDICATED WAS "WITH PG&E", GV	Unauthorized Switch	YEP submitted a drop dasr on 6/25/2013 and PG&E confirmed on 6/27/2013
North Star(Yepene)	816	6/24/2013	9577215753	customer would like to remain with pge	2nd call - (NORTH STAR GAS) did not resolve problem;; CUST CONTACTED NORTH STAR GAS CO. SEVERAL MONTHS AGO & SPOKE W/ A SUP & REQ TO CANCEL P/ CUST REQ THIS TIME ALREADY; NO NOTES INDICATING WE WERE CONTACTED BY NORTH STAR	Cancellation Request	YEP submitted a drop dasr on 7/5/2013 and PG&E confirmed on 7/6/2013
North Star(Yepene)	817	6/24/2013	5436226422	customer would like to remain with pge please cancel	Summary of situation: CUST THOUGHT THAT SHE WAS SIGNING A PETITION TO LOWER HER PG&E BILL. SHE IS 79 YEARS OF AGE AND SPEAKS LITTLE ENGLISH. SHE WAS A BIT CONFUSED. WHEN SHE SHOWED HER	Unauthorized Switch	YEP did not enroll customer acct
North Star(Yepene)	818	6/25/2013	4052787594	customer would like to cancel and remain with pge	STATES THAT SHE WANTS TO CANCEL ESP (NORTH STAR GAS CO) - SHE STATES SHE CALLED THEM DIRECTLY AND THEY TOLD HER THAT NORTH STAR GAS DOESN'T HAVE SERVICE IN AVENAL - I ADVISED HER THAT STARTING MID JULY WOULD BE HER START DATE W/ THEM - PLEASE CANCEL	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMER'S BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
Vista	819	6/25/2013	2089990891	customer does not want to be with vista.	Renee would like to be full service PG&E and does not want Vista energy as their gas 3rd party any longer please thank you	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMER'S BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
Vista	820	6/25/2013	6029346045	customer would like to cancel vista, says they have been misled. Please resolve	STATES SHE'S BEEN TRYING TO GET IN CONTACT WITH VISTA AND HAS NOT BEEN ABLE TO SPEAK WITH A REP TO CANCEL/FEELS THAT HE WAS MISLEAD BY VISTA AND NEVER WANTED TO LEAVE PGE AS HIS PROVIDER/SAYS THAT HE THOUGHT IT WAS GOING TO BE FOR ADD'L DISCOUNT/ADVT	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMER'S BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE. 1ST ATTEMPT.
Spark	821	6/25/2013	375855174	customer would like to cancel and return back to pge	states that he called spark to cancel esp/they advised him that he couldn't cancel and had to remain w/ spark for 1 year/ he doesn't recall getting spark energy and would like to cancel w/ them and remain w/ pge - he doesn't care if there are fees	Cancellation Request	Account has been dropped as requested. 8.16.13 is the scheduled date for the account to return to PGE.
Commerce	822	6/25/2013	9420591355	customer does not want to switch providers, please resolve	customer does not want to switch to Commerce. Didn't understand what the person over the phone was saying, she requested for additional information through the mail. Once received mail states that is now switching over to Commerce Energy a	Cancellation Request	confirming the cancellation with Commerce Energy. The switch to Commerce was scheduled to take place on 7/9/13, per market rules, if a cancellation is received with at least 3 business days notice the switch will be cancelled and no charges will apply.
Commerce	823	6/25/2013	4439323742	customer requests to cancel commerce.	DECLINES SIGNING CONTRACT WITH COMMERCE ENERGY. PLS REMOVE FROM ACCT	Unauthorized Switch	Attempt 1 and 2 to contact. No answer message left for a callback. We have sent out the request for cancellation of service with Commerce Energy. An early termination fee will apply to this account as the customer was in contract with Commerce. Customer also can receive from 1-2 last invoices depending on when the utility switches the services back to them. A no contact letter has also been sent out.
Ambit	824	6/25/2013	4052787594	customer would like to cancel and remain with pge	STATES THAT SHE WANTS TO CANCEL ESP (NORTH STAR GAS CO) - SHE STATES SHE CALLED THEM DIRECTLY AND THEY TOLD HER THAT NORTH STAR GAS DOESN'T HAVE SERVICE IN AVENAL - I ADVISED HER THAT STARTING MID JULY WOULD BE HER START DATE W/ THEM - PLEASE CANCEL	Cancellation Request	esp resolution- YEP customer services dept contracted on 7/5/2013 to inform her cancellation was confirmed by PG&E and advised that her account remain with PG&E sales services
Vista	825	6/26/2013	1202809609	customer request to return to pge	CUSTOMER HAS CALLED VISTA ENERGY TWO TIMES ASKING THEM TO RETURN THEM TO PGE BUT SHE IS STILL BEING BILLED.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	826	6/26/2013	9404362689	customer does not want to switch to another provider, please cancel any switches	WAS APPROACHED BY YEP ENERGY REP AND PRESENTED HIMSELF AS A PGE SUPPLIER AFTER ASKED IF THE REP WAS A PGE EMPLOYEE. STATES THAT DUE TO HER LANGUAGE BARRIER HE SHE FIELDS OUT THE FORM. WANTS TO STOP SERVICE WITH YEP ENERGY. CSR ADVISE HER	Questionable Solicitation Activity	YEP did not enroll customer acct
North Star(Yepene)	827	6/26/2013	5874314503	customer thought she was going to receive a discount on her bill, please cancel	Telemarketer advised customer they were a PG&E employee elderly w alzimer customer was approached by rep from NORTH star stating that he works w pge and advised pge was going to give her an additional discount	Questionable Solicitation Activity	YEP submitted a drop dasr on 7/3/2013
North Star(Yepene)	828	6/26/2013	2970814340	customer has tried to contact northstar and cancel, please cancel	YEPENE-WR DID NOT RESOLVE PROBLEM. CUSTOMER SAYS HE CALLS DA TO STOP SERVICE AND IS TRANSFERRED TO PG&E.	Cancellation Request	Spoke to account holder about her cancellation request. We advised the customer the request to drop the switch order has been sent as of today 7/5/13 and advised she would not be switched. We advised her services will remain with her current gas provider and also advised she will not accrue any charges from Commerce Energy. Customer was satisfied with outcome.
Commerce	829	6/26/13	2970814340	customer would like to remain with pge, please resolve	YEPENE-WR DID NOT RESOLVE PROBLEM. CUST OSAYS HE CALLS DA TO STOP SERVICE AND IS TRANSFERRED TO PG&E.	Cancellation Request	Spoke to account holder about her cancellation request. We advised the customer the request to drop the switch order has been sent as of today 7/5/13 and advised she would not be switched. We advised her services will remain with her current gas provider and also advised she will not accrue any charges from Commerce Energy. Customer was satisfied with outcome.
Blue Spruce	830	6/28/2013	4057599525	customer would like to cancel, customer contacted and advised they were cancelled already	REQUESTED TO CANCEL HER CURRENT GAS PROVIDER BUT STILL SHOWS THEIR CHARGES ON HER BILL; WENDY HAS CONTACTED TO OTHER PROVIDER AND THEY DID ADVISED THEY WILL CANCEL;	Cancellation Request	Submitted disconnect request. Not sure what to do about "Northstar"?
Vista	831	6/28/2013	4035306146	customer is blind and feels company took advantage of him, Request to cancel	GAVE PERMISSION TO SPEAK WITH CUSTOMER, CUSTOMER STATES NEVER INTENDED TO SIGN UP WITH VISTA ENERGY, CUST STATED HE WAS SOLICITED BY PHONE BY THE 3RD PARTY THEY MADE HIM BELIEVE THEY WERE APART OF PGE AND THAT IF HE SIGNED UP WITH THEM, HE WOULD GET	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	832	6/28/2013	4727899682	customer would like to have this service cancelled, was unaware that she was signing up with a different company cause the rep was talking so fast, has tried to contact esp but not a good number.	TRIED CONTACT NORTH STAR AT 877-418-5872. SAYS SHE RECEIVES A LOCKSMITH COMPANYSHE DOESN'T WISH TO HAVE THEIR SVCS AND WAS UNAWARE OF HER SWITCHING GAS COMPANIES SAYS THE REPRESENTATIVE WAS TALKING VERY FAST. REFERRED HER TO CPUC. SHE	Cancellation Request	YEP submitted a drop dasr on 7/3/2013
North Star(Yepene)	833	6/28/2013	8479201694	customer would like to cancel	CUST HAD CALLED COMMERCE ENERGY 2X TO HAVE THE DA CANCELLED & SWITCH TO PG&E. BUT DA STILL ACTIVE. CUST WANTED TO HAVE IT CANCELLED ASAP. PLEASE CHECK THANKS!	Cancellation Request	initially contacted Commerce Energy on 5/2/13 requesting to cancel services. CE received a notification on 3/8/13 confirming a switch to a different provider scheduled to take effect on 1/8/2014. is aware she must remain with her current provider, Commerce Energy, for a minimum of 12 months per the market rules for California. A cancellation request has been sent to PGE requesting to place the gas services back with PGE. A response should be received within 1-2 business days at which time will be contacted back with the end date if applicable.
North Star(Yepene)	834	6/28/2013	7010433758	customer requests to remain with pge	Vista did not resolve problem; customer contacted around May 20th to stop service with them and to date have not yet cancelled and we do not have any notice of esp stopping	Cancellation Request	YEP submitted a drop dasr on 7/5/2013 and PG&E confirmed on 7/6/2013
Commerce	835	6/28/2013	9810860907	customer would like to cancel, does not wish to remain with commerce	NEED HELP CORRECTING DA FOR GAS. SHE GOT APPROVAL TO START WITH ZOOM ENERGY ON 5/20/2013. WE INADVERTENTLY STARTED ACCT WITH COMMERCE IN ERROR. CUSTOMER DOESN'T WANT SA WITH COMMERCE, THAT WANT ZOOM ENERGY. THE SA WITH ZOOM SHOULD HAVE BEEN STARTED	Cancellation Request	Attempt 1 to contact. Customer's contract will end on 7/24/13, therefore an ETF will not apply. Unable to reach customer but customer did call back and speak to agent. Cancellation request has already been done by customer on 7/3/13 and all information pertaining to the cancellation request has been advised to the customer.
Commerce	836	6/28/2013	8479201694	customer states she has tried to contact commerce directly to cancel, please resolve	CAME IN THE L/O RE DA COMMERCE ENERGY. P/CUST HAD CALLED COMMERCE ENERGY 2X TO HAVE THE DA CANCELLED & SWITCH TO PG&E. BUT DA STILL ACTIVE. CUST WANTED TO HAVE IT CANCELLED ASAP. PLS CHECK THANKS!	Cancellation Request	initially contacted Commerce Energy on 5/2/13 requesting to cancel services. CE received a notification on 3/8/13 confirming a switch to a different provider scheduled to take effect on 1/8/2014. is aware she must remain with her current provider, Commerce Energy, for a minimum of 12 months per the market rules for California. A cancellation request has been sent to PGE requesting to place the gas services back with PGE. A response should be received within 1-2 business days at which time will be contacted back with the end date if applicable.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Blue Spruce	837	6/28/2013	4656329705	customer states they wre signing up for a discount. please cancel	CUSTOMERSAYS THAT IT WAS A MISTAKE SIGNING UP WITH UNITED ENERGY. THEY THOUGHT THEY WERE SIGNING UP FOR A DISCOUNT BASED ON INCOME (CARE).	Unauthorized Switch	Submitted disconnect request.
Blue Spruce	838	6/28/2013	4057599525	customer would like to cancel northstar. states she called to cancel	REQUESTED TO CANCEL HER CURRENT GAS PROVIDER BUT STILL SHOWS THEIR CHARGES. HAS CONTACTED TO OTHER PROVIDER AND THEY DID ADVISED THEY WILL CANCEL.	Cancellation Request	Submitted disconnect request. Not sure what to do about "Northstar"?
Blue Spruce	839	6/28/2013	4994085099	customer would like to return to pge f/s	UNITED- WRS DID NOT RESOLVE PROBLEM; CUSTOMER CONTACTED MONTHS AGO TO STOP THIS SERVICE AND HAD BELIEVED THAT THEY WOULD STOP AND HAVE NOT YET THEN; ALSO CUSTOMER CONTINUED TO CALL THIS COMPANY AND CANNOT GET IN TOUCH WITH AN	Cancellation Request	Submitted disconnect request.
North Star(Yepene)	840	7/2/2013	208274841	customer would like to cancel with northstar. would like to remain with pge	customer called & cancelled yep for gas agreement. please do not start sa, bill thru pge only	Cancellation Request	YEP submitted a drop dasr on 7/23/2013
Blue Spruce	841	7/2/2013	3221698679	Customer disputing charges and return date back to pge. please contact customer directly	called in states she notified the 3rd party gas company on 06/10/13 to cancel service. gale was trying to get on BPP but could not due to third party. she was told by third party that PGE has extended the third party svc through 07/23/13. adv sometim	Cancellation Request	Customer was disconnected. contacted her on 7/8 to further explain disconnect process.
Blue Spruce	842	7/2/2013	3438609241	customer does not want another provider. please cancel	STATED THAT HE CANCELED BLUE SPRUCE HE CALLED TODAY 7-2-13 TO CANCEL THEM. CONF# XXXXXXXXXX. HE WANTS TO MAKE SURE THAT THEY ARE REMOVED. AND DOES NOT WANT ANY OTHER COMPANY OTHER THEN PGE TO BE HIS GAS PROVIDER. PLS IN FUTURE DO NOT TRAN HIM.	Cancellation Request	Disconnected on 7/23/2013.
Blue Spruce	843	7/2/2013	3517199450	Customer would like to cancel blue spruce. please cancel	2nd call-Customer states that she can not reach Blue Spruce Energy to cancel her CTA relationship with them and return to PGE. She thought that she was signing up for a PGE discount, not another company. Believes her prices would be higher with them.	Cancellation Request	Disconnect request submitted 7/8/13.
North Star(Yepene)	844	7/2/2013	208274841	Customer would like to cancel with northstar. would like to remain with pge	customer called & cancelled yep for gas agreement. please do not start sa, bill thru pge only	Cancellation Request	YEP submitted a drop dasr on 7/23/2013
North Star(Yepene)	845	7/3/2013	6603489679	customer is upset that she did not signed up for northstar. please cancel	SAID THAT A LADY CAME TO HER DOOR WITH A PGE FOLDER IN HAND SAID THEY WERE WITH PGE TO LOWER GAS COST; ADV CUST THAT EFF 6-31 SEE SHE HAS SIGNED UP WITH NORTH STAR GAS, CUST WANTS TO STAY WITH PGE, UPSET THE LADY SAID SHE WAS WITH PGE AND HAD	Cancellation Request	YEP submitted a drop dasr on 7/23/2013
North Star(Yepene)	846	7/3/2013	written request	customer states she did not give cta permission to switch her service. please cancel	written request	Cancellation Request	YEP submitted a drop dasr on 7/23/2013
North Star(Yepene)	847	7/3/2013	1496059972	customer advise she does not know how this cta was authorized on her account. please cancel	Customer requests termination effective 07/03/2013;	Cancellation Request	esp resolution- YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that her account remains PG&E sales services.
North Star(Yepene)	848	7/3/2013	6603489679	Customer is upset that she was signed up for northstar. please cancel	STATES THAT A LADY CAME TO HER DOOR WITH A PGE FOLDER IN HAND SAID THEY WERE WITH PGE TO LOWER GAS COST; ADV CUST THAT EFF 6-31 SEE SHE HAS SIGNED UP WITH NORTH STAR GAS, CUST WANTS TO STAY WITH PGE, UPSET THE LADY SAID SHE WAS WITH PGE AND HAD	Cancellation Request	YEP submitted a drop dasr on 7/23/2013
North Star(Yepene)	849	7/3/2013	written request	Customer states she did not give cta permission to switch her service. please cancel	written request	Cancellation Request	YEP submitted a drop dasr on 7/23/2013
Glacial	850	7/5/2013	7967026327	customer states he tried to contact cta w/in 3days to cancel with no luck. Please resolve	CUST SAYS HE CANCELLED GLACIER WITHIN 3 DAYS, HE HAS TRIED TO CALL THEM SINCE THEN WITH NO SUCCESS. PLEASE CANCEL THIS SA. PLEASE CONTACT ME YOUNG TO NOTIFY HIM OF CANCELLATION.	Cancellation Request	Customer spoke with Glacial Energy customer twice as listed above. His enrollment was cancelled per his request
North Star(Yepene)	851	7/5/2013	written request	customer does not want north star please cancel	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	852	7/5/2013	4822588502	customer would like to cancel. would not like another provider	was advised by Blue Spruce that she would be getting a discount if she gave them info on her account per advised Rep with blue spruce that she did not want a different gas provider. they told her it was just a discount until she rec	Questionable Solicitation Activity	Disconnect request submitted.
Blue Spruce	853	7/5/2013	2620540309	customer would like to remain with pge. states he was slammed by the cta	2ND CALL BLUE SPRUCE ENERGY DID NOT RESOLVE PROBLEM CUST SLAMMED, STATES REP FROM BLUE SPRUCE STARTED SRVCS W/O THEIR PERMISSION AND WANTS TO FILE COMPLAINT;	Cancellation Request	Disconnect request submitted however this customer is set to switch on 7/25 so I suspect it is too late and the request will be rejected by PG&E's system, the switch will occur and we will have to resubmit.
Blue Spruce	854	7/5/2013	9443804369	customer wants to cancel cta immediatley	was contact by United Energy at his home. He did not give any info to the representative but the rep told him he could save him 10%. said he didn't have bill or acct # so the rep told him, 'that's ok, we can call and get it.' Rep called PG&E an	Questionable Solicitation Activity	left msg explaining the disconnect process on 7.29.13. Explained that he may get one bill since we're so close to the switch date.
Blue Spruce	855	7/5/2013	6619033350	customer states they never gave authorization to switch over. please cancel	CALLING ABOUT DA COMING TO THEIR HOUSE AND ASKING THEM TO SIGN SOME TYPE OF PAPER AND WOULDN'T TELL THEM WHO THEY WERE. -STATED THAT THEY WERE PGE AFFILIATE- STATED THEY NEVER GAVE AUTHORIZATION TO SIGN UP AND NEVER GAVE THEM ACCOUNT# OR SA ID	Unauthorized Switch	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE. left message with a female who answered the phone.
Tiger	856	7/5/2013	written request	customer wishes to remain with pge. Please contact	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	857	7/5/2013	4822588502	Customer would like to cancel. would not like another provider	was advised by Blue Spruce that she would be getting a discount if she gave them info on her account per cor advised Rep with blue spruce that she did not want a different gas provider. they told her it was just a discount until she rec	Questionable Solicitation Activity	Disconnect request submitted.
Blue Spruce	858	7/5/2013	2620540309	Customer would like to remain with pge. states he was slammed by the cta	2ND CALL BLUE SPRUCE ENERGY DID NOT RESOLVE PROBLEM CUSTOMER SLAMMED, STATES REP FROM BLUE SPRUCE STARTED SRVCS W/O THEIR PERMISSION AND WANTS TO FILE COMPLAINT;	Cancellation Request	Disconnect request submitted however this customer is set to switch on 7/25 so I suspect it is too late and the request will be rejected by PG&E's system, the switch will occur and we will have to resubmit.
North Star(Yepene)	859	7/8/2013	133227632	customer does not want yep service. pls cancel	ADVISED THAT SHE TOLD YEPENE THAT SHE DIDN'T WANT THEIR SERVICES. SHE CALLED THEM LESS THAN 24 HOURS AFTER SHE SIGNED UP. THEY TOLD HER SINCE IT HAD NOT BEEN PROCESSED YET THAT THEY WOULD REMOVE HER; HOWEVER, SHE JUST GOT THE LETTER THAT SHE IS GOING	Unauthorized Switch	esp resolution- YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that it takes 30-45 days to return to PG&E sales services.
North Star(Yepene)	860	7/8/2013	8285674023	customer has tried to contact cta 2 times and does not want to switch to northstar. please cancel	Correction needed: Customer states contacted North Star (YEP) to cancel their services both on 5/28/13 and 6/10/13 and was assured by two different representatives that her service was never started and their bundled PG&E service would continue.	Unauthorized Switch	esp resolution- YEP customer services dept contact on 7/25/2013 to inform his cancellation was submitted to PG&E and advised that it takes 30-45 days to return to PG&E sales services.
Blue Spruce	861	7/8/2013	9140471447	customer requests to cancel blue spruce	CORRECTION NEEDED: SPRUCE NOTIFIED US ON 6-21-2013 THAT THEY'LL BE CUSTS CTA. CUST SAYS SHE CALLED SPRUCE TO CANCEL THEIR SERVICE SOME TIME IN JUNE (LAST MONTH), BUT SHE'S NOT SURE OF WHICH DAY; SHE CALLED ON FRIDAY, 7-5-2013 AT 1 PM TO SEE IF THEY CON	Cancellation Request	esp resolution - submitted disconnect request on 7.9.13
Commerce	862	7/9/2013	6153099349	customer states he only wants to continue service with pge. please resolve	customer states he canceled w/ commerce energy; reviewed account activity history & it shows service cancelled on 06/12 but then it shows another order on 06/28; customer wants to be with pge and also claims received a letter from pge stating we will be his gas	Cancellation Request	A drop has been submitted for this customer today 8/5/13. We tried calling the customer to advise we have submitted the cancellation request. Customer was not available so a voice mail messega was left advising to call us back. Customer will receive at least one invoice from Commerce Energy but will not be charged an early terminate fee. A No Contact letter has also been mailed out.
Ambit	863	7/9/2013	8427418053	has tried to contact ambit to cancel with no luck. please resolve	SAYS THAT WAS NOT AWARE THAT SHE HAD SIGNED UP FOR COR AG. HAS CONTACTED AMBIT AND REQUESTED TO BE REMOVED HOWEVER IS UNABLE TO REACH REP PLEASE ASSIST IN REMOVAL	Unauthorized Switch	cancel processed 8/16/13, waiting on encumbent's drop date
North Star(Yepene)	864	7/9/2013	written request	customer did not give the cta permission to change service over to northstar. please cancel	written request	Cancellation Request	YEP submitted a drop dasr on 7/23/2013
North Star(Yepene)	865	7/9/2013	6046789534	customer has tried to cancel 2xs to cancel. wants to remain with pge	correction needed: she called North Star Gas Co. same day she signed up to cancel the switch; also called North Star again a week and a half to cancel for the 2nd time; advsd switch is scheduled for 07/17/2013; received letter from esp william h c	Cancellation Request	esp resolution- YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that it takes 30-45 days to return to PG&E sales services.
North Star(Yepene)	866	7/9/2013	3275280124	customer states does not want to transfer. felt she was being misled. reps asked for her drivers license and walked into her home. elderly customer	STATES THAT 2 GIRLS POSSIBLE North Star Gas Company LLC, d/b/a YEP Energy 877-418-5872 (NATIONAL GAS PURCHASE AGREEMENT WAS GIVEN) CAME INTO HOME STATING THAT THEY ARE FROM PGE AND THAT PGE CAN SAVE HER 20% FROM BILL. MILLY SIGNED FORM	Unauthorized Switch	COMPLAINT HAS BEEN NOTED. 1ST ATTEMPT
Blue Spruce	867	7/9/2013	4582038911	customer would like to cancel cta and remain with pge	STATES WAS MISADVISED WHEN SHE SIGNED UP FOR BLUE SPRUCE ENERGY SERVICES, WAS ADV THAT THEY WERE WITH PGE AND BY SIGNING UP THEY WOULD BE SIGNING UP FOR A LOW INCOME PROGRAM. DOES NOT LIKE THAT THEY WERE MISADVISED AND WOULD HAVE PREFERRED TO HA	Unauthorized Switch	submitted cancellation on 7.29.13. Explained in a voice msg that she'll be getting one bill since we didn't get notified she wanted to cancel until 7.25.13.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E Internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	868	7/10/2013	9516109001	customer would like to cancel. has tried to contact esp with no luck	2ND CALL - NORTH STAR GAS CO. ADV THAT HE CALL US ABT TWO WEEKS AGO IN INQUIRE ON CTA. CUST ADV HE WISHED TO CANCEL PENDING CTA. CUST ADV THAT HE NEEDED TO CALL CTA DIRECTLY TO CANCEL PENDING ORDER. CUST ADV HE CA	Cancellation Request	esp resolution- YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that it takes 30-45 days to return to PG&E sales services.
North Star(Yepene)	869	7/10/2013	1011809026	customer does not want northstar service please cancel	DENAY CONTACTED NORTH STAR TO ADJUST THEM THAT SHE DID NOT WANT THEIR SVC AT ALL--JOIN WITH NORTH STAR 12-18-2012	Cancellation Request	esp resolution - YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that it takes 30-45 days to return to PG&E sales services.
North Star(Yepene)	870	7/10/2013	4522086082	customer state she has tried to cancel with cta. please cancel	CUST ADV DSHE CANCELEDCTA. AND THAT SHE CONTACTEDCTA TO CANCEL.YET STILL SHOWS PENDING. CUST DOES NOT WANT CTA SVC. AND IS CANCELLINGBEFORE SA STARTED BILLING. CONTACT CUST IF NEEDED	Cancellation Request	esp resolution - YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that her account remains with PG&E sales services.
Blue Spruce	871	7/10/2013	8378312212	customer would like to stay with pge please cancel	WOULD LIKE TO CANCEL HER ESP. SHE HAS HAD IT FOR OVER 1 YEAR. PLEASE CANCEL ASAP....	Cancellation Request	Drop Submitted
North Star(Yepene)	872	7/11/2013	6822674624	customer states she was scammed. please cancel	states his mother is elderly lady of the age of 83. He states a young woman was wearing PG&E apparel pretending to be a PG&E representative that was going to lower the gas rate under President Obama's energy program if she would sign up for PG&E service. She stated she was scammed and she would like to cancel her account. She stated she was scammed and she would like to cancel her account. She stated she was scammed and she would like to cancel her account.	Cancellation Request	esp resolution- YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that her account remains with PG&E sales services.
North Star(Yepene)	873	7/11/2013	2537372421	customer states he contacted cta to cancel but they still submitted a switch. please cancel	STATES THIS IS SECOND CALL TO SEE IF NORTH STAR HAS CANCELLED HIS CONTRACT WITH THEM. HE SAID HE IMMEDIATELY CALLED THEM THE NEXT DAY REQ TO CANCEL BUT STILL NOTHING HAS BEEN DONE.	Cancellation Request	tried to contact customer, number no longer in service
North Star(Yepene)	874	7/11/2013	996316256	customer states he contacted esp directly and cancelled. please cancel	he got a letter that he will be switch to another 3rd party provider Yepene Energy 7/25/13. He said on 6/11- he already called Yepene and spoke with a male CSR there to cancel with them. The male CSR from their company said that he will do it	Cancellation Request	esp resolution - YEP customer services dept contact on 7/25/2013 to inform his cancellation was submitted to PG&E and advised Mr. Yepiz that his account remains with PG&E sales services.
North Star(Yepene)	875	7/11/2013	128376354	customer does not want to switch to another provider. please cancel	said rescinded with YEP energy. Is now in receipt of our Letter of new Gas Supplier. She has a "rescind number" from YEP. She would like to ensure her acct does not have YEP gas charges moving forward	Cancellation Request	"Rescind number"
Ambit	876	7/12/2013	3828210938	customer states they declined cta service. please cancel	Ambit signed them up for cta/cca even when car declined services. cor is also calling them to complain. still signed up. would like pge only.	Unauthorized Switch	acct is scheduled to be cancelled 8/16/13
Blue Spruce	877	7/12/2013	9871931251	customer states he didn't sign up for blue spruce and wants it cancelled.	wants to cancel direct access. says didnt sign up wants to return to pge. less than year advised customer needs to call them. says have called multiple times. only rings no answer. pls assist customer. says didnt auth this company.	Cancellation Request	Escalated to the ESP via spreadsheet. PGE cannot cancel contact with ESP if under 1yr of service or in pending status. May take 1-2 billing cycles to return.
Ambit	878	7/15/2013	921379770	customer received confirmation of cancel from esp but still active. please resolve	SAYS SHE CALLED AND CANCELED WITH THE DA. ADVSD I DID NOT SEE A CANCELLATION MOST RECENT INFO WAS END OF JUNE SHOWING HER REQ TO SWITCH TO DA. SHE WAS GIVEN A CANCELLATION NUMBER. SHE IS CONCERNED AND UPSET THAT THEY WERE "DISHONEST" EXPLAINED	Cancellation Request	acct is cancelled. pge accept date was 8/15/13
Xoom	879	7/15/2013	7398088481	This customer is receiving phone calls from Xoom saying she owes \$50.00. She is current. Please contact Xoom regarding this.	is receiving phone calls from xoom energy stating that she has a balance owing them of 50.00\$ her account is paid up and nothing owing til 8/1/2013 pls investigate	Cancellation Request	7/15 received a payment of \$226.69; prior to this payment \$191.21 was received 4/15. At the time of the collection calls the customer was past due.
Vista	880	7/15/2013	7012926777	customer would like to remove vista	Please remove Vista energy wants to be full service PG&E	Cancellation Request	Drop submitted
Vista	881	7/15/2013	4936014927	customer would like to cancel with vista. says she was misled	STATES SHE CALLED VISTA TO CANCEL HER SA WITH THEM. SHE CALLED THEM MAY 10TH TO CANCEL THE SA; IT HASN'T STOPPED. CUSTOMER STATES VISTA HAD IDENTIFIED AS PG&E AND WANTS TO ENSURE THE SA IS CANCELED.	Cancellation Request	Drop submitted
Vista	882	7/15/2013	156691038	customer would like to cancel and remain with pge	2ND TIME CALLING ESP DIDN'T RESOLVE PROBLEM/SAYS SHE IS REQUESTING TO CANCEL ESP AND REMAIN W/ PGE - PLEASE ADVS SPANISH SPEAKER	Cancellation Request	Drop submitted
Commerce	883	7/15/2013	3438609241	customer would not like to switch to another company. please cancel	STATED THAT HE CANCELED BLUE SPRUCE HE CALLED TODAY 7-2-13 TO CANCEL THEM. CONF# 11000033097. HE WANTS TO MAKE SURE THAT THEY ARE REMOVED. AND DOES NOT WANT ANY OTHER COMPANY OTHER THEN PGE TO BE HIS GAS PROVIDER. PLS IN FUTURE DO NOT TRAN HIM.	Cancellation Request	Disconnected on 7/23/2013.
Commerce	884	7/15/2013	5047433582	customer has tried to contact esp several times to cancel. please cancel	states she's called Commerce Energy several times to cancel. She states they are still on her bill. Adv a credit appeared on her account but I couldn't provide an explanation as to why. Adv to call them again.	Cancellation Request	Per customer request a drop was submitted on 7/3/2013. The account is scheduled to be switched on 8/1/2013. Several outbound calls were attempted to reach the customer with no success. A no contact letter has been sent to the customer with a direct contact number should they have any additional questions or concerns.
Commerce	885	7/15/2013	8511894327	customer has tried to contact esp numerous times. please cancel	UPSET STATES HE HAS CONTACTED COMMERCE ENERGY NUMEROUS TIMES TO CANCEL SERV. COMMERCE ADVISES HIM HE HAS NO CONTRACT WITH THEM. PLEASE CONTACT AND ADVISE; CUSTOMER WANTS TO CANCEL	Cancellation Request	Per customer request a drop was submitted on 7/22/2013. The customer was informed that and ETF will apply and an ,outbound call was made. CCR spoke with the account holder and advised that the cancellation timeframe could take 1 - 2 bill cycles.
Vista	886	7/16/2013	2248740224	customer states she tried to contact cta to cancel with no luck. please resolve	CALLING - STATES SHE HAS CONTACTED VISTA TO CANCEL THE SERVICE - AND THEY HAVE NOT CANCELLED THE SERVICE. WOULD LIKE OUR HELP IN REMOVING VISTA FROM HER BILLING. THANK YOU.	Cancellation Request	Drop Request Submitted
Commerce	887	7/16/2013	8577900668	customer states did not sign up with cta. please cancel, wishes to remain with pge	CUST ADV'D DID NOT SIGN UP W/ CTA AND WAS ASSURED NOT WITH COMMERCE ENERGY ALTHOUGH ACCOUNT SHOWS PENDING SA RELATIONSHIP ALERTS. CUST ADV'D THEY CONTACTED CTA AND WAS ADV'D NOT SIGNING UP. PLEASE ENSURE CUST NOT SWITCHED FROM	Unauthorized Switch	Spoke to account holder. I advised the customer the services were not cancelled as requested on 7/15/13 but we would be issuing a drop request on her behalf as of today 8/5/13. I advised the customer we would waive any charges on her account which includes Early termination fee and commission. Once the final bill generates we will waive all charges. Customer was satisfied with the information provided.
Spark	888	7/16/2013	7543218244	Customer would like to switch back to pge f/s. please contact directly/spanish speaking	being charged again for esp gas portion re bills corresponding dates are 6/6 bill for \$41.07 and 5/7 bill for \$15.68 - she has already paid these bills - customer is requesting total past due amt of \$29.71 to be removed//ALSO IS REQUESTING TO MA	Cancellation Request	i will redistribute payments so that spark energy is paid off when customer pays this months bill. also regarding spark energy i will forward to e.s.p services. pge cannot cancel cta's. we need authorization from them. may take up to two billing cycles to
Vista	889	7/16/2013	7068248312	she is very upset. says she never signed up with vista. says she has called vista several times requesting proof that she signed up with them. they tell her they cannot find it or they lost it. she says she is not paying their charges until they provide proof. she wants a copy of the signed contract. she is filing a complaint with the cpuc. she says she has never been able to speak with a supervisor there and has called them several times. please cocontact customer.	DOES NOT REMEMBER SIGNING ANYTHING TO PURCHASE GAS FROM VISTA. ON 5 DIFF OCCASIONS, JULIA HAS NOT GOTTEN ANY COPIES OF CONTRACT OR A RESPONSE FR A SUPERVISOR TO FURTHER DISCUSS HER SIGN UP W/VISTA. WOULD LIKE PGE TO INVESTIGATE AND HAVE HER PUT BAC	Unauthorized Switch	Customer contacted on 7/22/2013 still an open issue providing documentation at the customer's request
Vista	890	7/16/2013	2518458717	customer states she can never get a hold of a live person at vista. she would like to speak to someone there regarding her bill before she makes payment to them. please contact customer	STATES THAT CANNOT GET A HOLD OF VISTA ENERGY. ALWAYS AUTOMATED SYSTEM. WANTS TO SPEAK TO LIVE PERSON AT VISTA. SHE WANTS TO FILE COMPLAINTS WELL BECAUSE THEY LIED TO HER.	Cancellation Request	customer contacted on 7/22/2013
North Star(Yepene)	891	7/17/2013	652176025	customer does not want to switch over. states she called to cancel	states GP energy went to her house impersonating as a pge employee. gp phone#. she called the number to cancel she was advised they can't cancel service.	Questionable Solicitation Activity	esp resolution - YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised Ms. Munoz that her account remains with PG&E sales services.
Blue Spruce	892	7/17/2013	2140547125	customer tried to call back cta and cancel with no luck. please cancel	SHE CALLED TO CANCEL THE WITH UNITED ENERGY AS HER GAS PROVIDER. SHE SAID THEY GOT HER AT A BAD TIME. SHE SAID SHE CALLED THEM BACK THAT SAME NIGHT TO CANCEL AND THEN GOT A LETTER THAT THEY DID NOT CANCEL HER. SHE IS EDELB	Cancellation Request	SHE WANTS TO MAKE SURE SHE WILL NOT BE WITH BLUE SPRUCE AND WITH TIGER INSTEAD.
North Star(Yepene)	893	7/18/2013	written request	customer does not want to be with cta. please cancel	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	894	7/18/2013	written request	customer does not want another cta. please cancel	written request	Cancellation Request	submitted disconnect request today, 8.2.13
Blue Spruce	895	7/18/2013	written request	customer does not want another cta. please cancel	written request	Cancellation Request	submitted disconnect request today, 8.2.13
Ambit	896	7/18/2013	written request	customer she didn't know what she was signing up for and was told she would receive a pge discount. please cancel	written request	Cancellation Request	account cancelled
Ambit	897	7/18/2013	3384276178	customer called ambit to cancel. does not want cta.	CALLED AMBT TODAY 7/18/13 AND CANCELED PENDING START CUSTOMER REQUESTED TO NOTE HER ACCOUNT THAT SHE DOES NOT WANT TO HAVE THIRD PARTY SUPPLIER IS STAYING WITH PG&E FULL SERVICE	Cancellation Request	acct scheduled to be cancelled by 8/30/13
North Star(Yepene)	898	7/18/2013	8668742849	customer states she thought she was signing up for a pge program. please cancel	CALLING IN THAT NORTH STAR GAS REPS SPOKE WITH A COUPLE OF NEIGHBORS IN HER AREA AND THAT THEY IMPERSONATED PG&E ADVISING THEY CAN PROVIDE A 20% DISCOUNT ON THEIR BILL FOR 24 MONTHS THEY DID NOT INDICATE THE DUAL BILLING TO LINDA AND SHE IS UPSET AT	Cancellation Request	esp resolution- YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that it takes 30-45 days to return to PG&E sales services.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Tiger	899	7/18/2013	4304658933	customer would like tiger to be removed from their account. Please contact	CUST STATES HAS CONTACTED TIGER A FEW TIMES TO BE REMOVED FROM THEIR ACCT AND IT IS STILL NOT REMOVED. ADV CUST THAT LOOKS LIKE THEY WERE RECENTLY RE-ENROLLED AS OF 6-11-13/ AND CUST SHOULD CONTACT TO OPT OUT OF TIGER. CUST BELIEVES ONE OF HER STAFF	Cancellation Request	A Tiger Representative has made multiple attempts to contact the customer and is awaiting a decision on releasing the account until after speaking with the customer.
Vista	900	7/19/2013	written request	customer does not want to pay for vista charges	written request	Cancellation Request	Drop Request Submitted
North Star(Yepene)	901	7/19/2013	written request	customer would like to remain with pge please cancel	written request	Cancellation Request	A drop has been submitted for this customer as of today 8/5/13. The service was not to switch until 2014 so we will be able to cancel services without any charges from Commerce Energy. We tried calling the customer at the number provided on the account but we continue to receive a fast busy signal. We have mailed out a No Contact letter out to the customer advising her to contact us at her earliest convenience.
Commerce	902	7/19/2013	5058070412	customer would like to cancel commerce and return back to pge.	cor very upset was enrolled into Commerce Energy, by john tomasetti badge number 25119 this person was employed with esap and gave cor incorrect information to have him sign with commerce energy please remove and cor would like to continue with pge	Cancellation Request	A drop has been submitted for this customer today 8/5/13. We tried calling the customer but he was not available. A message was left with a woman who answered the phone to have call us back. The customer will not be charged an early termination fee but will receive at least one invoice from Commerce Energy. A No Contact letter also has been mailed to this customer.
Commerce	903	7/19/2013	written request	customer would like to remain only with pge. please resolve	written request	Cancellation Request	A drop has been submitted for this customer as of today 8/5/13. The service was not to switch until 2014 so we will be able to cancel services without any charges from Commerce Energy. We tried calling the customer at the number provided on the account but we continue to receive a fast busy signal. We have mailed out a No Contact letter out to the customer advising her to contact us at her earliest convenience.
Seminole	904	7/19/2013	1875071320	Customer would like to cancel seminole and return to pge	OWNER STATES SHE HAS BEEN CONTACTING SEMINOLE FOR MONTHS TRYING TO CANCEL THE ENROLLMENT AND STATES HAS BEEN TOLD TWICE BY SEMINOLE THAT THEY WOULD CANCEL AND RETURN HER TO PGE AS SHE HAD REQUESTED BUT THEY HAVENT AND SHE STATES SHE HA	Cancellation Request	Seminole has already sent in disconnect DASR. Disconnect was confirmed by PGE. Customer will return to PGE on 8/21/2013. No early cancellation fee will be charged.
Blue Spruce	905	7/19/2013	9535760561	customer has attempted several times to cancel. please cancel	says she would like us to contact blue spruce because she has attempted to call them several times to cancel service and they will not return her calls, she says that they also signed her up without giving her a clear explanation that they were 3rd	Cancellation Request	esp resolution - submitted disconnect on 7.29.13 and spoke to debra about how the disconnect process works w/ PGE.
Tiger	906	7/19/2013	written request	The customer has requested that Tiger drop services for SAs as all services under Tiger service were requested to disconnect back in June 2012. Please contact and resolve.	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
Tiger	907	7/19/13	written request	The customer has requested that Tiger drop services for SA under Tiger service as a representative for the district was unauthorized to provide enrollment on behalf of the district. Please contact and resolve.	written request	Cancellation Request	This customer was cancelled from Vista without termination fee on 01/12
North Star(Yepene)	908	7/20/2013	5059856636	customer wants to cancel. states she did not sign up for cta	LOL CLD TO HAVE ME HELP HER WITH CARE & ASKED ME ABOUT 2 LADIES THAT CAME TO HER HOME RECENTLY STATING THEY WERE PG&E EMPLOYEES & WANTED TO HELP HER SAVE ON HER PG&E BILL... I SAW THE DA PENDING SA & EXPLND WHAT THEY WERE SWITCHING HER OVER ON NEXT READING	Questionable Solicitation Activity	esp resolution - YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that her account remains with PG&E sales services.
Xoom	909	7/21/2013	6802230746	customer states she never signed up with xoom. please resolve	SHERRICI STATING SHE NEVER SIGNED UP WITH VISTA NOR XOOM. PLS STOP ALL 3RD PARTY CTA CONTRACTS. SHE IS EXTREMELY UPSET THAT THEY ARE SIGNING HER UP WITHOUT HER CONSENT. REFERRED HER BACK TO XOOM. SHE SAID SHE DOESNT WANT TO DEAL WITH THEM ANYMORE SINCE	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
North Star(Yepene)	910	7/22/2013	837391297	customer would like to remain with pge	CALLED IN NORTH STAR MISREPRESENTED COMPANY AS A PART/DIVISION OF PGE. HE DOES NOT WANT TO BE SWITCHED TO ANOTHER COMPANY. PLS CANCEL PENDING DA. NO FUR IF CXL ONLY FUR IF UNABLE TO CXL PENDING DA.	Questionable Solicitation Activity	esp resolution - YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that her account remains with PG&E sales services.
North Star(Yepene)	911	7/22/2013	8189154529	customer did not know they were signing with another customer. please cancel	STATES THAT HIS DAD ANISETO WAS APPROACHED BY A WOMAN FROM YEP STATING THAT SHE IS REPRESENTING PG&E. SHE STATED THAT THEY CAN PROVIDE A 20% ON THE PG&E BILL. THEN THEY RECEIVED A TR THAT STATES THAT THEY WILL ONLY REC 10%. THE	Questionable Solicitation Activity	esp resolution - YEP customer services dept contact on 7/25/2013 to inform her cancellation was submitted to PG&E and advised that her account remains with PG&E sales services.
North Star(Yepene)	912	7/22/2013	6423736284	customer has tried numerous time to cancel with cta. Please cancel	CUSTOMER HAS TRIED TO CANCEL SERVICE AGREEMENT WITH CTA PROVIDER. SHE HAS BEEN ON THE PHONE WITH THEM NUMEROUS TIMES; SHE STILL HAS A PENDING SERVICE AGREEMENT TO START 08/22/2013. CUSTOMER IS REQUESTING TERMINATION IMMEDIATELY 07/22/2013; PLS INVESTIGAT	Cancellation Request	esp resolution - YEP customer services dept contact on 7/25/2013 to inform his cancellation was submitted to PG&E and advised that his account remains with PG&E sales services.
Blue Spruce	913	7/22/2013	3930786450	customer has tried to contact cta to cancel with no call back. please cancel	Correction needed: CUST IS REQUESTING TO CANCEL SERVICES FROM CTA, HAS CALLED United Energy Tradg. CTA BUT NO RESPONSE WANTS TO BE BUNDLED BACK WITH PG&E	Cancellation Request	esp resolution- submitted disconnect on 7.29.13 and spoke to about how the disconnect process works w/ PGE.
Blue Spruce	914	7/22/2013	3239155593	customer wishes to remain with pge only	CUSTOMER WANTS TO CANCEL SWITCH TO UNITED ENERGY. WANTS TO STAY PGE ONLY	Cancellation Request	submitted disconnect on 7.29.13 and spoke to mary about how the disconnect process works w/ PGE.
North Star(Yepene)	915	7/23/2013	773866620	customer has tried to contact cta 3x to cancel. Please cancel	has tried 3 times now to cancel CTA yep energy. He was told it was canceled 3 weeks ago but when he called today, 07-23-2013 it still was not canceled. He does not want to have them as a third party gas company	Cancellation Request	esp resolution - YEP customer services dept contact on 7/25/2013 to inform his cancellation was submitted to PG&E and advised Mr. Incinose that his account remains with PG&E sales services.
Blue Spruce	916	7/23/2013	6562953745	customer would like to cancel with blue spruce. please cancel	SHE STATED THAT SHE WANT TO CANCEL SVC WITH BLUE SPRUCE WHICH WILL BEGIN AS OF 07-29-2013. SHE SAID SHE CALLED THEM ALREADY AND WANT TO MAKE SURE SVC WILL BE NOT BE STARTED WITH THE THIRD PARTY. PLS CALL HER IF WE HAVE ANY QUESTIONS.	Cancellation Request	SHE WANTS TO MAKE SURE SHE WILL NOT BE WITH BLUE SPRUCE AND WITH TIGER INSTEAD.
Tiger	917	7/23/2013	6562953745	customer wishes to return to pge, please contact	SHE STATED THAT SHE WANT TO CANCEL SVC WITH BLUE SPRUCE WHICH WILL BEGIN AS OF 07-29-2013. SHE SAID SHE CALLED THEM ALREADY AND WANT TO MAKE SURE SVC WILL BE NOT BE STARTED WITH THE THIRD PARTY. PLS CALL HER IF WE HAVE ANY QUESTIONS.	Cancellation Request	SHE WANTS TO MAKE SURE SHE WILL NOT BE WITH BLUE SPRUCE AND WITH TIGER INSTEAD.
Vista	918	7/24/2013	written request	customer states they did not authorize to switch to another provider	written request	Cancellation Request	Pending termination
Vista	919	7/24/2013	4878044037	customer states they never initiated service with vista. please resolve	CUSTOMER NEVER INITIATED SERVICE W/ VISTA ENERGY AND HAS CALLED THE COMPANY MULTIPLE TIMES TO OPT OUT OF THEIR BILLING, BUT EVERY TIME HE CALLS THERE IS NO ANSWER AND THEY NEVER RETURN HIS VOICEMAILS. PLZ OPT OUT OF VISTA ENERGY BILLING OR CALL CUSTOMERBA	Cancellation Request	Drop Request Submitted
North Star(Yepene)	920	7/24/2013	9248879536	customer has attempted to contact esp multiple times with no luck. please cancel	CTA DID NOT RESOLVE PROBLEM; PERSON THAT CAME TO DOOR INFORMED COR WAS FROM PG&E'S CARE DEPT. SIGNED HER UP FOR COMMERCE ENERGY. COR ATTEMPTED TO CONTACT SEVERAL TIMES AND GETS TRANSFERRED WITH NO ANSWER; DOES NOT WANT OTHER COMPANY.	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	921	7/24/2013	9248879536	customer does not want another company. wishes to remain with pge	CTA DID NOT RESOLVE PROBLEM; PERSON THAT CAME TO DOOR INFORMED COR WAS FROM PG&E'S CARE DEPT. SIGNED HER UP FOR COMMERCE ENERGY. COR ATTEMPTED TO CONTACT SEVERAL TIMES AND GETS TRANSFERRED WITH NO ANSWER; DOES NOT WANT OTHER COMPANY.	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	922	7/24/2013	8153975000	customer states he was led to believe that pge and cta was one in the same. please cancel	CUSTOMER IS REQUESTING TO CANCEL THE 3RD PARTY PROVIDER FOR GAS. IT WAS SOLD TO HIM THAT PG&E & THAT 3RD PARTY WAS THE SAME. HE DOES NOT WANT TO SWITCH.	Cancellation Request	spoke to customer on 7.25.13 and submitted disconnect request.
Blue Spruce	923	7/26/2013	written request	customer does not want to change their service please cancel.	written request	Cancellation Request	submitted disconnect request on 8.2.13. Need to re-submit request on Monday, AUG 5 since today is their switch date. Tried to explain that today is switch date and that she will more than likely get one bill from us, but she hung up and wouldn't talk to me anymore.
Ambit	924	7/26/2013	2251866833	customer states she called cta to cancel and that has not been done. please cancel	2ND CALL - AMBIT DID NOT RESOLVE PROBLEM, CALLED IN TODAY INQUIRING IF CTA AMBIT PENDING ON ACCT. CUST ADV THAT SHE CALLED IN LAST WEEK TO ADV THAT SHE HAD CANCEL SA DIRECTLY WITH AMBIT AND TO HAVE US NOTE HER ACCT. HOWEVER,	Cancellation Request	acct scheduled to be cancelled by 8/30/13
Commerce	925	8/8/2013	5278606168	customer would like to remain with pge-spanish	requesting us to help her CANCEL the DA, COMMERCE ENERGY, that she states that she received a phone call from them and at the end of the call she clearly stated that she DID NOT want to go with them; she tried calling them back dire	Cancellation Request	A drop request has been sent to PGE on 8/16/13. The customer's service was scheduled to be switched to Commerce until 9/4/13. Therefore we were able to stop the switch in time. The customer will not be charged anything by Commerce Energy. We attempted to reach the customer by phone but we were unsuccessful. A No Contact letter has been mailed out advising to call us back at the earliest convenience. We also left a message with a family member to contact us.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E Internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	926	8/8/2013	5278606168	customer would like to remain with pge-spanish	is requesting us to help her CANCEL the DA, COMMERCE ENERGY, that she states that she received a phone call from them and at the end of the call she clearly stated that she DID NOT want to go with them;she tried calling them back dire	Cancellation Request	A drop request has been sent to PGE on 8/16/13. The customer's service was scheduled to be switched to Commerce until 9/4/13. Therefore we were able to stop the switch in time. The customer will not be charged anything by Commerce Energy. We attempted to reach the customer by phone but we were unsuccessful. A No Contact letter has been mailed out advising to call us back at the earliest convenience. We also left a message with a family member to contact us.
Ambit	927	8/10/2013	6056239153	customer would like to cancel ambit and remain with pge	Cust requesting cancel Da Ambiant. Cust has tried calling company a few times. Was given 3 numbers, one was for travel agency, another said no one available that spoke spanish, they say they do not provide any type of gas or electric servic	Cancellation Request	Drop issued
Commerce	928	8/10/13	1315896366	customer requests to cancel commerce and return to pge	CUST STATES NOT ABLE TO GET A HOLD OF COMMERCE ENERGY TO CANCEL,STATESNEVER AGREED TO ENROLMENT,ADVTO TRY & CONTACT DURING REG BUS HOURS;CUST WISHES TO BE CANCELLED FR COMMERCE	Unauthorized Switch	esp resolution- A drop request has been sent out today 8/23/13 for customer. The customer will be responsible for any charges up to the last day of service with Commerce energy which can be from 1-2 billing cycles. Date of drop will depend on
Commerce	929	8/10/13	1315896366	customer requests to cancel commerce and return to pge	CUST STATES NOT ABLE TO GET A HOLD OF COMMERCE ENERGY TO CANCEL,STATESNEVER AGREED TO ENROLMENT,ADVTO TRY & CONTACT DURING REG BUS HOURS;CUST WISHES TO BE CANCELLED FR COMMERCE	Unauthorized Switch	SENT CANCELLATIONREQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLESTO SWITCH BACK TO PGE FULL SERVICE. LEFT MESSAGE WITH MALE THAT ANSWERED THE PHONE.
Ambit	930	8/10/2013	6056239153	customer would like to cancel ambit and remain with pge	Cust requesting cancel Da Ambiant. Cust has tried calling company a few times. Was given 3 numbers, one was for travel agency, another said no one available that spoke spanish, 866-282-6248 they say they do not provide any type of gas or electric servic	Cancellation Request	Drop issued
Vista	931	8/12/2013	4177149285	customer states he did not sign any contracts and would CTA to be cancelled	CUSTOMER VERY UPSET, RECEIVED LETTER STATING HE WILL START TO HAVE 3RD PARTY SUPPLY FOR HIS ACCT. STATES HE NEVER SIGNED UP FOR THIS SERVICE, WANTS TO STAY W/PGE. HE NEVER SIGNED ANY CONTRACTS AND STATES HE SPECIFICALLY STATED THAT HE DIDN'T WANT ANY SOLI	Cancellation Request	CSR spoke with customer and submitted cancellation advise it would take 15 to 45 days to switch back
Vista	932	8/12/2013	5144872236	customer would like to remain with pge	SAYS THAT SOMEONE FROM VISTA ENERGY CAME OUT TO HER HOUSE AND OFFERED A 10% DISCOUNT HER PG&E BILL. THEY TOLD HER THAT THEY WERE AUTHORIZED BY PG7ET CALLED THIRD PARTY PROVIDER, TIGER, BACK IN FEBRUARY TO CANCEL THEIR SERVICE HE IS INSTRUCTED TO LEAVE A MESSAGE WITH HIS NAME & CONTACT INFORMATION TO CANCEL SERVICE, HE THOUGHT THAT THIS WOULD TAKE AFFECT, HOWEVER HE	Cancellation Request	CSR spoke with customer and submitted cancellation advise it would take 15 to 45 days to switch back
Tiger	933	8/12/2013	7147313010	customer states has tried several time to contact esp and cancel with no luck. Please cancel	STATES THAT SHE HAS CALLED CTA BLUE SPRUCE ENERGY 3 TIMES TO CANCEL AND YET CONTINUES TO BE BILLED WITH THEIR CHARGES. SHE HAS CONFIRMATIONS FROM WHEN SHE HAS CALLED TO CANCEL. PLEASE INVESTIGATE AND INFORM THE CUSTOMER	Cancellation Request	Customer has been contacted by a Tiger representative and the customer's account is being returned to the Utility.
Blue Spruce	934	8/12/2013	5070421595	customer has tried to contact blue spruce and cancel with no luck. Please cancel	STATES THAT SHE HAS CALLED CTA BLUE SPRUCE ENERGY 3 TIMES TO CANCEL AND YET CONTINUES TO BE BILLED WITH THEIR CHARGES. SHE HAS CONFIRMATIONS FROM WHEN SHE HAS CALLED TO CANCEL. PLEASE INVESTIGATE AND INFORM THE CUSTOMER	Cancellation Request	submitted disconnect request on 8.29.13. He tried calling the pH# referenced but it has been disconnected.
Blue Spruce	935	8/12/2013	8510367534	customer would feels deceived and would like to remain with pge. Please cancel	very upset was told by United Energy that she would recv a discount and that she was under the impression that it was a rep that worked for pge.. per cor the rep showed his badge showed pge and united energy cor would like to continue only with	Cancellation Request	submitted disconnect request on 8.29.13. Tried to leave msg, but the voice mail inbox was full
Blue Spruce	936	8/12/2013	2290407441	customer states they were misled. Please cancel	STATES REP FROM BLUE SPRUCE CAME INTO HOME STATING HE COULD HELP HIM SAVE MONEY ON PGE BILL BUT DID NOT MENTION THAT HE WOULD BE SIGNING UP FOR AN ESP. IS A SENIOR CITIZEN ON A FIXED INCOME AND FEELS WAS MISADVISED WHEN HE SIGNED UP AND DOES NO	Unauthorized Switch	already disconnect this acct on 8.15.13.
Glacial	937	8/12/2013	498198658	customer would like to cancel glacial and return to pge	CUSTOMER REQUESTED TO BE OPTED OUT OF GLACIAL 3 DAYS AFTER THEY ACCEPTED TO BE OPTED IN. THIS STILL HAS NOT BEEN REMOVED PLEASE ASSIST IN REMOVING FROM GLACIAL. CLIENT SAYS SHE HAS VOICEMAIL FROM GLACIAL STATING SHE WAS REMOVED BUT SHE IS CLEARLY NOT REMOV	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLESTO SWITCH BACK TO PGE FULL SERVICE. LEFT VOICEMAIL.
Vista	938	8/12/2013	4177149285	customer states he did not sign any contracts and would cta to be cancelled	CUSTOMER VERY UPSET, RECEIVED LETTER STATING HE WILL START TO HAVE 3RD PARTY SUPPLY FOR HIS ACCT. STATES HE NEVER SIGNED UP FOR THIS SERVICE, WANTS TO STAY W/PGE. HE NEVER SIGNED ANY CONTRACTS AND STATES HE SPECIFICALLY STATED THAT HE DIDN'T WANT ANY SOLI	Cancellation Request	CSR spoke with customer and submitted cancellation advise it would take 15 to 45 days to switch back
Vista	939	8/12/2013	5144872236	customer would like to remain with pge	(VISTA) did not resolve problem SAYS THAT SOMEONE FROM VISTA ENERGY CAME OUT TO HER HOUSE AND OFFERED A 10% DISCOUNT HER PG&E BILL. THEY TOLD HER THAT THEY WERE AUTHORIZED BY PG7ET CALLED THIRD PARTY PROVIDER, TIGER, BACK IN FEBRUARY TO CANCEL THEIR SERVICE, WHEN HE CALLS # 888-875-6122 HE IS INSTRUCTED TO LEAVE A MESSAGE WITH HIS NAME & CONTACT INFORMATION TO CANCEL SERVICE, HE THOUGHT THAT THIS WOULD TAKE AFFECT, HOWEVER HE	Cancellation Request	CSR spoke with customer and submitted cancellation advise it would take 15 to 45 days to switch back
Tiger	940	8/12/2013	7147313010	customer states has tried several time to contact esp and cancel with no luck. please cancel	STATES THAT SHE HAS CALLED CTA BLUE SPRUCE ENERGY 3 TIMES TO CANCEL AND YET CONTINUES TO BE BILLED WITH THEIR CHARGES. SHE HAS CONFIRMATIONS FROM WHEN SHE HAS CALLED TO CANCEL. PLEASE INVESTIGATE AND INFORM THE CUSTOMER	Cancellation Request	Customer has been contacted by a Tiger representative and the customer's account is being returned to the Utility.
Blue Spruce	941	8/12/2013	5070421595	customer has tried to contact blue spruce and cancel with no luck. please cancel	STATES THAT SHE HAS CALLED CTA BLUE SPRUCE ENERGY 3 TIMES TO CANCEL AND YET CONTINUES TO BE BILLED WITH THEIR CHARGES. SHE HAS CONFIRMATIONS FROM WHEN SHE HAS CALLED TO CANCEL. PLEASE INVESTIGATE AND INFORM THE CUSTOMER	Cancellation Request	submitted disconnect request on 8.29.13. He tried calling the pH# referenced but it has been disconnected.
Blue Spruce	942	8/12/2013	8510367534	customer would feels deceived and would like to remain with pge. please cancel	very upset was told by United Energy that she would recv a discount and that she was under the impression that it was a rep that worked for pge.. per cor the rep showed his badge showed pge and united energy cor would like to continue only with	Cancellation Request	submitted disconnect request on 8.29.13. Tried to leave msg, but the voice mail inbox was full
Blue Spruce	943	8/12/2013	2290407441	customer states they were misled. please cancel	STATES REP FROM BLUE SPRUCE CAME INTO HOME STATING HE COULD HELP HIM SAVE MONEY ON PGE BILL BUT DID NOT MENTION THAT HE WOULD BE SIGNING UP FOR AN ESP. JIM IS A SENIOR CITIZEN ON A FIXED INCOME AND FEELS WAS MISADVISED WHEN HE SIGNED UP AND DOES NO	Unauthorized Switch	already disconnect this acct on 8.15.13.
Glacial	944	8/12/2013	498198658	customer would like to cancel glacial and return to pge	CUSTOMER REQUESTED TO BE OPTED OUT OF GLACIAL 3 DAYS AFTER THEY ACCEPTED TO BE OPTED IN. THIS STILL HAS NOT BEEN REMOVED PLEASE ASSIST IN REMOVING FROM GLACIAL. CLIENT SAYS SHE HAS VOICEMAIL FROM GLACIAL STATING SHE WAS REMOVED BUT SHE IS CLEARLY NOT REMOV	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLESTO SWITCH BACK TO PGE FULL SERVICE. LEFT VOICEMAIL.
Ambit	945	8/13/2013	9213473478	customer has tried to contact CTA several times to cancel. Spanish speaking	CUSTOMER HAS CONTACTED DA COMPANY UNITED ENERGY TRADING SEVERAL TIMES TO CANCEL THEIR SERVICES AND RETURN TO PGE BUNDLED SERVICE. PLZ RETURN CUSTOMER TO PGE BUNDLED SERVICE. CB W/RESOLUTION, THX!	Cancellation Request	esp resolution - drop submitted
Commerce	946	8/13/2013	599024106	customer did not give authorization to switch. Please cancel	says Third Party Gas Provider came to her home stating PGE sent them- they didnt give their name. She signed up with them not realizing who they were, now wants to cancel cor would like to continue with pge only	Unauthorized Switch	esp resolution - Per customer request a drop was submitted on 8/23/2013. The customer was informed that she may still receive 1-2 bills based on the final readings from the utility. The customer was also informed that as a courtesy ETF fees will be remov
Commerce	947	8/13/2013	4895651211	customer states he tried to contact cta with no spanish speaker. Would like to cancel	REQUESTING WE CANCEL DA W COMMERCE ENERGY ON HIS BEHALF. STATES HE KEEPS FORGETTING TO CALL THEM BECAUSE THEY DONT HAVE SPANISH SPEAKERS. SAID IT WAS NEVER EXPLAINED TO HIM CORRECTLY	Unauthorized Switch	esp resolution- A drop request has been sent out for customer today 8/23/13. Customer will be responsible up to the last day of service depending on when PGE will regain his gas services back which can take from 1-2 billing cycles. The cus
Blue Spruce	948	8/13/2013	377097493	customer received confirmation from esp for stop	CONF# 11000100637 TO STOP ESP 8-15-2013	Cancellation Request	spoke w/ customer and cancelled this acct on 8.13.13
Blue Spruce	949	8/13/2013	2965165319	customer would like to cancel. States cta misrepresented themselves	2ND CALL RE BLUE SPRUCE, SYS MISREPRESENTED THEMSELVES AS PGE, NO RESPONSE SINCE 7/22 RE SWITCHING BACK TO PGE. SYS LEFT CTN AND CONTACT TMS, REPS CALL DURING TIMES SHE IS BUSY.	Cancellation Request	spoke w/ customer and cancelled acct on 8.16.13
Commerce	950	8/13/2013	599024106	customer did not give authorization to switch. please cancel	says Third Party Gas Provider came to her home stating PGE sent them- they didnt give their name. She signed up with them not realizing who they were, now wants to cancel cor would like to continue with pge only	Unauthorized Switch	esp resolution - Per customer request a drop was submitted on 8/23/2013. The customer was informed that she may still receive 1-2 bills based on the final readings from the utility. The customer was also informed that as a courtesy ETF fees will be remov
Commerce	951	8/13/2013	4895651211	customer slates he tried to contact cta with no spanish speaker. would like to cancel	REQUESTING WE CANCEL DA W COMMERCE ENERGY ON HIS BEHALF. STATES HE KEEPS FORGETTING TO CALL THEM BECAUSE THEY DONT HAVE SPANISH SPEAKERS. SAID IT WAS NEVER EXPLAINED TO HIM CORRECTLY	Unauthorized Switch	esp resolution- A drop request has been sent out for customer today 8/23/13. Customer will be responsible up to the last day of service depending on when PGE will regain his gas services back which can take from 1-2 billing cycles. The cus
Blue Spruce	952	8/13/2013	377097493	customer received confirmation from esp for stop	CONF# 11000100637 TO STOP ESP 8-15-2013	Cancellation Request	spoke w/ customer and cancelled this acct on 8.13.13
Blue Spruce	953	8/13/2013	2965165319	customer would like to cancel. states cta misrepresented themselves	2ND CALL RE BLUE SPRUCE, SYS MISREPRESENTED THEMSELVES AS PGE, NO RESPONSE SINCE 7/22 RE SWITCHING BACK TO PGE. SYS LEFT CTN AND CONTACT TMS, REPS CALL DURING TIMES SHE IS BUSY.	Cancellation Request	spoke w/ customer and cancelled acct on 8.16.13

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E Internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Ambit	954	8/13/2013	9213473478	customer has tried to contact cta several times to cancel. spanish speaking	CUSTOMER HAS CONTACTED DA COMPANY UNITED ENERGY TRADING SEVERAL TIMES TO CANCEL THEIR SERVICES AND RETURN TO PGE BUNDLED SERVICE. PLZ RETURN CUSTOMER TO PGE BUNDLED SERVICE. CB W/RESOLUTION, THX!	Cancellation Request	esp resolution - drop submitted
Vista	955	8/14/2013	2246744100	customer would like to return back to pge	WHEN VISTA AGENT CHECKED HER SERVICE AND HAD HER SIGN A PAPER THAT HAD THE PG&E LOGO. ADVSD CUST SHE IS WITH VISTA EFFECTV 4/25/2013 PLS FOLLOW-UP WITH CUSTOMER.	Unauthorized Switch	Cancellation Submitted
Blue Spruce	956	8/14/2013	886145155	customer states she was slammed without her consent	PGE EMPLOYEE, MOTHER WAS SLAMMED WITHOUT HER CONCENT, AND BEEN TRYING TO CANCEL ESP	Cancellation Request	submitted disconnect request on 8.29.13 left msg explaining disconnect process - i.e. one billing cycle
Blue Spruce	957	8/14/2013	8506057866	customer would like to return to pge and cancel CTA	CST INSISTED ON CASE BEING CREATED, UNITED ENERGY TRADING, CST STATES HER SON FRAUDULENTLY SIGNED HER UP AND SHE WANTS PG&E TO TAKE ACTION! EXPLAINED THAT THIS IS NOT A PG&E PROGRAM HERE ADV TO CALL THEM DIRECT BUT STATES SHE WANTS US TO GET INVOLVED TO	Unauthorized Switch	submitted disconnect request on 8.29.13. tried speaking w/ customer but he was hard to understand. Tried explaining to him that account has been disconnected.
Blue Spruce	958	8/14/2013	6941351099	customer would like to cancel and remain with pge	CUSTOMER WANTS TO MAKE SURE THAT HER CTA HAS BEEN CANCELLED. SHE ALREADY NOTIFIED HER GAS PROVIDER AND HAS A CONFIRMATION#: 11000093129 PLEASE MAKE SURE WE DON'T START IT FOR HER.	Cancellation Request	spoke w/customer and cancelled acct on 8.14.13
Vista	959	8/14/2013	2246744100	customer would like to return back to pge	WHEN VISTA AGENT CHECKED HER SERVICE AND HAD HER SIGN A PAPER THAT HAD THE PG&E LOGO. ADVSD CUST SHE IS WITH VISTA EFFECTV 4/25/2013 PLS FOLLOW-UP WITH CUSTOMER.	Unauthorized Switch	Cancellation Submitted
Blue Spruce	960	8/14/2013	886145155	customer states she was slammed without her consent	. SON OF THE CUSTOMER, ISA PGE EMPLOYEE, MOTHER WAS SLAMMED WITHOUT HER CONCENT, AND BEEN TRYING TO CANCEL ESP	Cancellation Request	submitted disconnect request on 8.29.13 left msg explaining disconnect process - i.e. one billing cycle
Blue Spruce	961	8/14/2013	8506057866	customer would like to return to pge and cancel cta	CST INSISTED ON CASE BEING CREATED, UNITED ENERGY TRADING, CST STATES HER SON FRAUDULENTLY SIGNED HER UP AND SHE WANTS PG&E TO TAKE ACTION! EXPLAINED THAT THIS IS NOT A PG&E PROGRAM HERE ADV TO CALL THEM DIRECT BUT STATES SHE WANTS US TO GET INVOLVED TO	Unauthorized Switch	submitted disconnect request on 8.29.13. tried speaking w/ customer but he was hard to understand. Tried explaining to him that guadalupe's account has been disconnected.
Blue Spruce	962	8/14/2013	6941351099	customer would like to cancel and remain with pge	CUSTOMER WANTS TO MAKE SURE THAT HER CTA HAS BEEN CANCELLED. SHE ALREADY NOTIFIED HER GAS PROVIDER AND HAS A CONFIRMATION#: 11000093129 PLEASE MAKE SURE WE DON'T START IT FOR HER.	Cancellation Request	spoke w/customer and cancelled acct on 8.14.13
Commerce	963	8/15/2013	8310210461	customer states he tried to cancel 3wks ago. please cancel	HE CALLED COMMERCE ENERGY ABOUT 3 WEEKS AGO TO CANCEL THEM FROM ACCT. BUT THEY ARE PENDING TO START 08/15. PLS CANCEL FOR CUSTOMER.	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.
Blue Spruce	964	8/15/2013	7961660429	customer has been trying to contact cta and cancel. Please cancel	CIA CUST REQ TO CANCEL DA/CUST CALLED ESP AND THEY REF HER TO PGE TO COMPLETE THE REQUEST/CUSTREQ TO HAVE STOP AS OF 8/15/13/SHE HAS BEEN TRYING TO STOP THE ESP SINCE 8/13/13/CUST WILL BE OUT OF TOWN AND NOT REACHABLE WEEK OF 8/19	Cancellation Request	submitted disconnect request on 8.29.13. left msg explaining disconnect process.
Commerce	965	8/15/2013	8310210461	customer states he tried to cancel 3wks ago. please cancel	SAYS HE CALLED COMMERCE ENERGY ABOUT 3 WEEKS AGO TO CANCEL THEM FROM ACCT. BUT THEY ARE PENDING TO START 08/15. PLS CANCEL FOR CUSTOMER.	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.
Blue Spruce	966	8/15/2013	7961660429	customer has been trying to contact cta and cancel. please cancel	CIA CUST REQ TO CANCEL DA/CUST CALLED ESP AND THEY REF HER TO PGE TO COMPLETE THE REQUEST/CUSTREQ TO HAVE STOP AS OF 8/15/13/SHE HAS BEEN TRYING TO STOP THE ESP SINCE 8/13/13/CUST WILL BE OUT OF TOWN AND NOT REACHABLE WEEK OF 8/19	Cancellation Request	submitted disconnect request on 8.29.13. left msg explaining disconnect process.
Ambit	967	8/16/2013	2296044349	customer would like to cancel with ambit	Correction needed; WOULD LIKE TO CANCEL SERVICE WITH Ambit California; STATED AMBIT TOLD HER TO CONTACT PGE TO CANCEL.	Cancellation Request	Drop Issued
Vista	968	8/16/2013	9305907028	customer has tried to contact cta to cancel. Please cancel	CORRECTION NEEDED; CUST HAS CALLED CTA SEVERAL TIMES AND NO ANSWER FROM CTA; DID NOT WANT CTA; SIGNED UP BY MISTAKE WAS CONFUSED; COMPANY SAID THREE DAYS OR SHE COULDN'T CANCEL.	Cancellation Request	Customer dropped
ACCENT	969	8/16/2013	9305907028	customer would like to cancel cta and remain with pge	CORRECTION NEEDED; CUST HAS CALLED CTA SEVERAL TIMES AND NO ANSWER FROM CTA; DID NOT WANT CTA; SIGNED UP BY MISTAKE WAS CONFUSED; COMPANY SAID THREE DAYS OR SHE COULDN'T CANCEL.	Cancellation Request	Customer dropped
Blue Spruce	970	8/16/2013	5789088544	customer would like to cancel blue spruce	ALREADY CONTACTED BLUE SPRUCE IN MARCH TO CANCEL SVC AND RETURN TO PGE THANKS	Cancellation Request	submitted disconnect request on 8.29.13 and left msg explaining the disconnect process.
Vista	971	8/16/2013	9305907028	customer has tried to contact cta to cancel. please cancel	CORRECTION NEEDED; CUST HAS CALLED CTA SEVERAL TIMES AND NO ANSWER FROM CTA; DID NOT WANT CTA; SIGNED UP BY MISTAKE WAS CONFUSED; COMPANY SAID THREE DAYS OR SHE COULDN'T CANCEL.	Cancellation Request	Customer dropped
Blue Spruce	972	8/16/2013	5789088544	customer would like to cancel blue spruce	ALREADY CONTACTED BLUE SPRUCE IN MARCH TO CANCEL SVC AND RETURN TO PGE THANKS	Cancellation Request	submitted disconnect request on 8.29.13 and left msg explaining the disconnect process.
Ambit	973	8/16/2013	2296044349	customer would like to cancel with ambit	Correction needed; APOLONIA WOULD LIKE TO CANCEL SERVICE WITH Ambit California; STATED AMBIT TOLD HER TO CONTACT PGE TO CANCEL.	Cancellation Request	Drop Issued
Accent	974	8/16/2013	9305907028	customer would like to cancel cta and remain with pge	CORRECTION NEEDED; CUST HAS CALLED CTA SEVERAL TIMES AND NO ANSWER FROM CTA; DID NOT WANT CTA; SIGNED UP BY MISTAKE WAS CONFUSED; COMPANY SAID THREE DAYS OR SHE COULDN'T CANCEL.	Cancellation Request	Customer dropped
Vista	975	8/26/2013	584793431	customer states she tried to contact vista to cancel. Please cancel	2ND CALL; CALLING TO REQUEST CANCELLATION OF VISTA. SHE HAS REACHED OUT TO THEM ONCE & HAS NOT HAD THIS RESOLVED. PROVIDED CPUC#	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	976	8/26/2013	8283172550	customer would like to return to pge. Spanish please cancel	CONTACTED VISTA TODAY TO CANCEL SVC AND TO RETURN TO PGE AS A BUNDLED CUST. WAS TOLD BY VISTA SHE CANNOT CANCEL SVC OR ELSE SHE WOULD BE LEFT WITH NO GAS. PLEASE ADVISE SITUATION AND REMOVE CUSTOMER VISTA. IS ANY QUESTIONS, PLEA	Cancellation Request	submitted disconnect request on 9.5.13. effective switch date isn't until 12.19.13. called and left customer a msg explaining service has been cancelled.
ACCENT	977	8/26/2013	1490246085	elderly and blind, customer signed accent paper but grandson states they want it taken off. pls cancel	customer is elderly and blind. She signed an agreement for Accent Gas Energy. Her grandson, whom lives with her stated they didn't want to change and she couldn't read what she signed. They want off Accent but couldn't find a phone.	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
ACCENT	978	8/26/2013	8901329630	customer does not want to be signed up with accent. Please cancel	CTA SIGNED HIM UP ON 8/26/13; HE DOESN'T WANT TO START SVC WITH THEM; NO PENDING CTA; HE WILL ALSO BE CONTACTING THEM TO STOP APP. PLS CANCEL APP AND CONTACT HAI REG CANCELLATION	Unauthorized Switch	no pending switch to another provider a/o 8/27/13. should customer receive letter in the mail, will advise they contact cta to cancel directly
Blue Spruce	979	8/26/2013	8424782348	customer would like to cancel blue spruce please cancel	CALLED TO PROVIDE CANCELLATION # FOR NEW DA BEFORE IT STARTS: PLEASE DO NOT ALLOW THEM TO BE HER PROVIDER.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	980	8/26/2013	9492928532	customer states they were misled to believe company was pge. Has also tried to cancel with no luck	SAYS PRUCE CAME TO HOME AND SAID HE WAS A PGE EMPLOYEE WHO WANTED TO VIEW BILL TO MAKE SURE THEY WERE RECEIVING A DISCOUNT. CUST SAYS HE TOOK THE SERVICE ID # BUT FATHER DID NOT SIGN PAPER WORK FOR SWITCH	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	981	8/26/2013	3082013246	customer has tried to contact to cancel with no luck. Please cancel.	STATES THAT CTA PRESENTED THEMSELVES AS PGE REPS AND ASKED TO SEE THE BILL FROM HER MOTHER WHO RESIDED AT THE HSE BUT NOT ON THE ACCT AND SIGNED CHRISTINE UP FOR UNITED, ID NOT SIGN UP FOR AND WOULD LIKE TO DISCONTINUE	Unauthorized Switch	submitted disconnect on 9.5.13. Switch date was 8.22.13 so customer is going to get one bill from us. Called customer and left msg explaining that to him.
Blue Spruce	982	8/26/2013	8283172550	customer would like to return to pge. Please cancel	. CONTACTED VISTA TODAY TO CANCEL SVC AND TO RETURN TO PGE AS A BUNDLED CUST. PER ISABELLE WAS TOLD BY VISTA SHE CANNOT CANCEL SVC OR ELSE SHE WOULD BE LEFT WITH NO GAS. PLEASE ADVISE SITUATION AND REMOVE CUSTOMER VISTA. IS ANY QUESTIONS, PLEA	Cancellation Request	submitted disconnect request on 9.5.13. effective switch date isn't until 12.19.13. called and left customer a msg explaining service has been cancelled.
Tiger	983	8/27/2013	8863840166	customer would like to cancel and return to pge	2nd call - TIGER did not resolve problem; CALLED END OF JULY TO CANCEL TIGER; STILL NOT CANCEL; WANTS IT REMOVED; WILL TRY AND CALL THEM AGAIN TODAY.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	984	8/27/2013	715426211	customer states they never signed up for cta. Please cancel	? 2nd call - CUST REC LETTER OF XFR FROM PGE, SAYS NEVER SIGNED UP FOR CTA. CANCELLATION FOR UNITED DBA BLUE SPRUCE 11000103521.	Cancellation Request	esp resolution- resubmitted disconnect request on 9.5.13. Original request was submitted to close to the switch date of 8.29.13 and was rejected. May need to submit this as a retro. Tried to explain the original disconnect request was reject
Blue Spruce	985	8/27/2013	7111274823	customer states she called in july to cancel but cta did not cancel customer. please cancel	CUST CONFIRMED 2ND CALL, CREATED DAASU CASE TO DOCUMENT PLS CONTACT CUST WITH ANY QUEST	Cancellation Request	cor states esp didn't process cancellation request - states she contacted blue spruce energy to cancel esp provider/ she states she called Blue Spruce in late July 2013 to cancel and remain w/ pge - they have not cancelled - pls cancel for her
Blue Spruce	986	8/27/2013	2743520337	customer states she was misled. Please cancel and return to pge.	CORRECTION NEEDED; FEELS REP MISREPRESENTED HIMSELF AS PGE AND DIDN'T SHOW HIM PROOF THAT SHE WOULD RECIEVE A SAVINGS; CONTACTED BLUE SPRUCE TO CANCEL CTA RIGHT AFTER SHE RECEIVED LETTER STATING NEW GAS PROVIDER AND CTA IS STILL ON ACCT. SHE WANTS T	Questionable Solicitation Activity	esp resolution- Original disconnect request was submitted on 6.20.13 but was rejected for some reason. resubmitted disconnect request on 9.5.13. spoke to and explained what happened. Told her I'd explore the possibility of doing a retro

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	987	8/28/13	8180147510	does not want to switch, feels they have been slammed and deceived. Please do not submit connection.	STATES COMMERCE ENERGY WENT TO HOME AND TOLD HIS WIFE THAT IT WAS AN INSURANCE POLICY; AFTER HE READ THE CONTRACT HE REALIZED THAT THE AGREEMENT WAS TO CHANGE CORE GAS CO. HE ALSO STATES HIS WIFE IS NOT ON ACCT TO AUTH THAT TYPE OF CHANGE	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Xoom	988	8/28/2013	5176008384	customer would like to cancel and return to pge	STATES HE CONTACTED THIRD PARTY PROVIDER (XOOM CA) TO CANCEL GAS SA AND RETURN BACK TO PGE BACK IN FEBRUARY...NOT REFLECTING ON ACCT..WOULD LIKE TO HAVE ISSUE RESEARCHED AND UPDATED STATES HE CONTACTED (XOOM CA) AND THEY INFORMED HIM IT WOULD TAKE ANOT	Cancellation Request	XOOM NEVER SUBMITTED DISCONNECT. SUBMITTED CANCELLATION REQUEST TO XOOM ON CUSTOMERS BEHALF. IT MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE. SPOKE TO TONY
Vista	989	8/28/2013	4544350302	customer would like to cancel and return to pge	doesn't know how she got Vista Energy for gas never signed up with them wants full service with PG&E has been keeping pay plan current. suggested cust contact Vista cust svc or speak supr re billing 7's and advise wants to return PG&E. advsd	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	990	8/28/2013	3581394612	spanish spkg, pls do not issue connect for this customer, customer states they were told their power would be shut off	(SPANISH SPEAKER) WAS APPROACHED BY BLUE SPRUCE TODAY AND WAS ADV THAT IF SHE (ANGELINA) DID NOT SIGN UP, SVC WILL BE SON'D TODAY. DOES NOT LIVE AT THIS PREMISE, WAS SIMPLY WATCHING THE HOUSE SO	Unauthorized Switch	left message for customer that we have not received a switch request and if she wanted to call me back directly
Blue Spruce	991	8/28/2013	5645762605	customer would like to return and remain with pge. Please cancel	STATE THAT SHE WOULD LIKE VISTA REMOVED FROM THE ACCT	Cancellation Request	esp resolution- submitted disconnect request on 9.5.13. Effective switch date wasn't until 7.24.14. called and left a msg explaining her service will remain intact.
Commerce	992	8/29/2013	7989817675	customer would like to cancel asap and return back to pge	SAYS THAT SHE HAS BEEN TRYING TO CONTACT COMMERCE ENERGY FOR A LONG TIME TO CANCEL WITH THEM, BUT CAN NEVER GET THROUGH. SHE ADV THAT SHE IS CALLING 866-587-8674 AND THE NUMBER IS DISCONNECTED. PLS CONTACT CUST IN REGARDS TO THIS. THANK YOU	Cancellation Request	CTA has contacted customer to resolve issue
Commerce	993	8/29/2013	8260117153	customer would like to cancel	PER WOULD LIKE TO CONTINUE TO HAVE SERVICE ONLY WITH PGE PLEASE REMOVE OTHER PROVIDERS. PER CDR HAS CALLED AND WAS TOLD SHE NEEDS TO CALL PGE	Cancellation Request	vm not set up
Vista	994	8/29/2013	1945150806	customer would like to cancel vista and return to pge. Please cancel	TRIED MANY TIMES TO CANCEL CTA. LEAVES MESSAGES AND DOES GET CALLS BACK. WANTS TO CANCEL CTA AND RETURN TO BUNDLED PGE SERVICE.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	995	8/29/2013	7297327026	customer would like to cancel and return back to pge. Please cancel	CUSTOMER HAS CALLED HER SERVICE WITH VISTA AND THERE IS A CONTACT FOR BUNDLES SERVICE IN 04/13 PLEASE RESEARCH	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
ACCENT	996	8/29/2013	383072227	wishes to cancel and remain with pge	cust has contact cta to cancel but has been unsuccessful he has also sent them a letter via overnight mail to cancel and was not able to do so. he stated he has tried all ways to cancel but they are unreachable	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	997	8/29/2013	9945133609	customer states they were slammed. Would like to cancel blue spruce	CUST STATES COMPANY SCAMED THEM. THEY REPRESENTED THEMSELVES AS PGE. I DID STATE THAT WE CAN FILE A COMPLAINT, IF HE HAD INFORMATION REGARDING THE SERVICE. HE SAID NO THAT THEY WOULD NOT	Cancellation Request	Disconnect request submitted however this customer is set to switch on 7/25 so I suspect it is too late and the request will be rejected by PG&E's system, the switch will occur and we will have to resubmit.
Blue Spruce	998	8/29/2013	2758051585	please contact customer in regards to charges.	MULTIPLE CALLS TO BLUE SPRUCE (CTA) DID NOT RESOLVE PROBLEM CUST UPSET THEY ARE GETTING BILLED FOR NO USAGE. CALLED CTA MULTIPLE TIMES AND ONLY GOT VOICE MAIL LEFT MESSAGE FOR CALL BACK BUT NO CALLS HAVE BEEN RETURNED. ADVSD	Cancellation Request	correction, since SA-463423442 will be stopped w/o 8/30/13, CTA will stop as well.
Blue Spruce	999	8/29/2013	4301134885	customer would like to remain with pge. Please cancel	STATED NEVER AUTHORIZED TO CHANGE OVER TO BLUE SPRUCE. THEY WILL NOT RETURN HIS PHONE CALLS. I ADVISED HIM TO KEEP CALLING TO CANCEL SERVICE WITH HIM. STATED CALLED BLUE SP	Unauthorized Switch	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
Blue Spruce	1000	8/29/2013	8037294806	customer would like to remain with pge. Please cancel	RECDV A VISIT OF A MAN REPRESENTING PG&E NICELY DRESSED STATING PG&E WAS OVERCHARGING CUSTOMERS AND WILL BE PROVIDING A 10% FOR EVERYONE. NEVER RECDV COPIES OF PAPERWORK BUT ESTER SIGNED HER NAME TWICE. CSRGAVE HER PH# TO UNITED (UET) GAS CO	Unauthorized Switch	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
Commerce	1001	8/30/2013	3296175488	customer would like to cancel commerce. Please cancel	Customer stated she called & cancelled her 3rd party gas service with Commerce Energy. Please follow up. Thank You	Cancellation Request	Also, I was requesting clarification as to how there was Spark Energy showing as a current ESP since January 2011 but when I looked at the last 8 months of bills, there is no mention of Spark. How is that possible? Thank You.
Vista	1002	8/30/2013	9966787025	please cancel, customer would like to remain with their current provider	CUST RCVD LTR RE: CHNG OF ESP & DID NOT INITIATE, WANTS TO STAY WITH TIGER; WOULD LIKE TO SPK WITH WILLIAM H. CHEN WHO WROTE LTR.	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Xoom	1003	9/3/2013	758912825	customer would like to cancel and return to pge.	STATED THAT SHE HAS TRIED CONTACTING XOOM TO CANCEL ACTIVE GAS; STATED THAT SHE IS UNABLE TO GET THROUGH AND INFORMED THAT SHE WOULD LIKE TO CANCEL XOOM; PLEASE FOLLOW UP W/ CUST ONCE REQUESTED TO STOP SA	Cancellation Request	9/17/13 CARE AGENT MADE CONTACT WITH CUSTOMER AND VALIDATED HER DROP REQUEST; REQUEST WILL BE SUBMITTED TO PGE.
Vista	1004	9/5/2013	8141571463	customer has tried to contact esp to cancel with no resolution, please cancel	CALLED VISTA ENERGY 2X W/NO RESOLUTION. DSNT WANT TO BE W/VISTA; WNT SPGE; SEVERAL REPS HV TOLD HER THEY WLD RMV HER FRM VISTA BUT NOTHING HS BN DONE PLS ADVS HER OF THE OUTCOME. THANKS	Cancellation Request	Dropped 9/18/2013
Tiger	1005	9/6/2013	5965185287	customer would like to remain with pge, please cancel	STILL RECEIVING BILLING FROM COMMERCE ENERGY, SHOULD HAVE BEEN SWITCHED BACK TO PGE BUNDLED SERVICE AD 7/29/13. CUST HAS CALLED COMMERCE MULTX W/O RESOLUTION. ALSO NOTED ON ACCT THERE IS A PENDING SA REL W/TIGER AD 2/27/14. PLS DBLCHK	Cancellation Request	A Tiger Representative has made multiple attempts to contact the customer at the information provided to no avail. If customer can provide additional contact information, we can continue to contact the customer to satisfy her concerns.
Blue Spruce	1006	9/6/2013	2466190043	customer does not want to switch to esp, please cancel	STATES UNITED ENERGY REPRESENTED THEMSELVES AS PGE REPS. DOES "NOT" WANT TO SWITCH TO THEM AS SHE IS FINE WITH EVERYTHING AS IS. DOES NOT WANT IT TO GO INTO EFFECT IN SEPT.	Questionable Solicitation Activity	Cancelled 9/16/2013.
Blue Spruce	1007	9/6/2013	8193302749	customer would like to cancel and return to pge f/s, pls cancel	CUSTOMER REQUESTING TO CANCEL THIRD PARTY GAS SUPPLIER AS OF 9/6/13 PLEASE SEND REFERRAL TO STOP SA AND HAVE CUSTOMER RETURN TO PG&E FULL GAS SERVICE	Cancellation Request	Disconnect request submitted 9/16/2013.
Accent	1008	9/6/2013	2229994705	customer states she never authorized switch, please cancel.	CALLED IN REGARDS TO LETTER SHE RECEIVED FOR NOTIFICATION OF PENDING ESP CHANGE; SHE STATES SHE NEVER AUTH TO BE CHANGE AND CALLED ACCENT ENERGY TO ADVISE THEM SHE DID NOT WANT HER CORE GAS PROVIDER TO BE CHANGED; THE	Unauthorized Switch	drop submitted
Blue Spruce	1009	9/7/2013	769336657	customer states cta signed her up without her consent, please cancel	CALLED BLUE SPRUCE TODAY TO CANCEL SERVICES CONF#1000998010 AND WAS CONCERNED BECAUSE SHE STATES BLUE SPRUCE & COMMERCE SIGNED HER UP WITHOUT HER CONSENTS SHE ADMITS SHE IS ELDERLY AND DID SHOW HER BILL TO THE REPS BUT NOT KNOWING SHE WAS BEING	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star (Yepene)	1010	9/9/2013	5580711643	customer has tried to cancel (confirmation # 2810062797) customer wants retro going back to june, please cancel	SHE CONTACTED NORTH STAR PROVIDER 6/20/13 TO CANCEL SERVICES WITH THEIR COMPANY & RETURN TO PGE. SHE CALLED AGAIN ON 6/27/13 WITH CONFIRMATION #2810062797 FOR CANCELLATION WITH BRENT @ NORTH STAR; SHE CONTINUED TO GET BILLED WITH NORTH AS GAS P	Cancellation Request	YEP submitted a drop dasr on 9/9/2013 and PGE confirmed on 9/10/2013
Blue Spruce	1011	9/9/2013	7078389211	customer would like to cancel and return to pge	cust called to see about stopping UET (They start providing Gas to her as of 9/11) She has left messages @ UET dta Blue Spruce Energy Services 800-296-2203 to STOP req to switch over but has not gotten a response. she'd like to see if there is anything we	Cancellation Request	Disconnect submitted 9/9/13, switch date was 9/11 so PG&E system rejected. Resubmitted 9/16/13.
Blue Spruce	1012	9/9/2013	5424313231	customer would like to cancel and remain with pge, please cancel	SAYS UNITED ENERGY TRADING MADE HER BELIEVE THEY WORKED FOR PGE. SHE DOES NOT WANT TO TRANSFER GAS SERVICES. WANTS TO STAY WITH PGE. PROVIDED HER # TO UNITED AS WELL.	Cancellation Request	Cancelled 9/16/13.
Vista	1013	9/10/2013	6837051876	customer would like to cancel and return to pge	CUST WANTED NOTED THAT HAS TRIED TO CANCEL ALL CTA'S ON ACCT TO NO AVAIL. GAVE # TO CPU CAS WELL. CUST WANTS TO STAY WITH PGE.	Cancellation Request	Cancelled 9/12/13.
Vista	1014	9/10/2013	5471893131	customer would like to cancel and return to pge	PLEASE REMOVE VISTA ENERGY, CTA, WOULD LIKE TO STAY ONLY WITH PGE THANK YOU (COR CALLED AND NOT ABLE TO GET HELP FROM VISTA ENERGY)	Cancellation Request	drop pending
Vista	1015	9/10/2013	4706018779	customer would like to cancel and return to pge, please cancel	CANCELED VISTA ON 7/19/2013. STATES BILLING CYCLE SHOULD HAVE BEEN COMPLETED 7/29/2013. NO PENDING CANCEL SHOWING ON ACCT.	Cancellation Request	Dropped 9/18/2013
Blue Spruce	1016	9/10/2013	5479451135	customer states they never signed up with cta, please cancel	STATED THAT HE NEVER WANTED TO CHANGE GAS PROVIDERS HE ONLY WANTS TO BE WITH PG&E HE NEVER SIGNED UP WITH ANYONE AND DOES NOT KNW HOW THIS CHANGED HAPPEN PLS INVEST AND KEEP PLS KEEP PG&E AS BUNDLE CUSTOMER	Unauthorized Switch	Cancelled 9/12/13.
Blue Spruce	1017	9/10/2013	6837051876	customer would like to cancel and remain with pge	CUST WANTED NOTED THAT HAS TRIED TO CANCEL ALL CTA'S ON ACCT TO NO AVAIL. GAVE # TO CPU CAS WELL. CUST WANTS TO STAY WITH PGE.	Cancellation Request	Cancelled 9/12/13.
Blue Spruce	1018	9/10/2013	8287815922	customer has tried to contact the esp 3xs to cancel with no response	CALLED BLUE SPRUCE 3 X'S 800-296-2203 SAME DAY AS SIGN UP / FEW DAYS LATER THEY CALLED SHE TOLD THM SHE DIDNT WANT TO SIGN UP, SINCE SHE HAS LEFT 2 MESSAGES WITH THEM, NO RESPONSE. SHE GOT THE CTA LETTER FROM US SO THAT MOV	Unauthorized Switch	Disconnect submitted 9/16/13. However change is set to occur 9/19 so PG&E may reject as it is too close to the meter read date.
Blue Spruce	1019	9/10/2013	3866473231	customer would like to cancel and remain with pge	requesting to continue with PGE gas. He had a pending SA with another provider. He says he cancelled with them & was told that he also needed to notify PGE of his intentions to say with PGE gas. He does not require a follow phone call from DAAS	Cancellation Request	Disconnect submitted 9/16/13.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Blue Spruce	1020	9/10/2013	1841261382	customer would like to cancel and remain with pge	reports that she never signed up for Blue Spruce and when she calls there is only an answering machine and no one calls her back. She would like us to intercede on her part to get back to PG&E thanks	Unauthorized Switch	Cancelled 9/16/13
Accent	1021	9/10/2013	5662625812	customer would like to cancel and remain with pge	CUSTOMER CALLED AND ADVISED SHE CALLED TO CANCEL ON 8-30-2013 BUT WHEN CALLED THE DA TODAY THEY ADVISED HER THAT SHE HAD NOT CANCELED WITH THEM AND THE DA REFERRED THEM BACK TO PGE FOR CANCELLATION	Cancellation Request	account inactive
Accent	1022	9/10/2013	5471893131	customer would like to remain with pge, please cancel	PLEASE REMOVE VISTA ENERGY, CTACORWOULD LIKE TO STAY ONLY WITH PGE THANKYOU (COR CALLED AND NOT ABLE TO GET HELP FROM VISTA ENERGY)	Cancellation Request	drop pending
Spark	1023	9/11/2013	8935874181	customer states they were lead to believe they were signing with pge. please cancel	WAS SWITCHED WITHOUT BEING FULLY INFORMED ABOUT WHAT WAS HAPPENING/// WAS ADV THAT THEY WORK FOR PGE AND WAS LED TO BELV TO THAT PGE WAS INITIATING THE CHGE // THEY WERE SUPPOSED TO CB TO CONFIRM BUT THEY NEVER CLD // SHE WAS MISLED // PLS SWITCH BACK	Unauthorized Switch	Submitted cancellation request as requested by customer.
Spark	1024	9/11/2013	6185072211	customer would like to return back to pge f/s. please cancel	REFERENCE#09117005FOR CANCELLING WITH SPARK WANTS THIS TO BE REMOVED THIS BILLING CYCLE	Cancellation Request	Submitted cancellation request as requested by customer.
Spark	1025	9/11/2013	8332144666	customer would like to cancel and return to pge	TO CANCEL SPARK ENERGY AND NORTH STAR GAS HAS BEEN CALLING AND UNABLE TO COMMUNICATE WITH THEM TO CANCEL. SHE CALLS THEM AND EVENTUALLY THE THIRD PARTY COMPANY IVR: AUTOMATICALLY XSFERS CALL TO PGE.	Cancellation Request	YEP submitted a drop dasr on 9/16/2013
North Star(Yepene)	1026	9/11/2013	8252298896	customer states she never signed up with cta. please cancel	CALLED TODAY AND SAID THAT SHE NEVER SIGNED UP WITH NORTHSTAR. SHE ALSO CALLED ON 8-19-13 SHE IS REALLY UPSET AND SAID SHE IS READY TO CALL MEDIA-ADVT TO CALL NORTHSTAR DIRECTLY. ALSO TRNSFR TO CSR DUE TO MEDIA THREAT-CUST ALREADY CALLED NORTHSTAR	Unauthorized Switch	YEP submitted a drop dasr on 9/12/2013 and PGE confirmed on 10/24/2013
North Star(Yepene)	1027	9/11/2013	8332144666	customer would like to cancel and remain with pge	REQ TO CANCEL SPARK ENERGY AND NORTH STAR GAS HAS BEEN CALLING AND UNABLE TO COMMUNICATE WITH THEM TO CANCEL. SHE CALLS THEM AND EVENTUALLY THE THIRD PARTY COMPANY IVR: AUTOMATICALLY XSFERS CALL TO PGE.	Cancellation Request	YEP submitted a drop dasr on 9/16/2013
Commerce	1028	9/11/2013	1188790920	customer has tried to contact commerce 2xs to cancel. please cancel	STATES HAS ATTEMPTED TO CANCEL WITH Commerce Energy, TWICE. BOTH TIMES WAS TOLD SHE WOULD RETURN TO PG&E. BLANCA WOULD LIKE TO CANCEL Commerce Energy. THANK YOU	Cancellation Request	A drop request has been sent for customer to PGE. The drop can take anywhere between from 1 -2 cycles to occur depending on when the utility company regains the services. The customer can also receive from 1-2 invoices and an early termination fee of 50.00 will apply to the account. We called the customer to advise of the cancellation information but phone number on file has been disconnected. A no contact letter has been mailed out to the customer.
Blue Spruce	1029	9/11/2013	9545368450	customer states they did not want to switch and thought company was with pge	stated that united cta gas supplier falsified as a PGE rep. stated she does NOT want to be under united, and wants PGE. stated that when they came to the door, they stated they were PGE offering a discount, not that they were a 3rd party. already	Unauthorized Switch	Cancel submitted 9/16/13.
Blue Spruce	1030	9/11/2013	1082828376	customer would like to remain with pge. please cancel	CALLED TO STATE SHE NEVER WANTED TO CHANGE HER GAS SUPPLIER TO ANOTHER ESP. SHE STATES REPS CAME TO HER HOME AND JUST TOLD HER THAT SHE WOULD BE GETTING A DISCOUNT. SHE WOULD LIKE TO RESCIND HER AUTHORIZATION TO CHANGE.	Unauthorized Switch	Cancelled 9/16/13.
Spark	1031	9/12/2013	9043147522	customer does not want to switch to cta, please cancel	calling in regards to notice rec'd stating spark energy will be provider eff 10/01/2013. states she would like to cancel w/spark energy. adv to call spark energy & they will notify pge of cancellation. customer wanting to make sure cancelled prior t	Cancellation Request	Submitted cancellation request as requested by customer.
Blue Spruce	1032	9/13/2013	1020146148	customer would like to return back to pge. states she didn't know they werent apart of pge.	was called by Blue Spruce and the caller said that they were PG&E with savings available. She signed up not knowing they were not PG&E. She is mad and does not want to pay their bill.	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Glacial	1033	9/13/2013	8654789349	customer would like to cancel and remain with pge	CALLED TO STATE THAT SHE CALLED GLACIAL ENERGY TO RESCIND HER AUTHORIZATION TO CHANGE HER GAS PROVIDER.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	1034	9/13/2013	8282412510	customer states they were slammed. would like to cancel and remain with pge.	CUSTOMER IS A VICTIM OF SLAMMING. SHE IS REQUESTING TO BE REMOVED FROM VISTA ENERGY. THE PERSON THAT SHOWED UP AT HER HOUSE WORE A PG&E HAT & HAD PG&E PAPERS & TOLD HER HE COULD HELP SAVE HER MONEY ON HER GAS BILL.	Questionable Solicitation Activity	Dropped 9/18/2013
Commerce	1035	9/13/13	7798557391	customer is legally blind and feels she was misled by commerce. she is no longer with company but wishes to dispute the 2 month of charges she was with them. please contact customer directly	Customer is legally blind. She had person come to the door and asked how PG&E could serve her better. He said then he asked her to sign a paper to show he did the survey. Customer found out she was signed up when she called in to verify her information for	Unauthorized Switch	Customer was dropped in May of this year. After enrolling with our company in February, we have heard no concerns voiced from until we received notification from your office of her concern. We have made attempts to reach her via telephone and have not been successful. As such, a letter has been sent to her address inviting her to contact a member of our staff with any further questions or concerns. Please note that there is no outstanding balance owed to Commerce from and no early termination fee was assessed upon the closure of her account.
Commerce	1036	9/16/2013	1257693287	please cancel, customer states they were misled into believing it was pge	CTA Commerce Energy approached wearing PG&E badge and attire and said he was with PG&E and that he needed to see the bill. She signed up not knowing, and they would like to reverse this matter because they don't intend to switch to CTA.	Unauthorized Switch	Drop issued - CA00000133073462
Ambit	1037	9/16/2013	1257693287	customer would like to cancel and return to pge f/s	CTA Commerce Energy approached wearing PG&E badge and attire and said he was with PG&E and that he needed to see the bill. She signed up not knowing, and they would like to reverse this matter because they don't intend to switch to CTA.	Unauthorized Switch	Drop issued - CA00000133073462
Vista	1038	9/17/2013	written request	customer would like to cancel and return to pge	written request	Cancellation Request	A cancellation request was sent for customer on 9/24/13. PGE has accepted the cancellation request as of 9/25/13 and the customer will remain with current gas provider. We called and advised the switch request has been cancelled and he will receive no charges from Commerce Energy. We also advised his services will remain with his current provider. Customer understood and was satisfied with the information provided.
Commerce	1039	9/17/13	written request	customer would like to cancel and return to pge	written request	Cancellation Request	A cancellation request was sent for customer on 9/24/13. PGE has accepted the cancellation request as of 9/25/13 and the customer will remain with current gas provider. We called CUSTOMER and advised the switch request has been cancelled and he will receive no charges from Commerce Energy. We also advised his services will remain with his current provider. Customer understood and was satisfied with the information provided.
Commerce	1040	9/17/2013	8239144758	customer would like to cancel and remain with pge. please cancel	(ESP Name) did not resolve problem: Commerce Energy, CTA Summary of situation: SAYS SHE WAS GIVEN MISLEADING INFORMATION, SOMETIME A GO LATE IN THE EVENING 7-8PM A REP	Questionable Solicitation Activity	called on 9/17/13 requesting for switch order to be cancelled. We complied as requested and a cancellation request was sent out the same day. We have received confirmation that PGE cancelled out the switch request leaving with current gas provider. will not receive any charges from Commerce Energy and his switch order has been cancelled. We tried calling the customer to advise of the cancellation but the customer was not available. A No Contact letter has been mailed out to the customer advising to call us back at his earliest convenience.
Commerce	1041	9/17/2013	2124340601	customer would like to cancel and return to pge	states she called commerce energy to req cancellation of serv was told by their rep that she couldnt cancel with CTA until 1 year. marshawna req asst to cancel this 3rd party cta	Cancellation Request	A drop request has been sent out for customer. We have received an acceptance date of 10/11/13 in which the services will switch back to PGE. We tried reaching CUSTOMER to advise of cancellation and also to advise she will receive one final invoice that will include an early termination fee of 50.00. The customer was not available so a message was left with the resolution on her voicemail. We have also sent out a No Contact letter advising the customer to call us back at her earliest convenience.
Accent	1042	9/17/2013	9677648793	customer does not want to switch please cancel.	called to say she does not want to go thru with ACCENT Energy/ wants to make sure that it does not take effect for ACCENT energy	Cancellation Request	drop submitted on 9/17/13 and it rejected for A83: DA3DAY1 . Resubmitted drop
Xoom	1043	9/18/2013	written request	please switch back to pge f/s	written request	Cancellation Request	09/24/13 our care agent called to verify the cancel on account and left a message to call us, our care agent will try to call again.
Xoom	1044	9/18/2013	written request	please switch back to pge f/s	written request	Cancellation Request	09/24/13 our care agent called to verify the cancel on account and left a message to call us, our care agent will try to call again.
Xoom	1045	9/18/2013	473007309	customer would like to cancel and return to pge.	STATE SHE DOES NOT WANT XOOM ON HER ACCT ANY LONGER. PLS ASSIST.	Cancellation Request	09/24/13 our customer care called and is going to process the drop / and customer is aware of the etf of \$70.00 for cancel before contract is over
Xoom	1046	9/18/2013	written request	customer requests to cancel and return back to pge. please cancel	written request	Cancellation Request	09/24/13 our care agent called to verify the cancel on account and left a message to call us, our care agent will try to call again.
Vista	1047	9/18/2013	1639327990	customer states she did not ask to change her provider. please cancel	SAYS THAT THE ESP REP WHO CAME TO HER HOME DID NOT PROVIDE HER THE INFORMATION PROPERLY SAYS SHE DOES NOT WANT TO CHANGE TO THE SERVICE PROVIDER VISTA PLZ DO NOT CHANGE HER SERV TO VISTA PLEASE. THANKS	Cancellation Request	Account Cancelled
Tiger	1048	9/18/2013	4244479003	customer would like to cancel and return to pge.	Customer request termination effective 08/15/2013. CUSTOMER STATES SHE HAS ALREADY CALLED TIGER TO HAVE THEM REMOVED FROM HER ACCOUNT.	Cancellation Request	A Tiger Customer Service Representative spoke with regarding her concerns. The account is being returned to PG&E.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	1049	9/18/2013	4244479003	customer would like to remain with pge. please cancel	Customer request termination effective 08/16/2013. CUSTOMER STATES SHE HAS ALREADY CALLED TIGER TO HAVE THEM REMOVED FROM HER ACCOUNT.	Cancellation Request	A Tiger Customer Service Representative spoke with regarding her concerns. The account is being returned to PG&E.
Commerce	1050	9/18/2013	5855394376	customer feels she was misled into believing she was signing for a pge program. please cancel	VERY UPSET WAS ADVISED BY Commerce Energy, THAT THEY WORKED FOR PGE AND BY ENROLLING IN THE PROGRAM WOULD GET A DISCOUNT WOULD LIKE TO CANCEL AND STAY ONLY WITH PGE PLEASE CONTACT THANK YOU	Questionable Solicitation Activity	enrolled via door to door sale. Part of the enrollment process is to participate in a TPV call wherein clearly advised that she understood that Commerce Energy is in no way affiliated with the local utility. Additionally, our independent sales representatives wear 4" diameter buttons on their shirts which clearly state "I am NOT the utility". Cancellation processed per consumer request. Voice message left at consumer's phone number, and letter sent in mail inviting her to contact us with further questions/concerns.
Commerce	1051	9/18/2013	1840914307	customer feels they were misled and would like to cancel	STATED SALES MISREPRESENTED COMPANY	Questionable Solicitation Activity	enrolled via M164 an outbound telephonic enrollment. Commerce notes that at no time expressed concern with the enrollment conversation or our product/service; further, she clearly advised that she provided her consent to enroll. Voice message left at consumer's phone number, and letter sent in mail inviting her to contact us with further questions/concerns.
Blue Spruce	1052	9/18/2013	8349654072	customer would like to cancel and return to pge. please cancel	customer would like to be full service PG&E please remove united	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
Ambit	1053	9/18/2013	1297354293	customer CTA account managerant that he did not ask to transfer to another provider. please cancel	says he never signed up w ambit energy/ is very CTA account managerant that he never authorized change to ambit/ he says they fraudulently obtained his info/ advised to call ambit to cancel/ he will call to cancel	Unauthorized Switch	Drop issued - CA00000133073493
Accent	1054	9/18/2013	9351735884	customer would like to cancel, has tried to contact with no luck	cust old gas provider to cancel but they told her to call us // they are giving her the runaround // pls cancel this ct	Cancellation Request	drop submitted on 9/24/13
Xoom	1055	9/19/2013	4011444474	customer would like to return back to pge f/s	PLEASE REMOVE THIRD PARTY GAS VENDOR FROM ACCOUNT. COR HAS CONTACT XOOM TO CANCEL ON THEIR END ALREADY. COR NOT HAPPY WITH XOOM ENERGY.	Cancellation Request	09/24/13 our care agent called but could not leave message, will try again to verify cancel of account
Vista	1056	9/19/2013	6079863255	customer feels they were tricked into signing up with company. please cancel	DOESNT WANT VISTA ENERGY ON ACCOUNT. COR FEELS THAT SHE WAS TRICK INTO SIGN UP FOR THAT COMPANY. PLEASE REMOVE FROM ACCOUNT.	Unauthorized Switch	Account Cancelled
Spark	1057	9/19/2013	4356969861	customer would like to return to pge f/s. please cancel	SAYS HE CALLED SPARK TO CANCEL HIS REG BACK BEFORE SPARK SA TOOK EFFECT ON HIS ACCT BUT HE IS STILL BEING BILLED FOR THE SERVICES. HE WANTS TO CANCEL SPARK FROM HIS ACCT. HE SAYS IT SHOULD NEVER HAVE BEEN ACTIVE BECAUSE HE CALLED BEFORE IT WAS ACTIVE.	Unauthorized Switch	Cancellation was submitted on 09/19/2013. Response received back from PGE is as follows: [A13: Other] PREVFRS: Disconnect DASK requested from ESP already pending Return Full Service in PG&E CIS.
Blue Spruce	1058	9/19/2013	5582453334	customer would like to cancel and remain with pge. please cancel	BLUE SPRUCE CLAIMED THEY ARE A NATURAL GAS PROVIDER AND MADE IT SEEM LIKE WERE THE NEW PROVIDER OF GAS. CUSTOMER WOULD LIKE TO BE TRANSFERRED BACK TO PG&E AND HAS TRIED TO CALL THE 3RD PARTY AND THE PHONE JUST RINGS AND RINGS. PLEASE PLACE	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1059	9/19/2013	8571679137	customer was misled, please cancel	BLUE SPRUCE CAME TO HER HOME STATING THAT SHE WAS FROM PG&E. ADV THAT IS NOT TRUE AND TO CALL BLUE SPRUCE.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1060	9/19/2013	5606034928	customer would like to cancel and remain with pge. feels they were being slammed and is upset	SAID THAT HE NEVER SIGNED UP FOR BLUE SPRUCE/WANTS TO BE REMOVED ADVS TO CONTACT CTA, BUT REFUSED TO CALL WAS VERY UPSET (SLAMMING), SD THEY CAME TO HOME CLAIMING TO BE PGE/ETHNICITY FEMALE AND SHOWED A BADGE. REFUSING TO PAY BLUE SPRUCE	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Accent	1061	9/19/2013	9253143477	customer would like to cancel asap	SAID HE CALLED ACCENT TO TELL THEM HE WANTS TO UNSUBSCRIBE FROM THEIR SERVICES. THEY SAID THEY WOULD REMOVE HIM. HE JUST RECEIVED A LETTER SAYING HE WAS GOING TO BE SWITCHED THO, SO HE WANTED TO MAKE SURE IT DIDN'T TAKE EFFECT	Cancellation Request	drop submitted on 9/23/13
Commerce	1062	9/20/2013	1441000754	customer states she did not give authorization for the switch in providers. Please cancel	states did not know that her gas service was changed to Commerce Gas. She explained to Commerce that there is no one named authorized to make changes to her account. States called Commerce and wasnt	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1063	9/20/2013	81228073	customer has tried to contact to cancel with no luck. Please cancel	CUST WIFE CALLED. ACCT WAS BEING SWITCHED TO BLUE SPRUCE FOR GAS, BUT CUST HAD CALLED TO CANCEL ORDER WITH BLUE SPRUCE. BLUE SPRUCE STATED THAT ORDER WAS CANCELLED, BUT CUST WOULD LIKE TO BE CONTACTED WITH CONFIRMATION OF WHEN ORDER WITH BLU	Cancellation Request	Disconnect submitted 9/20. Rejected by PG&E. Resubmitted 10/11/13.
Vista	1064	9/20/2013	4111031480	customer has tried multiple times to call and cancel with no luck. please cancel	CUSTOMER IS WANTING TO CANCEL SERVICE IS VISTA ENERGY. STATES HAS TRIED MULTIPLE TIMES TO CALL BUT IS UNABLE TO GO THRU. IS ASKING TO GO THRU PROMPTS FOR OTHER OFFERS. PLS CANCEL SERVICE	Cancellation Request	Account Cancelled
Tiger	1065	9/20/2013	2780103889	customer would like to remain with pge. owner states he didn't not give authorization to switch	the owner says he never auth any switch to tiger and cancelled does not want any 3rd party companies only pge&e advd he would need to call tiger to check on their billing	Unauthorized Switch	A Tiger representative has contacted the customer and we are returning the account to PG&E. The individual who signed the account to Tiger represented himself as having the authority to transact on the owner's behalf. As this is no longer the case, the account is being dropped.
Blue Spruce	1066	9/20/2013	1197788141	customer would like to cancel, wishes to remain with pge	Customer called because he thought that blue spruce energy was part of PG&E and was misled on what they are and that he would be switching providers. He does not want this service. He has tried to contact the company and all he gets is a call back request	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
Vista	1067	9/21/2013	5404578372	customer has tried to contact CTA and cancel with no luck. Please cancel	STATED THAT SHE CONTACT VISTA ENERGY ABOUT 2-3 MONTHS TO OPT OUT BE STILL SHOWS THEM AS A SVC PROVIDER PLS CONTACT VISTA CUST ONLY WANTS TO BE BUNDLED WITH PGE	Cancellation Request	account cancelled
Blue Spruce	1068	9/21/2013	678228957	customer would like to cancel and remain with pge	WANTS TO CANCEL SERVICE WITH UET DBA BLUE SPRUCE. PLEASE CANCEL CTA 09/21/2013	Cancellation Request	Disconnect submitted on 10/11/13.
Ambit	1069	9/23/2013	8730485126	customer was signed up w/out her consent. Please cancel	STATES WAS SIGNED UP FOR AMBET ENERGY WITHOUT HER EXPRESSED PERMISSION. SHE HAS SINCE CANCELLED THEM, BUT WANTS TO MAKE SURE IT STOPS SINCE SHE'S RECENTLY RECEIVED A LETTER ADVISING OF HER NEW GAS PROVIDER.	Unauthorized Switch	Pending enrollment cancelled as of 9/25.
ACCENT	1070	9/23/2013	3846589287	customer would like to cancel and return to pge	REQUESTS RETURN TO PGE-FS, IS NO LONGER INTERESTED IN 3RD PARTY GAS SUPPLIER. ADV BY SPARK ENERGY REP TO CONTACT PG&E TO REMOVE DA.	Cancellation Request	Drop has been submitted 3 x and rejected by PGE for the following reason: A83: DA3DAY1
ACCENT	1071	9/23/2013	9207950677	customer would like to cancel, states she was unaware she was signing with a different company	STATES THAT SHE HAS CANCELLED ACCENT ENERGY TODAY; SHE WAS UNAWARE THAT IT WAS ANOTHER COMPANY. SHE WANTS TO REMAIN WITH PGE. SHE STATES THAT THE REP ADVISED THEY WERE PGE REPS. THAT OFFER A DISCOUNT ON GAS.	Unauthorized Switch	Drop submitted 9/19/13
ACCENT	1072	9/23/2013	6855524471	customer thought he was signing up for a savings program. Please cancel	HE SIGNED UP WITH DIRECT ACCESS BY MISTAKE. HE SAID THE PERSON THAT CAME TO THE DOOR SAID HE WAS AN PG&E EMPLOYEE AND SAM THOUGHT HE WAS SIGNING UP WITH A SAVINGS PROGRAM WITH PGE. RQST TO IMMEDIATELY CANCEL THE DAASU. GAVE SAME THE PHONE NUMBER	Unauthorized Switch	Drop submitted 9/24/13
Blue Spruce	1073	9/23/2013	9034720962	please cancel, customer would like to remain with pge	gave permission to speak with his wife. states that a man went door to door and came over on 9/22/13. he advised her he was with PG&E and showed her a badge that had PG&E on it as well, he advised her PG&E is offering an "auto ra	Unauthorized Switch	Cancellation submitted 9/23.
Blue Spruce	1074	9/23/2013	9642502847	customer would like to cancel. Has tried to contact esp directly with no luck. Please contact customer	STATES HE RECEIVED A LETTER SAYING HE HAD SIGNED A NEW SERVICE PROVIDER, HE CANCELLED THE DA WITHIN THE 3 DAYS WITH COMMERCE ENERGY. AFTER RECEIVING PG&E'S LETTER HE CALLED COMMERCE ENERGY BACK AND HAS CONFIRMED IT WAS CANCELLED	Unauthorized Switch	Disconnect submitted on 10/11/13. Switch was effective on 10/9.
Blue Spruce	1075	9/23/2013	8681335020	customer feels she was misled and would like to cancel and remain with pge	CAME TO L/O, SAID GAS ENERGY PROVIDER WENT DOOR TO DOOR SAYING "PGE IS NO LONGER THE GAS PROVIDER IN THE AREA" AND THAT PATRICIA HAD TO SIGN UP WITH THAT COMPANY. ISN'T THIS ILLEGAL?	Unauthorized Switch	Cancellation submitted on 9/24/13. PG&E Rejected. Switch occurred 9/27. Disconnect resubmitted 10/11/13.
Blue Spruce	1076	9/24/2013	7629691138	customer states he was pressured to sign up. please cancel	WANTS GAS VENDOR OFF ACCOUNT. STATES ITS A HIGH PRESSURE CON THE WAY THEY GET PEOPLE TO SIGN UP. COR HAS TRIED TO CONTACT UET DBA BLUE SPRUCE TO CANCEL. PLEASE REMOVE THIRD PARTY VENDOR FROM ACCOUNT.	Questionable Solicitation Activity	Disconnect submitted 10/11/13. Switch was effective 10/8.
Commerce	1077	9/25/2013	7756829429	customer would like to remain with their current esp. please cancel	CONCERNED THAT BLUE SPRUCE DID NOT HAVE AUTHORIZATION TO SIGN THE ACCOUNT UP FOR DA. THEY ALREADY HAVE ANOTHER GAS SUPPLIER. SAYS THEY APPROACHED A BI-POLARSON THAT WAS OUTSIDE AND HAD HIM SIGN THE PAPERWORK. HE WAS NOT AUTHORIZED. COMPLAINING	Unauthorized Switch	esp resolution- Called customer to advise we have cancelled his enrollment as requested. The customer was not available but a message was left in his voicemail. We have advised that the enrollment has been cancelled and he will receive no c
Ambit	1078	9/25/2013	6461784117	customer would like to cancel and return to pge	HE CALLED FOR HELP IN CANCELLING THE 3RD PARTY AMBIT CHARGES. HE HAS MADE NUMEROUS ATTEMPTS TO REACH THEM, HOWEVER THEY NEVER ANSWER THE PHONE. PLEASE HELP THE CUSTOMER IN CANCELLING THIS. PLEASE CALL CUSTOMER TO CONFIRM IF WE CAN HELP	Unauthorized Switch	814D issued to PGE
Commerce	1079	9/25/2013	5072380819	customer would like to remain with pge f/s. please cancel	Customer stated would like to stay full service PG&E does not want to be with the other company for gas	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	1080	9/25/2013	7756829429	customer does not want to switch, please cancel	CONCERNED THAT BLUE SPRUCE DID NOT HAVE AUTHORIZATION TO SIGN THE ACCOUNT UP FOR DA. THEY ALREADY HAVE ANOTHER GAS SUPPLIER. SAYS THEY APPROACHED A BI-POLARSON THAT WAS OUTSIDE AND HAD HIM SIGN THE PAPERWORK. HE WAS NOT AUTHORIZED. COMPLAINING	Unauthorized Switch	Connect request rejected by PG&E on 10/1. No disconnect necessary.

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2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E Internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
ACCENT	1081	9/25/2013	8621191010	customer would like to cancel CTA. They feel they would not save money. please cancel	customer would like to cancel CTA. They feel they would not save money. please cancel	Cancellation Request	Drop submitted 10/14/13
Blue Spruce	1082	9/25/2013	7756829429	customer does not want to switch please cancel	CONCERNED THAT BLUE SPRUCE DID NOT HAVE AUTHORIZATION TO SIGN THE ACCOUNT UP FOR DA, THEY ALREADY HAVE ANOTHER GAS SUPPLIER. SAYS THEY APPROACHED A BI-POLARSON THAT WAS OUTSIDE AND HAD HIM SIGN THE PAPERWORK. HE WAS NOT AUTHORIZED. COMPLAINING	Unauthorized Switch	Connect request rejected by PG&E on 10/1. No disconnect necessary.
Blue Spruce	1083	9/25/2013	9571719862	customer would like to remain with pge. Please cancel	customer calling stating she has called United 3 different times and has not been able to communicate with anyone to cancel their service, customer wants to remain with pge. Start is 10/21/2013.	Cancellation Request	Cancellation submitted 10/11/13.
Blue Spruce	1084	9/25/2013	6461784117	please cancel, will remain with pge	, HE CALLED FOR HELP IN CANCELLING THE 3RD PARTY AMBIT CHARGES. HE HAS MADE NUMEROUS ATTEMPTS TO REACH THEM, HOWEVER THEY NEVER ANSWER THE PHONE. PLEASE HELP THE CUSTOMER IN CANCELLING THIS. PLEASE CALL CUSTOMER TO CONFIRM IF WE CAN HELP	Unauthorized Switch	814D issued to PGE
Vista	1085	9/26/2013	2264399272	customer would like to cancel and return to pge. Please cancel	PLEASE STOP THE 3RD PARTY GAS COMPANY CUSTOMER WOULD LIKE TO BE FULL SERVICE	Cancellation Request	account cancelled
Blue Spruce	1086	9/26/2013	2484157607	customer would like to cancel and return to pge. Please cancel	2nd call blue spruce; came into local office has tried to cancel cta before it starts, has called a few times and left message; no response to cst.	Cancellation Request	Cancellation submitted by on 10/1/13.
Vista	1087	9/27/2013	1200834224	customer would like to cancel and return to pge f/s. please cancel	HAS ALREADY ATTEMPTED TO CONTACT VISTA TO CANCEL AND RETURN TO PGE, STILL ACTIVE, SPANISH SPEAKING	Cancellation Request	This account is not starting service with Tiger. An internal Tiger marketing representative spoke with the customer and informed her she will be staying with her current supplier.
Tiger	1088	9/27/2013	3257521716	customer would like to cancel and return to pge.	STATES THAT HE NEVER ASKED TO BE WITH TIGER ENERGY AND EACH TIME HE CALLS TO OPT OUT IT NEVER HAPPENS PLUS INVEST CUST ONLY WANTS TO BE WITH BUNDLED WITH PG&E	Unauthorized Switch	An internal Tiger marketing representative has made attempts to contact the customer to discuss his concerns. We will continue reaching out to the customer.
Tiger	1089	9/27/2013	1200834224	customer would like to cancel and return to pge	HAS ALREADY ATTEMPTED TO CONTACT VISTA TO CANCEL AND RETURN TO PGE, STILL ACTIVE, SPANISH SPEAKING	Cancellation Request	This account is not starting service with Tiger. An internal Tiger marketing representative spoke with the customer and informed her she will be staying with her current supplier.
Blue Spruce	1090	9/27/2013	2685223470	customer states she received confirmation number for cancellation. Please make sure this is cancelled	STATES CALLED UNITED ENERGY/BLUE SPRUCE TO CANCEL TRANSFER TO NEW CTA. SHE CALLED CTA TODAY AND THIS IS THE CONFIRMATION #11000117861 OF CNCL PROVIDED TO HER.	Cancellation Request	Cancellation submitted 9/27/13
North Star(Yepene)	1091	9/30/2013	6682835641	please cancel, customer states they called 3 months ago to cancel	states that she has called to cancel esp north star energy, 3mths back, but is still seeing their charges on the bill. she called again, but north star has not been able to resolve her request. she wants north star cancelled	Cancellation Request	esp resolution- YEP customer services dept contact on 10/12/2013 to inform her cancellation was submitted to PG&E and advised that her gas account will return to PG&E sales services effective 11/15/2013.
Commerce	1092	9/30/2013	240434418	customer states she did not sign for this service. Please cancel, spanish speaking	SPANISH SPEAKER, STATES THAT COMMERCE ENERGY SIGNED HER UP W/OUT HER CONSENT / SHE STATES THAT COMMERCE REPS WENT TO HER HOUSE AND OFFERD SERVICES, SHE DECLINED - TELLING THEM SHE DIDN'T WANT TO SWITCH AND WAS HAPPY W/ PGE. SHE RECVD A LE	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	1093	9/30/2013	3085598915	customer states they thought company was from pge. Please cancel	"AMBIT" CONTACTED NEVER SAID THEY WERE CALLING FROM A DIFFERENT COMPANY, SAID THEY WILL BE LOWEING HIS BILL AND JUST NEEDED HIM TO VERIFY HIS ADDRESS/THOUGHT IT WAS PGE/ GAVE HIM THE NUMBER TO CALL TO CANCEL	Unauthorized Switch	account cancelled
Vista	1094	9/30/2013	830006762	customer has tried to contact esp to cancel. Please cancel	CUSTOMER HAS MADE MULTIPLE ATTEMPTS TO CANCEL WITH W/'VISTA', AND JUST GETS VOICEMAIL PROMISING A CALL-BACK; NOT GETTING CALL-BACK; PLEASE ASSIST.	Cancellation Request	account cancelled
Vista	1095	9/30/2013	6342140093	customer states they contacted esp to cancel her. does not want to pay \$10 that vista is charging her.	CTA account manager ENT SHE DID NOT START A 3RD GAS ACCOUNT UNTIL 9/17/13; DOES NOT WANT TO PAY THE \$10 VISTA IS CHARGING HER STATED WILL FAX THE LETTER OF CONFIRMATION FROM THE COMPANY AND SHE STATED SHE ALREADY CALLED THEM TO STOP BILLING HER TODAY;	Cancellation Request	account was cancelled
ACCENT	1096	9/30/2013	7031062947	customer states they called accent to cancel. Please cancel	2ND CALL; STATED SHE'S BEEN TRYING TO CANCEL CTA AECALL-D; THEY PROVIDED HER A CANCEL CONFIRMATION # 8106135. SHE'S SPENT SO MUCH TIME ON THE PHONE SHE JUST WANTS COMPLETE CONFIRMATION THAT THIS HAS BEEN CANCELLED OFF HER ACCT. SHE IS GETTING THE RUN A	Cancellation Request	Drop submitted 9/30/13
ACCENT	1097	9/30/2013	9164437384	customer wants to continue with pge and cancel with accent	would like confirmation that he will continue with PGE gas. He was surprised by a "welcome Letter" from another gas provider that he did not authorize. He wants to continue with PGE... he would like a phone call confirmation that he will continue w	Cancellation Request	Drop submitted 10/2/13
Blue Spruce	1098	9/30/2013	830006762	customer would like to cancel and return back to pge	CUSTOMER HAS MADE MULTIPLE ATTEMPTS TO CANCEL WITH W/'VISTA', AND JUST GETS VOICEMAIL PROMISING A CALL-BACK; NOT GETTING CALL-BACK; PLEASE ASSIST.	Cancellation Request	account cancelled
Blue Spruce	1099	9/30/2013	6515680185	customer would states they were misled to believe company was a part of pge. Please cancel	SHE GOT A LETTER SAYING SHE SIGNED UP FOR BLUE SPRUCE BUT CLAIMS MAN CAME TO DOOR SAID THAT THE PROGRAM IS THROUGH PG&E AND THAT SHE WOULD BE RECEIVING A DISCOUNT BECAUSE SHE IS A SENIOR CITIZEN. CUSTOMER WAS UNAWARE THAT THEY WERE A SEPERAT	Unauthorized Switch	Cancellation submitted by A. Yenny on 9/30/13.
Blue Spruce	1100	9/30/2013	9149064738	customer would like to return back to pge. Please cancel	COR HAS CALLED ACCENT Energy Call MULTIPLE TIMES TO TRY AND CANCEL PENDING SA. DOES NOT WANT TO SIGN UP WITH THIS COMPANY. IS ASKING FOR ASSISTANCE WITH CANCELLING HIS CONTRACT WITH THEM SINCE HE WAS UNABLE TO DO SO ON HIS OWN. PLEASE REVIEW, THANKY	Cancellation Request	Disconnect submitted 10/11/13.
North Star(Yepene)	1101	10/1/2013	32685097	customer would like to cancel, does not want this service	CUSTOMER HAS PENDING SA WITH NORTH STAR GAS EFF 04/2014. CUSTOMER IS NOT WANTING THIS SERVICE.	Cancellation Request	esp resolution- YEP customer services dept contact on 10/11/2013 to inform her cancellation was submitted to PG&E and advised that her gas account will remain with PG&E sales services.
Spark	1102	10/1/2013	3333165439	customer would like to cancel and return to pge f/s	SPEAKS MIXTECO DOES NOT SPEAK SPANISH WELL OR ENGLISH. REQ TO CANCEL WITH SPARK ENERGY AND HE IS HAVING TROUBLE COMMUNICATING WITH THEM. HE REQ THAT WE HELP.	Cancellation Request	Cancellation request has been submitted as requested.
ACCENT	1103	10/1/2013	4505815216	customer would like to cancel. Has tried to contact cta with no luck	CUSTOMER ADVISE AECALL HAS BEEN CANCELED 1ST ATTEMPT	Cancellation Request	Drop submitted 9/24/13 and rejected for the following reason: A83: DA3DAY1. Resubmitted 10/14/13
Blue Spruce	1104	10/1/2013	6435749165	customer would like to cancel and remain with pge	WAS SWITCHED FRAUDULENTLY BY UNITED ENERGY. ADVSD CLSYS HAS CLD MULT TMS (LAST WK, 9/30) W/O RESP FROM UTC.	Cancellation Request	Switch date was 10/1. Disconnect request submitted 10/11/13.
Blue Spruce	1105	10/1/2013	8603949150	customer would like to remain with pge. Please cancel	WAS APPROACHED BY A CTA WHEN HE WAS NOT HOME AND SIGNED OFF TO XFR SERVICES (HE BELIEVES IT IS BLUE SPRUCE). HE CALLED THE CTA SEVERAL TIMES TO NO AVAIL AND DOES NOT WANT TO HAVE HIS SERVICES MOVED FROM PGE. HE WANTS TO KEEP HIS GAS.	Cancellation Request	Switch effective 10/7. Disconnect submitted 10/11.
Blue Spruce	1106	10/1/2013	2607704364	customer would like to return back to pge. Please cancel	HAS CALLED ACCENT Energy Call MULTIPLE TIMES TO TRY AND CANCEL PENDING SA. DOES NOT WANT TO SIGN UP WITH THIS COMPANY. IS ASKING FOR ASSISTANCE WITH CANCELLING HIS CONTRACT WITH THEM SINCE HE WAS UNABLE TO DO SO ON HIS OWN. PLEASE REVIEW, THANKY	Cancellation Request	Disconnect submitted 10/11/13.
Ambit	1107	10/2/2013	5370120580	customer would like to return to pge f/s	HAS TRIED REPEATEDLY TO CANCEL AMBIT, BUT HE IS EITHER PUT ON HOLD FOR OVER 1 1/2 HOUR OR HE IS TOLD TO CALL BK BECAUSE THEY HAVE NO SPANISH SPEAKING REPS. HE WOULD LIKE US TO TRY ON HIS BEHALF.	Cancellation Request	814D issued to PGE
Tiger	1108	10/2/2013	7062185811	customer states they called to cancel months ago. please cancel	CUST SAYS HE CALL TIGER ENERGY TO CANCEL A COUPLE MONTHS AGO AND WAS TOLD IT WOULD BE CANCELLED AFTER ONE BILL CYCLE. PLEASE CANCEL TIGER ASAP FROM ACCT AS CUSTOMER ALREADY TRIED TO UNSUCCESSFULLY THANK YOU	Cancellation Request	This account has been returned to PG&E and the customer has been informed.
ACCENT	1109	10/2/2013	5777548921	customer would like to remain with pge. Please cancel	CALLED TO SAY HE SIGNED UP FOR ACCENT ENERGY. HE HAS BEEN TRYING TO CANCEL BECAUSE HE SAID THEY DID NOT ADVISE HIM PROPERLY. HE SAID "THEY LIED TO ME". HE WAS GIVEN THE CONTACT PHONE NUMBER. NO ONE ANSWERS THAT NUMBER. I PRO	Cancellation Request	Drop submitted 10/14/13
ACCENT	1110	10/2/2013	2845741907	customer would like to remain with pge. Please cancel	SHE HAS BEEN TRYING TO CANCEL SERVICE WITH ACCENT Energy Call; SHE STATING SHE HAS TRIED SEVERAL TIMES TO CONTACT THEM BUT SO FAR SHE HAS NOT BEEN ABLE TO REACH THEM;	Cancellation Request	Drop submitted 10/7/13
Blue Spruce	1111	10/2/2013	6946544286	customer would like to cancel and remain with pge	HE SAID HE THOUGHT THAT HE WAS REMAINING WITH PGE AND THAT HE HAS RECIEVED A LETTER FROM BLUE SPRUCE. HE SAID HE WOULD LIKE TO REMAIN WITH PGE AND WHEN I ADVISED HIM THAT HE HAD TO CONTACT CTA DIRECTLY HE STATED THAT HE HAS CALLED	Cancellation Request	Cancellation submitted 10/11/13, but will likely be rejected by PGE since the switch date is only a few days away.
Commerce	1112	10/3/2013	6120356350	customer would like to cancel with CTA and remain with pge	SPANISH SPEAKING; COMMERCE REP CAME OVER TO HOUSE WITH A CLIP BOARD WITH PGE WRITTEN ALL OVER IT WITH LOGO'S AND ALL SAYING THAT THEY WERE WORKING WITH PGE AND THEY NEEDED TO ENROLL HER IN THE NEW PROGRAM THAT INCLUDED TO ENROLL HER IN THE CARE P	Questionable Solicitation Activity	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
ACCENT	1113	10/3/2013	1484551189	customer would like to cancel and return to pge	CUST CANCELS WITH COMMERCE ENERGY CONF# 8117490 AS OF 10/2/13. ADVSD TO IT MAY TAKE A BILL CYCLE OR TWO FOR IT TO REFLECT ON HIS BILL.	Cancellation Request	Drop submitted 10/7/13

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	1114	10/4/13	4463314268	customer would like to cancel. Feels misled	WAS TOLD BY COMMERCE ENERGY THAT THEY WERE PARTNERS W/ PGE. M COR WOULD NOT LIKE BE SWITCHED OVER TO COMMERCE.	Questionable Solicitation Activity	processed cancellation of switch. The eff switch date wasn't until 3.20.14. Left msg for customer explaining cancellation.
Blue Spruce	1115	10/4/2013	6131365119	customer would like to remain with pge. Customer has been trying to call and cancel.	CUSTOMER SAYS HAS CALLED BLUE SPRUCE 50 TIMES TRYING TO GET A HOLD OF CUSTOMER SERVICE. SHE DOES NOT WANT TO PARTICIPATE IN THE CTA PROGRAMS. SHE HAS LEFT MESSAGES AND NO RESPONSE FROM THE CTA. PLEASE CALL THE CUSTOMER FOR A RESOLUTION	Cancellation Request	spoke to customer and cancelled enrollment prior to switch date
Blue Spruce	1116	10/4/2013	4463314268	customer would like to remain with pge. Please cancel	WAS TOLD BY COMMERCE ENERGY THAT THEY WERE PARTNERS W/ PGE WOULD NOT LIKE BE SWITCHED OVER TO COMMERCE.	Cancellation Request	processed cancellation of switch. The eff switch date wasn't until 3.20.14. Left msg for customer explaining cancellation.
Spark	1117	10/5/2013	4417326027	customer would like to cancel and remain with pge. Please cancel	CUSTOMER CLAIMS THAT A COMPANY CAME TO HER HOUSE STATING THEY ARE PGE AND THAT IF SHE SIGNED THE PAPERWORK HER BILL WOULD BE 39.99 PER MONTH REGARDLESS OF HER USAGE. CUSTOMER SIGNED UP AND THEN GOT A LETTER (SHE STILL WANTS ONLY PGE - I ADV TO CALL CO T	Unauthorized Switch	Cancellation has been submitted as requested.
North Star(Yepene)	1118	10/7/2013	1415146168	customer would like to return to pge. Please cancel	2nd time calling, ESP didn't resolve cancellation request - states that she signed up for North Star Gas company lic yep energy - she later realized she did not want them as her gas provider, she just wants PGE to be her sole gas and	Cancellation Request	YEP submitted a drop dscr on 10/15/2013 and PGE confirmed on 10/16/2013
Blue Spruce	1119	10/7/2013	6005510150	customer would like to cancel and remain with pge. States they misrepresented themselves.	CUSTOMER STATES THAT SHE WAS SLAMMED INTO STARTING A SA WITH UNITED ENERGY TRADING. SHE SAID THE REPRESENTATIVE TOLD HER SHE WAS WITH PGE & HAD A PGE & BADGE. SHE DOES NOT WANT TO CHANGE HER SERVICE & STATED HE TOLD HER SHE WOULD RECEIVE A DISCOUNT.	Unauthorized Switch	cancelled the customer's enrollment request on 10.25.13. SShortell left a msg explaining that their serv will remain with PGE
Blue Spruce	1120	10/7/2013	2678179204	customer has tried to contact esp to cancel with no luck. Please cancel	STATES THAT NEVER SIGNED UP WITH UNITED (BLUE SPRUCE ENERGY SERVICES) HAS TRIED CONTACTING THEM BUT NO ONE PICKS UP. ADVISED IF ANYONE IN HOUSEHOLD SIGNED UP SHE STATED NO AS WELL. WOULD LIKE SOME ONE TO INVESTIGATE AND FOLLOW UP WITH HER. ADVISED	Cancellation Request	submitted disconnect request on 10.25.13 and explained on his voice mail that they would get one bill since they requested the disconnect after the switch date
Commerce	1121	10/8/2013	1561290190	customer would like to cancel, feels misled	was told by Commerce Energy, that he would be getting a discount and that they worked for pge would like to have service only with pge	Questionable Solicitation Activity	Drop submitted 10/17/13
Commerce	1122	10/8/2013	6898266352	customer would like to cancel and return to pge	calling North Star Gas to cancel service, but is unable to get in contact with anyone. Please follow up with customer he wants to cancel service and return back to PGE ASAP. Customer is spanish speaker	Cancellation Request	esp resolution- A request to drop services has been sent to PGE. The cancellation can take from 1-2 billing cycles which will generate a final invoice. The customer will also be charged an early termination fee for ending the contract before the end of co
Vista	1123	10/8/2013	4775234221	customer would like to cancel and remain with pge	2ND CALL. VISTA DID NOT RESOLVE PROBLEM. PLS CONTACT VISTA AND CUSTOMER TO ADV NO CHANGES WILL BE MADE TO GAS PROVIDER FOR THIS ACCT. AUTH OK TO CONTACT DAUGHTER., ALSO MAILED 3RD PARTY AUTH FORM	Cancellation Request	Cancelled
Vista	1124	10/8/2013	6229336599	customer states they were misled to believe company was pge. Please cancel	CUSTOMER STATES THAT VISTA ENERGY WENT DOOR TO DOOR STATING THEY WERE PGE STATING THAT THEY WILL GET A DISCOUNT IF THEY PROVIDED THEIR PGE BILL TO THEM, CUSTOMER WAS SWITCHED TO VISTA, ATTEMPTED TO CALL TODAY 10/8/13 AND CLAIMED THAT PHONE WAS NOT IN SERVICE	Unauthorized Switch	Cancelled
Spark	1125	10/8/2013	written request	customer would like to remain with pge. Please cancel	written request	Cancellation Request	Cancellation has been submitted as requested.
Spark	1126	10/8/2013	3002627576	customer cancelled and received confirmation number #09263573	CALLED TO INFORM SHE CANCELLED GAS SVC WITH SPARKS ENERGY GAS. COR WANTED FOR US TO HAVE CONFIRMATION AND REQUEST SHE WANTS TO REMAIN WITH PGE. CONFIRMATION #09263573. MRS JONES WOULD LIKE A FOLLOW UP CONFIRMATION	Cancellation Request	Cancellation has been submitted as requested.
Spark	1127	10/8/2013	4569529334	customer would like to cancel and return to pge	cust has called spark energy to cancel service 2 times, she is planning to move and they told her they would take it off, they have not done it. 1st call in 7/13 2nd 9/13.	Cancellation Request	Cancellation has been submitted as requested.
Tiger	1128	10/8/2013	1544922492	customer would like to remain with pge. Please cancel	CORRECTION NEEDED- PLEAS STOP SERVICE WITH United Energy Tradg, CTA. SERVICE TERM HAS BEEN MORE THAN 12 MONTHS. HAS MADE MULTIPLE ATTEMPTS TO CONTACT CTA DIRECTLY WITH NO LUCK. PLEASE CANCEL. ALSO SAW A PENDING CTA FOR 07/2014, IF ABLE PLEASE ENS	Cancellation Request	cancelled his account.
ACCENT	1129	10/8/2013	1561290190	customer feels they were misled. Please cancel	upset, was told by Commerce Energy, that he would be getting a discount and that they worked for pge. cor would like to have service only with pge	Questionable Solicitation Activity	Drop submitted 10/17/13
Blue Spruce	1130	10/8/2013	3889509778	customer states he did not understand what he was signing up for. please cancel	ON MONDAY 25TH SAYS SOMEONE FROM CTA CAME TO HER AND PRESENTED HIMSELF AS WITH PGE. BLUE SPRUCE UNIFORM ON BUT COR IS SENIOR AND DID NOT UNDERSTAND. COR SAID ANOTHER PERSON CALLED HER ABOUT HER WANTING TO CANCEL WITH THE CTA AND FOR A SECOND TIME S	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PGE bundled service
Blue Spruce	1131	10/8/2013	5494696632	customer was not aware that her service was changing. please cancel	WAS NOT AWARE THAT THIS WAS CHNGING HER SERVICE AND WAS TOLD IT WAS A DISCOUNT THROUGH PGE & COR DOES NOT WANT ESP AND WANTS REMOVED	Unauthorized Switch	NAME spoke to cust on 10.9.13 and handled the disconnect request.
Blue Spruce	1132	10/8/2013	2936389009	customer would like to cancel, feels she was misled	PENDING DA United Energy Tradg... UPSET STATES THEY TOLD HER SHE WOULD GET A DISCOUNT THRU OBAMA DISCOUNT FOR SENIORS ONLY COR WOULD LIKE TO STAY WITH PGE GAS SERVICE ONLY	Questionable Solicitation Activity	called and explained to daughter that he mom will remain with PGE
Blue Spruce	1133	10/8/2013	1544922492	please cancel wants to return to pge	CORRECTION NEEDED- PLEAS STOP SERVICE WITH United Energy Tradg, CTA. SERVICE TERM HAS BEEN MORE THAN 12 MONTHS. CHRISTINE HAS MADE MULTIPLE ATTEMPTS TO CONTACT CTA DIRECTLY WITH NO LUCK. PLEASE CANCEL. ALSO SAW A PENDING CTA FOR 07/2014, IF ABLE PLEASE ENS	Cancellation Request	cancelled his account.
Xoom	1134	10/9/2013	5912676428	customer has been trying to cancel for almost a year. please cancel and return to pge	XOOM DIDNT RESOLVE THE ISSUE, SHE HAS BEEN TRYING TO CALL THE PAST YEAR... SHE HAS BEEN REQUESTING THEM TO CANCEL BUT WHEN SHE CALLS THEY STATE THAT THEY ARE INVESTIGATING. THE LAST TIME SHE SPOKE W/ THEM THEY GAVE HER A DIFFERENT ADD	Cancellation Request	Working with Patti at XOOM to resolve this matter, information listed is not found in our system.
Tiger	1135	10/9/2013	3458790943	customer would like to cancel and return to pge. Please cancel	has called third party gas company all week long and no answer to cancel. asked for help. Would like for us to cancel	Cancellation Request	To honor the customer's request, the account is being returned to PG&E's service. A Tiger representative has contacted the customer regarding this decision.
Blue Spruce	1136	10/9/2013	9366648456	customer would like to cancel. States his ex wife signed up without his consent	customer would like to cancel. States his ex wife signed up without his consent	Cancellation Request	cancelled account on 10.9.13. Service never began with Blue Spruce. NAME explained this to the customer
Commerce	1137	10/10/2013	647205497	customer would like to cancel and return to pge	PLEASE CANCEL COMMERCE ENERGY CUSTOMER WANTS TO BE FULL SERVICE PGE	Cancellation Request	esp resolution- Spoke to account holder, we explained to the customer we have sent a cancellation request for him as of today 10/18/13. The customer was advised it can take from 1-2 cycles for him to receive his final invoice. depending o
Commerce	1138	10/10/2013	4921110235	customer would like to cancel and return to pge	STATES THAT DAUGHTER SIGN UP OF COMMERCE ENERGY NOT HER. SHE HAS CONTACTED COMMERCE AND THEY HAVE NOT SENT OVER INFO TO PGE YET. HER CF# DDOCCD9V9PLS	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PGE bundled service
Xoom	1139	10/10/2013	7262025755	customer states they called 4 months ago to cancel. Please cancel	CONTACT FOR CUST TO BE BUNDLE WITH PGE Xoom told COR 4 months ago that they would cancel their services and transfer him back to PGE only. Would like to be transferred back to PGE only as soon as possible.	Cancellation Request	10/18/13 CST CALLED TO CANCEL SERVICE, REQUEST SUBMITTED PGE PROVIDED AN EFFECTIVE DATE OF 11/21/13...NO FURTHER ACTION REQUIRED ON OUR END
Vista	1140	10/10/2013	5615904301	customer would like to return to pge. Please cancel	CUST SAYS HE NEVER JOINED VISTA BUT IT IS ON HIS BILL, HE NEVER RECEIVED ANY PHONE CALLS OR ANYTHING IN THE MAIL OR A DOOR TO DOOR CONTACT FROM ANYONE FROM VISTA.. HE WANTS TO CANCEL IT ASAP. I PROVIDED # TO VISTA & SENT FORMS.	Unauthorized Switch	Account Cancelled
Blue Spruce	1141	10/10/2013	6118509645	customer does not want blue spruce. Please cancel	PER CUST REQ, NOT WANTING BLUE SPRUCE, CUST ALREADY CONTACTED THEM AND WAS TOLD NO SERVICE WITH THEM	Cancellation Request	NAME spoke to cust on 10.9.13 and handled the disconnect request.
Blue Spruce	1142	10/11/2013	6891876133	customer would like to cancel. States they have tried to call and cancel with no luck.	SAYS HE HAS TRIED CALLING TWICE TO BLUE SPRUCE GAS AND HE HAS NOT RECEIVED A CALL BACK HE RECEIVES A RECORDING STATING THAT THEY WILL RETURN HIS CALL WITHIN 24 HRS	Cancellation Request	submitted cancellation request on 10.25.13 and explained to customer that his serv will remain with PGE.
Blue Spruce	1143	10/14/2013	8846553114	customer states he doesn't know how he was signed up. please cancel	customer called in today claiming that the ESP signed him up without his consent. He did not give out his Gas Service ID, he says, and whenever he receives a call or a knock on the door, he always says no. He has no idea how they signed him up, and	Unauthorized Switch	Disconnect request submitted 10/25/13
Commerce	1144	10/14/13	8045710976	customer would like to remain with pge. Please cancel	customer cid vista to cancel svc // cst was adv by vista that he wld be remvd from prgm // but still has vista	Cancellation Request	Commerce Energy advises that customer completed an enrollment for his natural gas account on 3/25/2013. His agreement was scheduled to start on 1/5/2014. However a drop request was submitted as per customer's request. customer will not be subject to Commerce Energy billing charges or any early termination fee. An attempt to contact customer on 10/24/13 was unsuccessful, however a no contact letter has been mailed to the mailing address on file advising of account cancellation and inviting customer to contact us should he require further assistance.
Blue Spruce	1145	10/14/2013	8846553114	customer states he doesn't know how he was signed up. please cancel	called in today claiming that the ESP signed him up without his consent. He did not give out his Gas Service ID, he says, and whenever he receives a call or a knock on the door, he always says no. He has no idea how they signed him up, and	Unauthorized Switch	Disconnect request submitted 10/25/13

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	1146	10/14/2013	1161464572	customer has tried to contact vista to cancel. Please cancel	HE HAS BEEN CALLING VISTA ENERGY TO CANCEL SERV WITH THEM BUT HE HAS NOT BEEN ABLE TO SPEAK W/ANYONE THERE. HE WANTS PG&E TO TRY TO CONTACT VISTA TO CANCEL SERV. PLEASE CALL CUST	Cancellation Request	Cancelled
Spark	1147	10/14/2013	971144435	customer states she did not sign up for this service. Reps approached her mother who is NOT on the account. Please cancel	STATES SHE CONTACTED SPARKS TWICE TO CANCEL HER SERVICE WITH THEM; AND SHE RECEIVED A LETTER FROM PG&E ABOUT HER SERV SWITCHING ON 10-23-2013 SHE ALSO STATES THAT THE SPARKS REP SPOKE TO HER MOM & THEY ADV HER MOM THAT SHE CAN MAKE THE DECISION TO	Cancellation Request	Cancellation has been submitted as requested.
Commerce	1148	10/15/2013	1195897642	customer states she feels she was lied to. please cancel, would like to remain with pge	Commerce Energy Inc, said that CA is giving a 40% discount to all customers. lied to customer. Please remove Commerce from this account and report the false information. Julie is very upset about this.	Questionable Solicitation Activity	Drop request submitted per consumer's request. Commerce Energy advises that the account was enrolled in 09/22/2013 and began flow with CE on 10/24/2013 month. Consumer will not be subjected to early termination penalties. Commerce Energy established contact with customer to address her concerns, she was advised that the account will be cancelled. She was satisfied
Commerce	1149	10/15/2013	3083392468	customer would like to cancel and return to pge	CUST HAS ATTEMPTED MULTIPLE TIMES TO CONTACT COMMERCE ENERGY TO CANCEL AND RETURN TO PGE. UNSUCCESSFUL. THEY DO NOT ANSWER ACCORDING TO CUSTOMER, PLEASE ASSIST TO CANCEL WITH COMMERCE ENERGY. PLZ CONTACT CUST WITH RESULTS THANKS	Cancellation Request	Commerce Energy advises that customer completed an enrollment on 07/11/13 and the agreement started on 08/26/2013. Commerce energy established contact with customer on 10/24/2013 and advised that her account will be cancelled and customer has been advised an early termination fee will not apply to the account. Drop request submitted as per customer's request. customer did not have any further questions and is satisfied with the results.
Vista	1150	10/15/2013	1740672372	customer states they tried to call to cancel. Customer wishes to remain with pge.	CUST SAYS SHE SIGNED UP FOR BLUE SPRUCE GAS ON 10-02-2013 SHE SAYS SHE CALLED THEM ON 10-03-2013 TO TELL THEM SHE DIDNT WANT THE SERVICE WITH THEM AFTER ALL. SHE SAYS SHE SPOKE WITH A LADY ON 10-03-2013 AND BRANDY TOLD HER THAT THE S	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Spark	1151	10/15/2013	5439087034	customer would like to cancel and remain with pge. Cancellation #xxxxxx	customer calling regarding the cancellation of the pending SA with Spark. customer already called Spark to have the pending SA cancelled; she didn't want it to begin with but the spark rep that came to her door told her that a document had to be signed t	Unauthorized Switch	Cancellation request has been submitted as requested.
Tiger	1152	10/15/2013	9688403182	customer would like to cancel and return to pge	PAYING \$25.50 WITH TIGER FOR GAS AND WILL PG&E WOULD HAVE PAID \$22.99 SHE WANTED CALCULATED, WOULD LIKE TO BE PLACED BACK TO PG&E PLEASE AS FULL SERVICE	Cancellation Request	To honor the customer's request, the account is being returned to PG&E's service. A Tiger representative has contacted the customer regarding this decision.
ACCENT	1153	10/15/2013	4343655855	customer would like to cancel and remain with pge	ELDERLY MAN WAS TOLD BY A REPRESENTATIVE FOR ACCENT Energy Call that HE WAS GETTING A BETTER GAS PRICE NOT KNOWING THAT HE WAS ACTUALLY CHANGING GAS PROVIDERS. CUSTOMER ONLY WANTS TO BE WITH PG&E NO ON ELSE PLS CONTACT AND CANCEL	Questionable Solicitation Activity	Submitted Drop 10/23/13
Blue Spruce	1154	10/16/2013	4906583617	customer would like to cancel and return to pge	CUST REQUESTS TO CANCEL BLUE SPRUCE EFFECTIVE ASAP.	Cancellation Request	Disconnect request submitted 10/25/13
Blue Spruce	1155	10/16/2013	3709868246	customer would like to cancel. Has tried to contact with no response. Please cancel	customer DOESN'T WANT TO BE ENROLLED W/UNITED-WR-SFOR GAS SERVICES, SHE HAS ATTEMPTED TO CONTACT THEM BUT NO RESPONSE SHE IS GETTING A RUN AROUND. /SHE SAID THE REP CAME OUT SAID SHE WAS WITH PGE AND SHE WASN'T, CUSTOMER FEELS MISLEAD AND DOESN'T WANT TH	Questionable Solicitation Activity	Disconnect request submitted 10/25/13
Blue Spruce	1156	10/16/2013	753521710	customer tried to cancel back in July, has cancellation number xxxxxxxx please retro	customer stated that he cancelled service with United energy on 07-02-2013, cancellation # xxxxxxxxxx still being billed by United Energy	Cancellation Request	Disconnect request was submitted 9/3/13. No record of prior attempt to cancel and that cancellation confirmation is associated with the disconnect request on 9/3/13. Services officially disconnected 10/3/13.
Blue Spruce	1157	10/16/2013	2121473791	customer would like to cancel and return back to pge	CUST ADV'D CANNOT CONTACT CTA TO CANCEL SVC, BLUE SPRUCE	Cancellation Request	Disconnect request submitted 10/25/13
Xoom	1158	10/16/2013	9449467688	customer would like to cancel and return back to pge f/s.	PER customer REQUEST TO CANCEL XOOM AND WANTS IT TO BE EFFECTIVE AS OF 10-16-2013.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Spark	1159	10/16/2013	117006441	customer would like to cancel. Feels she was misled. Please cancel, wishes to remain with pge.	STATES THAT SHE DID NOT WANT TO SIGN UP W/ SPARK AND THAT SHE WAS TOLD THAT SHE WOULD BE SIGNING A PAPER THAT WOULD STATE THAT THE REP THAT WENT TO HOUSE WOULD "GET CREDIT" FOR GOING TO HER HOUSE. STATES THAT SHE EVEN CALLED SPARK	Unauthorized Switch	Cancellation request has been submitted as requested.
Spark	1160	10/16/2013	8809307839	customer would like to cancel does not want spark.	STATES CALLED/SENT CERTIFIED LETTER STATING SHE DOES NOT WANT TO START SVC W/SPARK ENERGY. YET RECVD LETTER SPARK WILL START 11/19, PLS FOLLOW UP WITH RESOLUTION IF POSSIBLE.	Cancellation Request	Cancellation request has been submitted as requested.
ACCENT	1161	10/16/2013	7007046250	customer would like to cancel and has tried to contact to cancel with no luck. Please cancel	access energy came to her hse 10-7, CUSTOMER called to cancel ax energy 10-8, transfr 2 dep to cancel then they said wrong name so can't be can, scott sent them copy of pge bill was em	Cancellation Request	Drop was submitted on 10/18/2013
Blue Spruce	1162	10/16/2013	4906583617	customer would like to cancel and return to pge	CUST REQUESTS TO CANCEL BLUE SPRUCE EFFECTIVE ASAP.	Cancellation Request	Disconnect request submitted 10/25/13
Blue Spruce	1163	10/16/2013	3709868246	customer would like to cancel. Has tried to contact with no response. Please cancel	DOESN'T WANT TO BE ENROLLED W/UNITED-WR-SFOR GAS SERVICES, SHE HAS ATTEMPTED TO CONTACT THEM BUT NO RESPONSE SHE IS GETTING A RUN AROUND. /SHE SAID THE REP CAME OUT SAID SHE WAS WITH PGE AND SHE WASN'T, CUSTOMER FEELS MISLEAD AND DOESN'T WANT TH	Questionable Solicitation Activity	Disconnect request submitted 10/25/13
Blue Spruce	1164	10/16/2013	753521710	customer tried to cancel back in July, has cancellation number 1100009893, please retro	CUSTOMER stated that he cancelled service with United energy on 07-02-2013, cancellation # 1100009893, still being billed by United Energy.	Cancellation Request	Disconnect request was submitted 9/3/13. No record of prior attempt to cancel and that cancellation confirmation is associated with the disconnect request on 9/3/13. Services officially disconnected 10/3/13.
Blue Spruce	1165	10/16/2013	2121473791	customer would like to cancel and return back to pge	CUST ADV'D CANNOT CONTACT CTA TO CANCEL SVC, BLUE SPRUCE	Cancellation Request	Disconnect request submitted 10/25/13
North Star(Yepene)	1166	10/17/2013	4405385822	customer would like to return to pge. Please cancel	SENIOR CITIZEN. DIDN'T REALIZE SHE WAS WITH CORE GAS PROVIDER. WANTS TO RETURN TO FULL SERVICE. INDICATE SHE DIDN'T AUTHORIZE CHANGES. PLS INVESTIGATE	Unauthorized Switch	Disconnect submitted 10/31/13
North Star(Yepene)	1167	10/17/2013	1571364117	customer would like to cancel and return to pge	per customer states that she's been attempting numerous times to contact NORTH STAR GAS CO. but has no luck contacting them; she is now requesting if we could CANCEL DA for our customer; please contact customer to discuss option	Cancellation Request	YEP submitted a drop dasr on 10/29/2013
Commerce	1168	10/17/2013	1571364117	customer would like to remain with pge	per customer states that she's been attempting numerous times to contact NORTH STAR GAS CO. but has no luck contacting them; she is now requesting if we could CANCEL DA for our customer; please contact customer to discuss option	Cancellation Request	YEP submitted a drop dasr on 10/29/2013
Spark	1169	10/17/2013	5026481994	customer would like to remain with pge	SPARK ENERGY telemarketer advised customer they were a PG&E employee. customer STATING HE WAS FROM PG&E DIRECTLY WENT TO HER HOUSE YESTERDAY 10/16 OFFERING HER 20% DISCOUNT ON HER GAS BI	Questionable Solicitation Activity	YEP submitted a drop dasr on 10/21/2013
Blue Spruce	1170	10/17/2013	4879932561	customer would like to cancel. Has tried to contact esp numerous times.	customer STATES HE WAS FORCED INTO SIGNING UP W/ BLUE SPRUCE AND HAS CALLED THEM CONTINUOUSLY LEAVING NUMEROUS VOICEMAILS AND NO ONE HAS RESPONDED TO HIS RQST NOR HAVE THEY CANCELLED HIS RQST. STATES DOES NOT WANT THEIR SRVCS ESPECIALLY BECAUSE HE FEELS WA	Unauthorized Switch	Disconnect request submitted 10/25/13
Blue Spruce	1171	10/17/2013	4083503370	customer would like to cancel. Feels they were tricked into signing up	customer REQUESTING TO CANCEL 3RD PARTY GAS VENDOR OFF ACCOUNT. COR FEELS TRICK. PLEASE REMOVE DSA OFF ACCOUNT THANK YOU ACCOUNT xxxxxxxxxxxx	Questionable Solicitation Activity	Disconnect request submitted 10/31/2013
Blue Spruce	1172	10/17/2013	4405385822	customer would like to return to pge. Please cancel	SENIOR CITIZEN. DIDN'T REALIZE SHE WAS WITH CORE GAS PROVIDER. WANTS TO RETURN TO FULL SERVICE. INDICATE SHE DIDN'T AUTHORIZE CHANGES. PLS INVESTIGATE	Unauthorized Switch	Disconnect submitted 10/31/13
North Star(Yepene)	1173	10/17/2013	5026481994	customer would like to cancel and return to pge	SPARK ENERGY telemarketer advised customer they were a PG&E employee. CUST NAME - customer STATES A REP STATING HE WAS FROM PG&E DIRECTLY WENT TO HER HOUSE YESTERDAY 10/16 OFFERING HER 20% DISCOUNT ON HER GAS BI	Questionable Solicitation Activity	YEP submitted a drop dasr on 10/21/2013
Spark	1174	10/17/2013	5026481994	customer would like to remain with pge	SPARK ENERGY telemarketer advised customer they were a PG&E employee. STATES A REP STATING HE WAS FROM PG&E DIRECTLY WENT TO HER HOUSE YESTERDAY 10/16 OFFERING HER 20% DISCOUNT ON HER GAS BI	Questionable Solicitation Activity	YEP submitted a drop dasr on 10/21/2013
Blue Spruce	1175	10/17/2013	4879932561	customer would like to cancel. Has tried to contact esp numerous times.	STATES HE WAS FORCED INTO SIGNING UP W/ BLUE SPRUCE AND HAS CALLED THEM CONTINUOUSLY LEAVING NUMEROUS VOICEMAILS AND NO ONE HAS RESPONDED TO HIS RQST NOR HAVE THEY CANCELLED HIS RQST. STATES DOES NOT WANT THEIR SRVCS ESPECIALLY BECAUSE HE FEELS WA	Unauthorized Switch	Disconnect request submitted 10/25/13
Ambit	1176	10/18/2013	8726108024	please cancel, customer has tried to contact with no luck.	customer called back 8/8/13 (see CC&B note) and she was advised she would have to call Ambit direct to stop their service. She adv her daughter called Ambit to stop service. It has been 2 months and they are still her gas supplier. I advised her to call Ambit	Cancellation Request	sent cancellation request on customer's behalf. may take 1-2 billing cycles to switch back to pge full service. SPOKE TO customer
Blue Spruce	1177	10/18/2013	9948703992	customer thought she was getting a discount. Please cancel	CTA telemarketer advised customer they were a PG&E employee	Questionable Solicitation Activity	Cancellation request submitted 10/31/2013
Blue Spruce	1178	10/18/2013	8535943909	customer has tried to call and cancel with no luck. Please cancel	They advd her that she would be getting a discount on her bill; the telemarketer advsd her to get her bill so she can start rcvng a discount - at no time did he	Cancellation Request	Cancellation submitted 10/31/2013.
Blue Spruce	1179	10/19/2013	1146824467	customer would like CTA removed. Please cancel	customer has been trying to call united energy to cancel. he states that they only have an answering machine and no one ever picks up the phone. cust would like it to cancel.	Cancellation Request	Disconnect submitted 10/31/13
Blue Spruce	1179	10/19/2013	1146824467	customer would like CTA removed. Please cancel	CUSTOMER HAD REQ TERMINATION WITH DA BLUE SPRUCE AS OF 8/29/2013. HAS CONTACTED BLUE SPRUCE MANY TIMES AND HASN'T BEEN REMOVED FROM BLUE SPRUCE YET.	Cancellation Request	Disconnect submitted 10/31/13

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Vista	1180	10/21/2013	7476986504	customer states they never approved cta, please cancel	customer STATED SHE NOR HER HUSBAND NEVER APPROVED FOR 3RD PARTY GAS, WILL BE CALLING TO CANCEL BUT WANTED IT NOTED IT DOES NOT WORK FOR THEM.	Unauthorized Switch	will forward to 3rd party energy services. pge cannot cancel cta's. we need authorization from them. may take up to two billing cycles to complete.
Blue Spruce	1181	10/21/2013	2064645772	customer would like to cancel and remain with pge	PLEASE REMOVE ALL 3RD PARTY VENDOR FROM GAS SA. ACCOUNTXXXXXXXXXXCOR WOULD LIKE TO BUY GAS FROM ONLY PGE	Cancellation Request	Cancellation request submitted 10/31/2013
Blue Spruce	1182	10/22/2013	2203714027	customer would like to cancel. Has confirmation xxxxxxxxx	customer sys never agreed to have gas provider changed. She contacted them to say she never auth this. They advised they would cancel. Order number xxxxxxxxx was given at time of call.	Unauthorized Switch	Cancellation submitted 10/22. PG&E rejected because it was too close to the switch date. Disconnect submitted 10/31/2013.
Blue Spruce	1183	10/22/2013	4786082909	customer would like to cancel, states she didn't sign up for this service	customer CALLING VERY UPSET ABOUT CHARGES FROM BLUES SPRUCE ON HER BILL. SHE SAYS SHE NEVER SIGNED UP. WOULD LIKE FOR THAT TO BE CANCELED ASAP. SHE TRIED CALLING THEM SEVERAL TIMES. ALL SHE GETS IS AN AUTOMATED MENU. PROMPT HER TO LEAVE A VOICEMAIL	Unauthorized Switch	Disconnect submitted 10/31/2013.
Blue Spruce	1184	10/22/2013	1453538562	customer would like to cancel and remain with pge	Customer speaks cantonese. Person came to her door and told her she would get 10% discount and did not know she was switching providers. Her daughter told her when she saw the paperwork. Customer is requesting we stop the pending agreement she did not au	Unauthorized Switch	Cancellation, submitted 10/31/2013.
Vista	1185	10/23/2013	3257475452	customer would like to cancel and return to pge	customer DOES NOT WANT ANY THIRD PARTY GAS VENDOR ON ACCOUNT. COR NOT HAPPY WITH VISTA ENERGY, ADV COR TO CONTACT VISTA TO CANCEL ON THEIR END AS WELL. PLEASE REMOVE VISTA FROM ACCOUNT XXXXXXXXXXXX	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.
Spark	1186	10/23/2013	8067338400	customer would like to cancel and remain with pge	customer HER DAUGHTER FILLED OUT PAPER TO SWITCH TO SPARK-- customer ALREADY CALLED SPARK TO CANCEL 2 WEEKS AGO 10/7/13 SAME DAY DAUGHTER SIGNED AND EMAILED TOO. B/C SHE DOES NOT WANT THEIR SERV-- SA STILL PENDING TO SWITCH. ADVS LUCY TO CALL AGAIN	Unauthorized Switch	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service. left voicemail.
ACCENT	1187	10/23/2013	4340928094	customer states she didn't know she was switching. Please cancel	customer CAME IN TO L/O & SAID THAT ACCENT CAME TO HER HOUSE & CLAIMED THEY WORK FOR PG&E. CUST WANTED TO CANCEL ACCENT & JUST WANTED TO KEEP PG&E AS GAS PROVIDER.	Questionable Solicitation Activity	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service. LEFT VOICEMAIL.
Blue Spruce	1188	10/23/2013	965513123	customer would like to cancel and return to pge	2nd call - (CTA/ESP Name) did not resolve problem SAID CANCELED PENDING ORDER WITH CTA BLUE SPRUCE IN 06/2013; SAID HAD CONFIRMATION THAT WAS CANCELED BUT NEVER REMOVED FROM BILL SHOW NO ORDERS PENDING. NEED FLUP TO CONFIRM WILL NO	Cancellation Request	Disconnect submitted 10/31/2013.
Ambit	1189	10/24/2013	3928358451	customer states did not authorize switch. Please cancel	PER customer DID NOT AUTHORIZE AMBIT AS A 3RD PARTY PROVIDER. 1ST CONTACT TO PGE BY ERNIE NOTED ON 7/20/13. customer WAS ADVISED TO CONTACT TO AMBIT TO CANCEL SERVICE. customer CONTACTED AMBIT IN JULY TO CANCEL, BUT JUST NOTICED THAT AMBIT IS STILL NOTE	Unauthorized Switch	customer has switched back to pge f/s a/o 11/18/13 on SA:9217159010
Vista	1190	10/24/2013	3559376455	customer would like to cancel. Said she called cta already. please cancel	customer CALLING IN STATING THAT SHE CANCELED VISTA ENERGY. CUSTOMER CONTACTS SHOW ON 09/05/2013 WE REC'D REQ TO COME BACK TO PG&E, HOWEVER ACCOUNT TREE DOES NOT SHOW A DATE THAT SHE IS SCHEDULED TO COME BACK TO PG&E, SHE WOULD LIKE TO JUST ENSURE THAT SHE	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service. LEFT VOICEMAIL.
ACCENT	1191	10/24/2013	1581897087	customer states he was slammed and didn't sign up. please cancel	customer states he was slammed and didn't sign up. please cancel	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
ACCENT	1192	10/24/2013	4421223187	customer states she left 13 messages with the cta. Please cancel	2ND CALL CTA COMMERCE ENERGY HAS NOT CONTACTED customer BACK SHE HAS LEFT 13 PLUS MESSAGES AND HAS NOT RECEIVED A CALL BACK. WHEN SHE CALLS THEY TELL HER SHE HAS THE WRONG NUMBER AND TO CALL BACK BECAUSE THE LINES ARE BUSY, THEY ADVISED THAT THEY WERE	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Commerce	1193	10/25/2013	1354841664	customer has tried several time to contact CTA and cancel. Please cancel	Customer Ming states has contacted Commerce several times to request please cancel registration and has not been able to get through anyone. Says contacted by email, mail and over the phone since 10/18/2013 and has not received confirmation	Cancellation Request	Commerce Energy advises customer completed an enrollment for the natural gas account on 10/7/13. The agreement started with Commerce Energy on 11/5/13. We have tried reaching customer to advise of our cancellation request but we have been unsuccessful in reaching him. A voicemail message was left for the customer requesting him to call us back at his earliest convenience. A No Contact letter has also been mailed out to the customer. We have sent a drop request for customer which can take from 1-2 cycles for it to go into effect. The customer can be billed from 1-2 final invoices which will not include an early termination fee.
Commerce	1194	10/25/13	9403810127	customer not happy with cta. Please cancel	PLEASE REMOVE THIRD PARTY GAS VENDOR FROM ACCOUNT XXXXXXXXX GAS SA XXXXXXXXXXXX. COR NOT HAPPY WITH GAS COMPANY Commerce Energy, CTA,	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 4/11/13. The agreement started with Commerce Energy on 5/13/13. We have tried reaching customer to advise of our cancellation request but we have been unsuccessful in reaching her. A voicemail message was left for the customer requesting her to call us back at her earliest convenience. A No Contact letter has also been mailed out to the customer. We have sent a drop request for customer which can take from 1-2 cycles for it to go into effect. The customer can be billed from 1-2 final invoices which will also include an early termination fee of \$50.00 for closing out the contract before its due date.
Spark	1195	10/25/2013	9403810127	customer would like to cancel. Is not happy with cta.	PLEASE REMOVE THIRD PARTY GAS VENDOR FROM ACCOUNT 60378910347 GAS SA 6037891034. COR NOT HAPPY WITH GAS COMPANY Commerce Energy, CTA,	Cancellation Request	Commerce Energy advises that Marilyn Bailey completed an enrollment for the natural gas account on 4/11/13. The agreement started with Commerce Energy on 5/13/13. We have tried reaching Ms. Bailey to advise of our cancellation request but we have been unsuccessful in reaching her. A voicemail message was left for the customer requesting her to call us back at her earliest convenience. A No Contact letter has also been mailed out to the customer. We have sent a drop request for Ms. Bailey which can take from 1-2 cycles for it to go into effect. The customer can be billed from 1-2 final invoices which will also include an early termination fee of \$50.00 for closing out the contract before its due date.
Spark	1196	10/25/2013	9018719534	customer states she was signed up w/out her knowledge. Please cancel	customer CALLED IN TO REPORT THAT SHE WAS SWITCHED TO SPARK ENERGY WITHOUT HER KNOWLEDGE. SHE WAS TOLD THAT HER BILL CAN BE LOWERED AND SHE WAS UNDER THE IMPRESSION THAT IT WAS PG&E. SHE IS VERY UPSET.	Unauthorized Switch	esp resolution- Submitted cancellation as requested.
Spark	1197	10/25/2013	9403810127	customer would like to remain with pge f/s. please cancel	PLEASE REMOVE THIRD PARTY GAS VENDOR FROM ACCOUNT XXXXXXXXX GAS SA XXXXXXXXX. customer NOT HAPPY WITH GAS COMPANY Commerce Energy, CTA,	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 4/11/13. The agreement started with Commerce Energy on 5/13/13. We have tried reaching customer to advise of our cancellation request but we have been unsuccessful in reaching her. A voicemail message was left for the customer requesting her to call us back at her earliest convenience. A No Contact letter has also been mailed out to the customer. We have sent a drop request for customer which can take from 1-2 cycles for it to go into effect. The customer can be billed from 1-2 final invoices which will also include an early termination fee of \$50.00 for closing out the contract before its due date.
Blue Spruce	1198	10/25/2013	4335305174	customer would like to cancel and return back to pge	PLEASE REMOVE THIRD PARTY GAS VENDOR FROM ACCOUNT XXXXXXXXX. GAS SA XXXXXXXXX COR FEELS THAT BLUE SPRUCE LIED TO HER ABOUT THE GAS SERVICES. THANK YOU	Questionable Solicitation Activity	Escalated to ESP services via spreadsheet. PGE cannot cancel switches if under 1 year of service or in pending. Please take note, it may take 1-2 billing cycles to fully cancel and return to PGE.
Blue Spruce	1199	10/25/2013	1454734847	cancellation# xxxxxxxxxxxx customer would like to cancel	customer CALLED BECAUSE HE WAS TOLD THAT HE SHOULD GIVE US THE CONFIRMATION# FOR HIM CANCELING BLUE SPRUCE/ CONFIRMATION # xxxxxxxxxxxx	Cancellation Request	Disconnect submitted 10/25/13, will be effective 11/18/13.
Vista	1200	10/27/2013	6467196318	customer states they contacted cta to submit stop with no luck. Please cancel	Brother in law gave info for Vista to sign up. Says about 2-3 wks ago this began and then req'd to stop same day brother in law signed her up. I adv for her to contact Vista to contact herself but if no resolve we can see what we can do. Pls assist. Pleas	Unauthorized Switch	esp resolution- Cancelled account on 11/12/2013
Ambit	1201	10/28/2013	91789435	customer would like to remain with pge	Blue spruce energy sa xxxxxxxxx was requested to be stopped. customer owner not listed stated she called around end of september 2013 to cancel. Confirmation # given by blue spruce was xxxxxxxxx please assist in confirming services has been stopped.	Cancellation Request	customer has pending switche back to pge f/s a/o 11/19/13 Sa:6715797840.
Vista	1202	10/28/2013	1412628397	customer would like to remain with her current provider. Please cancel any connection with vista	customer CLMS 10/25/13 VISTA ENERGY CAME BY HER HOUSE-ARLENE CLAIMS VISTA (MAN) HAD PG&E UNIFORM ON AND SHE LET THEM KNOW THAT SHE ALREADY HAD BLUE SPRUCE BUT HE HAD HER ANSWER QUESTION ON CELL PHONE AND THEN HER SIGN--SHE FEELS LIKE THIS WAS FRAUD--A	Unauthorized Switch	esp resolution- Cancelled on 11/7/2013
Spark	1203	10/28/2013	5238265222	customer state she has tried to contact provider to cancel with no luck. Please cancel	customer very upset was told she would qualify for discount if she went to spark energy and was advised nothing would change at this time would like help, she has been calling many times to cancel and no answer. please help to cancel with spark and would li	Cancellation Request	esp resolution- Cancellation was submitted on 11/04 as requested.

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
ACCENT	1204	10/28/2013	8256735274	customer has tried to contact accent to cancel with no luck. Please cancel	customer calling to say she has signed up with Accent, but has decided to cancel the contract. She has called all their contact numbers numerous times and hasn't been able to talk to anyone. Can we intervene for her and contact them? She has tried at least 6	Cancellation Request	ESP SERVICES RESOLUTION-Submitted drop on 11/13/13
ACCENT	1205	10/28/2013	8019611124	customer states she called cta back right to cancel the same day CTA contacted her. please cancel	CUSTOMER STATES SHE SIGNED UP WITH Accent Energy California, LLC ON 10/26/13 AND IMMEDIATELY CONTACTED THEM TO CANCEL AFTER SHE THOUGHT ABOUT IT THE SAME DAY. customer WOULD LIKE TO ENSURE SHE'S GOING TO BE SWITCHED TO ACCENT ENERGY.	Unauthorized Switch	number disconnected
ACCENT	1206	10/28/2013	896495252	customer would like to cancel. States already called cta	PER customer (SPANISH SPEAKER) STATES SHE ALREADY CALLED ACCENT ENERGY GAS SERVICE PROVIDER TO CANCEL, SHE REMEMBERS IT WAS THE END OF SEPTEMBER WHEN SHE SPOKE TO SOMEONE FROM ACCENT/SHE DOESN'T WISH CHANGE GAS SERVICE PROVIDERS, SHE WANTS TO REMAIN SOLELY	Unauthorized Switch	ESP RESOLUTION- Submitted drop on 11/13/13
Blue Spruce	1207	10/28/2013	1412628397	customer wants to cancel and remain with pge	PER customer CLMS 10/25/13 VISTA ENERGY CAME BY HER HOUSE-customer CLAIMS VISTA (MAN) HAD PG&E UNIFORM ON AND SHE LET THEM KNOW THAT SHE ALREADY HAD BLUE SPRUCE BUT HE HAD HER ANSWER QUESTION ON CELL PHONE AND THEN HER SIGN ...SHE FEELS LIKE THIS WAS FRAUD	Unauthorized Switch	esp resolution- Cancelled on 11/7/2013
Blue Spruce	1208	10/28/2013	4613174821	customer has cancellation# xxxxxxxxxxxxxx please cancel	customer STATES THAT CANCELLED SERVICES WITH SPRUCE GAS CORE PROVIDER/REQ CANCELLATION # BE NOTED ON ACC/ CANCELLATION CONFIRMATION # xxxxxxxxxxx	Cancellation Request	esp resolution- Disconnect submitted 10/28 to be effective 12/9/13.
Blue Spruce	1209	10/28/2013	3642581375	customer has cancellation number. please cancel	customer called and canceled with blue spruce as of 10-28-2013 blue spruce provided cst with this confirmation # for termination of these services	Cancellation Request	number is disconnected
Blue Spruce	1210	10/28/2013	2032140762	customer has tried multiple times to contact cta to cancel with no luck. Please cancel	CUSTOMER STATES HE HAS ATTEMPTED TO CANCEL CTA MULTIPLE TIMES. HE HAS BEEN GIVEN THE RUN AROUND/DIFFERENT #'S TO CALL AND HUNG UP ON TODAY. CUST REQ ASSISTANCE IN CANCELLING CTA UNITED ENERGY/BLUE SPRUCE. CTA SA ID xxxxxxxxxxxx PGE SA ID xxxxxxxxxxx	Cancellation Request	esp resolution- Disconnect submitted 11/14/13.
Blue Spruce	1211	10/28/2013	3220385826	customer has tried multiple times to cancel. Please cancel	customer has req to cancel 3rd party multiple times has not received any follow up from them. pls cancel 3rd party provider per cust. req/	Cancellation Request	esp resolution- Disconnect submitted 11/14/13. It appears that his meter read is mid-month so this request will likely be rejected. I will watch the account and resubmit if necessary.
Blue Spruce	1212	10/28/2013	2437859508	customer states they did not sign up for CTA service. Please cancel	customer states blue spruce advise to dispute charges with pge since they dont have proof of her signing up for service. She states she never agreed to the change and has cancel with blue spruce.	Unauthorized Switch	customer has pending switch back to pge f/s
Ambit	1213	10/29/2013	4813385681	customer receive cancellation# xxxxxxxx please cancel	Per customer called Ambit and canceled them confirmation number xxxxxx please place customer back as full service PG&E it is showing pending on his account Alerts	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	1214	10/29/2013	written request	customer received letter from Yep energy dated 9/26/13 stating they would be cancelled. Please cancel and retro if possible	written request	Cancellation Request	YEP submitted a drop dsr on 11/13/2013
Commerce	1215	10/29/2013	6336548675	customer would like to cancel and return to pge	CUSTOMER HAS CONTACTED COMMERCE ENERGY SEVERAL TIMES ABOUT CANCELLING SERVICE W/THEM AND RETURNING TO PGE BUNDLED SERVICE BUT STILL HASN'T RECEIVED A RESOLUTION. CUSTOMER WISHES TO HAVE PGE BUNDLED SERVICE ONLY	Cancellation Request	Commerce Energy advises that Roselia Sardeneta completed an enrollment for the natural gas account on 4/25/13. The agreement started with Commerce Energy on 6/13/13. We were able to speak to CUSTOMER today and we advised we have sent out her cancellation request. We advised the customer she can receive from 1-2 final invoices before the utility takes back her gas services. We also advised we will only charge gas consumption on the final bill, and the early termination fee for the contract she signed with Commerce will be waived. The customer was satisfied with the information provided.
Spark	1216	10/29/2013	3917584307	customer feels he was deceived by CTA. Please cancel	customer WANTED TO ISSUE A COMPLAINT REGARDING SPARK ENERGY, CTA rep came to customer HOME ON 10/22/2013 BLUE SPRUCE. COR STATES 3 COMPANIES STATED THEY WERE A PART OF PGE.	Cancellation Request	Escalated to ESP services via spreadsheet. PGE cannot cancel switches if under 1 year of service or in pending. Please take note, it may take 1-2 billing cycles to fully cancel and return to PGE.
Tiger	1217	10/29/2013	9237444489	customer has tried to cancel with tiger on multiple occasions. Please cancel	customer STATED CALLED TIGER GAS PROVIDER TO CANCEL AND DISAPPOINTED DUE TO HAVE PAID PENALTIES. CUST REP CALLING ALMOST 1 YR TO DISCONTINUE AND WANT TO COME BACK TO PGE AS A BUNDLED SERV. NICK STATED NEVER APPROVED //FALSE SIGNATURE..PLEASE INVESTIGATE	Unauthorized Switch	Tiger continues to reach out to this customer to address customer's concerns.
Blue Spruce	1218	10/29/2013	3917584307	customer feels he was deceived. Please cancel	customer WANTED TO ISSUE A COMPLAINT REGARDING SPARK ENERGY, customer STATES BOTH COMPANIES STATED THEY WERE A PART OF PGE AND THE CUST	Cancellation Request	called number listed, no machine..someone picked up but didnt say anything
North Star(Yepene)	1219	10/30/2013	5853051267	customer would like to cancel and return to pge	telemarketer advised customer they were with pge&e, customer customer third party advised she would be saving money, elderly customer feels that she was taken advantage of, is req to have 3rd party cancelled and come back	Questionable Solicitation Activity	YEP submitted a drop dsr on 11/13/2013
Blue Spruce	1220	10/30/2013	6382528028	customer has tried several times to call and cancel. Please cancel	customer WANTS TO CANCEL SERVICE W/ UET DBA BLUE SPRUCE. HAVE ATTEMPTED SEVERAL TIMES TO CONTACT UET TO CANCEL BUT HAVE NOT GOTTEN ANY RESPONSE. customer WOULD LIKE TO BUNDLE W/ PGE.	Cancellation Request	esp resolution- Disconnect submitted 10/31 to be effective 12/09/13.
Blue Spruce	1221	10/30/2013	5853051267	customer would like to cancel and remain with pge	telemarketer advised customer they were with pge&e, customer home phone 916-924-0703, third party advised she would be saving money, elderly customer feels that she was taken advantage of, is req to have 3rd party cancelled and come back	Questionable Solicitation Activity	YEP submitted a drop dsr on 11/13/2013
Ambit	1222	10/31/2013	4068064760	customer would like to cancel and return to pge	customer SYS SHE HAS CALLED AMBIT CF 2 TIMES. AND THEY HAVENT CANCEL HER SRV. SAYS SHE NEVER SIGNED OR AGREED TO GO WITH THEM,	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service. customer IS GOING TO CALL AMBIT TO DISPUTE CHARGES. SAID SHE TOLD THEM SHE DIDNT WANT TO SWITCH AND THEY SWITCHED HER ANYWAY. SHE IS VERY FRUSTRATE
Vista	1223	10/31/2013	9460283246	customer would like to cancel and return back to pge	customer requests termination effective 10/31/13	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service. SPOKE TO customer
Spark	1224	10/31/2013	4410353288	customer would like to cancel. Has called cta multiple times	REQ TO CANCEL SPARK ENERGY GAS SA FOR 11-26-2013. COR CALLED THE 866-288-2874 AND LEFT MULTIPLE MESSAGES AND WAS NOT ABLE TO GET THROUGH OR RECEIVE A CALL BACK. PLZ ASSIST	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.
Spark	1225	10/31/2013	5967529667	customer would like to cancel and return to pge	customer REQ TO OPT OF OF SPARK ENERGY CUST HAS CALLED COMPANY AND RECORDED STATES THEY ARE ON VACATION PLS INVEST AND DPT OUT CUST	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service. LEFT VOICEMAIL.
Blue Spruce	1226	10/31/2013	9460283246	customer would like to cancel and return back to pge	customer requests termination effective 10/31/13	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service. SPOKE TO customer
Commerce	1227	11/1/2013	5090507850	customer would like to cancel and return to pge	customer AND WIFE HAVE BEEN TRYING TO CANCEL WITH DA/HAVENOT BEEN ABLE TO GET THROUGH AND WOULD LIKE SOME HELP CANCELLING/PLEASEE IF THERE IS ANYTHING WE CAN DO TO HELP THEM GET BACK WITH PG&E/THANK YOU	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 3/28/13. The agreement started with Commerce Energy on 4/30/13. We have tried reaching customer to advise of our cancellation request but the phone number listed on the account has been disconnected. We have sent a drop request for customer that can take from 1-2 cycles for it to go into effect. The customer can be billed from 1-2 final invoices which will also include an early termination fee of \$50.00 for closing out the contract before its due date. A No Contact letter has been mailed out to the customer.
Spark	1228	11/1/2013	2745461725	customer would like to return to pge. Please cancel	customer HAD AN ECI CASE WHICH IS NOW RESOLVED BUT CALLING ME BACK SAYING THAT HE HAS TRIED TO GET A HOLD OF SPARK TO CANCEL AND THAT THEY WILL NOT CALL HIM BACK. CHECKED THE # WITH HIM AND IT IS THE CORRECT ONE THAT HE IS CALLING. HE WANTS TO CANCEL SERVICE W	Cancellation Request	esp resolution-Submitted cancellation as requested.
Spark	1229	11/1/2013	8579443861	customer would like to return to pge. Please cancel	Please remove Vista Energy from the account and Customer would like to be full service PG&E customer thank you	Cancellation Request	CUSTOMER HAS PENDING SWITCH BACK TO PGE FULL SERVICE 11/18/13. SENT CANCELLATION REQUEST FOR SPARK ENERGY PENDING TO START 2/19/14
Blue Spruce	1230	11/1/2013	9318398060	customer would like to return to pge. Please cancel	customer CALLED TO SAY HE HAS TRIED TO CANCEL BLUE SPRUCE 3 TIMES INCLUDING TALKING TO A SUPERVISOR TWICE. BLUE SPRUCE TOLD CUSTOMER THAT PGE DECLINED HIS REQUEST TO CANCEL DA. PGE RECORD SHOWS NO CANCELLATIONS. PLEASE ASSIST CUSTOMER.	Cancellation Request	esp resolution- Have been trying to disconnect this account since 7/24/13. When customer moved, SAID number changed and we were not notified of the change so the old SAID was still in our system. We have attempted cancellation multiple times unsuccessfully
Blue Spruce	1231	11/1/2013	8286859373	customer would like to cancel and return to pge	customer WANTS TO CANCEL THE THIRD PARTY SA. HE HAS CALLED THEM AND THEY DONT PICK UP CALLS. THANKS.	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.
North Star(Yepene)	1232	11/2/2013	2204408644	customer would like to cancel. Has tried to contact cta	customer REQUEST TO CANCEL SA # xxxxxxxx WITH NORTH STAR GAS. SHE CONTACT THEM YESTERDAY 11/01/2013 AND WAS ADV BY THEM TO CONTACT US TO CANCEL. PLS ASSIST	Cancellation Request	YEP submitted a drop dsr on 11/13/2013
Ambit	1233	11/3/2013	5687446744	customer has tried to contact cta and cancel. Please cancel	customer calling to say she did not sign up for the AMBIT CF DA provider. She did call that company directly when she received our letter advising her of the change to the DA provider however, they were closed and could not help her.. Please cancel	Unauthorized Switch	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE. LEFT VOICEMAIL.
Blue Spruce	1234	11/4/2013	349627629	customer would like to cancel and return to pge.	customer is having a very difficult time getting a hold of Blue Spruce he called them to cancel on 10/24, recording comes on to leave a message. he called again on 11/4/2013 and again recording states all reps are busy and to leave a message. he states h	Cancellation Request	response from blue spruce. the customer will be with them for a month until the next bill cycle date 12/16/2013 from

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	1235	11/4/2013	2242393518	customer would like to cancel and return to pge	customer HAS ATTEMPTED MULTIPLE TIMES TO CANCEL SVC WITH NORTH STAR GAS AND THEY GIVE HIM THE TURNAROUND, HE FEELS THE REP FROM NORTH STAR MANIPULATED HIS WIFE TO ACCTP, THEY WERE INSISTING TO CHANGE TO NORTH STAR COMING EVERY WEEK, NO ONE WILL ANSWER	Cancellation Request	YEP submitted a drop dasr on 11/13/2013
Commerce	1236	11/4/2013	3584672019	customer would like to cancel cta and return to pge	Per CUSTOMER, has been trying to reach Commerce Energy, to cancel them as gas provider on this account. Please help Anna Maria with canceling the DA	Cancellation Request	Commerce Energy advises that CUSTOMER completed an enrollment for the natural gas account on 2/16/13. The agreement started with Commerce Energy on 3/25/13. We have tried reaching CUSTOMER to advise of our cancellation request but we have been unsuccessful in reaching her. A message was left with her husband NAME as he declined to speak to us about the account. We have sent a drop request for CUSTOMER that can take from 1-2 cycles for it to go into effect. The customer can be billed from 1-2 final invoices which will also include an early termination fee of \$50.00 for closing out the contract before its due date. A No Contact letter has been mailed out to the customer.
Spark	1237	11/4/2013	8797405865	customer would like to cancel and return to pge	customer HAS BEEN CNTCTNG SPARK TO CNCL BUT EVRYTIME SHE CLLS THY STATES THY CNT HEAR HER SO THEY HNG UP ON HER, CUSTOMER ONLY WNTS TO B WITH PGE, PLSE RMVE HER FRM 3RD PRTY. OR CALL HER BK TO SPLN WHT HDS TO B DONE.	Cancellation Request	esp resolution- Submitted cancellation as requested.
Tiger	1238	11/4/2013	4064216085	customer would like to return to pge. Please cancel	CUST ADV'D RECV'D LETTER FROM TIGER IN REGARD TO NEW CTA RELATIONSHIP STARTING, CUST ADV'D NEVER STARTED SVC W/TIGER AND IS CONCERNED W/HOW THEY OBTAINED HIS PERMISSION/ACCT INFO, I ADV'D THAT I WOULD START CASE AND ALSO ADV'D FOR HIM TO CALL CTA TO	Unauthorized Switch	To honor the customer's request, Tiger elected to return the account to PG&E's service, and has sent two drop requests to PG&E. The initial drop request was rejected with a "A83'DA3DAY1" rejection code; the second drop request received a positive drop response with effective date 12/10/2013.
ACCENT	1239	11/4/2013	8699081557	customer would like to cancel and remain with pge	CUST STOPPED DA XOOM xxxxxxxx 11/4/13 AND WANTED TO ENSURE THEY WERE CANCELLED	Cancellation Request	customer switching back to pge f/s a/o 11/22/13 on SA:xxxxxxx
ACCENT	1240	11/4/2013	2071592299	customer would like to cancel and remain with pge	PER customer SPANISH SPEAKER/STATES 2ND TIME CALLING/STATES THAT ESP WENT TO HOUSE OFFERING TO BE GAS SERVICE PROVIDER AND COR REFUSED, BUT HE RECEIVES A LETTER IN MAIL ADVISING OF NEW ESP - customer ASKING TO CANCEL W/ ESP AND REMAIN W/ PGE BECAUSE HE NEV	Cancellation Request	ESP RESOLUTION- Submitted drop on 11/13/13
Blue Spruce	1241	11/4/2013	8188880300	customer would like to remain with pge. Please cancel	customer HAS BEEN TRYING TO CONTACT United Energy Tradg And no answer, contract will begin 11/09/13, will try one more time and then call us	Cancellation Request	esp resolution- Disconnect submitted 11/5, too close to switch date (11/8) so it was rejected. Disconnect resubmitted 11/14/13.
Blue Spruce	1242	11/4/2013	5679699206	customer has tried to contact to cancel with no luck. Please cancel	cust has pending blue spruce going through on his acct/ the cust tried to call blue spruce after originally asking for it but doesnt want it now/ cust tried to contact them and he tried ten times with no success/ please remove from cust acct	Cancellation Request	esp resolution- Disconnect submitted 11/14/13.
Blue Spruce	1243	11/4/2013	349627629	customer would like to cancel and return to pge	customer is having a very difficult time getting a hold of Blue Spruce, he called them to cancel on 10/24, recording comes on to leave a message, he called again on 11/4/2013 and again recording states all reps are busy and to leave a message. he states h	Cancellation Request	response from blue spruce, the customer will be with them for a month until the next bill cycle date 12/16/2013
Blue Spruce	1244	11/4/2013	3304108655	customer would like to return back to pge f/s	customer CALLED UNITED ENERGY ESP, (BLUE SPRUCE) TO CANCEL THE MAND TO ENSURE SHE WOULDN'T BE SWITCHED. SHE NOW HAS RECEIVED LETTER to Notify of New CordAg Gas Supplier. as of 11/6/13, she doesnt want to be switched and would like to be contacted on matter	Cancellation Request	esp resolution- Disconnect originally submitted 11/6/13 but was rejected. Resubmitted 11/14/13.
Blue Spruce	1245	11/4/2013	3280579446	customer would like to remain with pge	CUST WOULD LIKE FOLLOW-UP PROCESSED TO VERIFY THAT HER DISENROLLMENT WAS PROCESSED WITH BLUE SPRUCE AS ACCT STILL REFLECTING PENDING SA/10-21C1LD BLUE SPRUCE TO NOTIFY THEM SHE NO LONGER WANTED THEM AS GAS PROVIDER CUST ALSO STATES THAT SHE CONTACTED PGE	Cancellation Request	talked to customer and advised her it might take up to 2 bill cycles- she also request the phone # to the CPUC she feels she was like to from United
Glacial	1246	11/4/2013	4798142353	customer states he tried to cancel back in march and nothing has been done, spoke to supervisor mary, please cancel and retro if possible.	SAYS GLACIAL NATURAL GAS WAS CANCELLED BEFORE IT EVER STARTED BACK IN MARCH AND IS NOW BEING BILLED, CALLED GLACIAL AND THEY SAID THEY NOTIFIED US, NEEDS A RESOLUTION, WANTS CHARGES REMOVED	Cancellation Request	esp resolution - Customer will be returned to PGE supply service on/about 12/23/13. We do not have any record of his attempt to cancel in February
Blue Spruce	1247	11/5/2013	6593346652	customer never signed for this service. Please cancel	customer requested to switch back to PG&E for full service on 08-07-2013; cancellation confirmation # xxxxxx	Cancellation Request	Cancellation Submitted 11/21/13.
Ambit	1248	11/5/2013	3306342511	customer would like to cancel. Please cancel	2ND CALL; CTA AMBIT DID NOT RESOLVE BEING REMOVED FROM PROGRAM; PER customer CUST SPOKE TO AMBIT (BLUE SPRUCE) AND REQ TO BE REMOVED; HAS NOT BEEN COMPLETED YET; DOES NOT WANT CTA; WANTS PGE.	Cancellation Request	CTA has contacted customer to resolve issue
North Star(Yepene)	1249	11/5/2013	9891756194	customer has tried to contact cta to cancel. Please cancel	customer TRIED SEVERAL TIME TO CANCEL HER CONTRACT WITH NORTH STAR GAS CO. WHEN SHE CALLS THE PHONE NUMBER LISTED ON HER BILL- North Star Gas Company LLC, d/b/a YEP Energy THEY ADVISE HER THAT ITS FOR THE SOUTHERN DIVISION AND THEY ARE UNABLE	Cancellation Request	YEP submitted a drop dasr on 11/13/2013
North Star(Yepene)	1250	11/5/2013	8979200304	customer has tried to contact cta to cancel. Please cancel	customer CALLING IN FOR 2ND TIME, HAS GAS SERVICE WITH YEP. SAYS HE CALLED YEP TO CANCEL SERVICE ABOUT 2 MONTHS AGO. SA STILL SHOWS ACTIVE SINCE APRIL AND SHOWS ON HIS BILL. ADV I CAN PUT CASE THROUGH TO SEE WHAT WE CAN DO, BUT HE WILL STILL NEED TO FOLLO	Cancellation Request	YEP submitted a drop dasr on 11/13/2013
Spark	1251	11/5/2013	2956283721	customer would like to remain with pge	customer CALLED BECAUSE HE HAD SIGNED UP WITH SPARKS ENERGY ON 10/18/2013 AND HE STATES THAT HE CALLED EITHER THAT DAY OR POSSIBLY ON 10/19/2013 TO CANCEL THAT WHEN HE REALIZED THAT HE HAD SIGNED UP WITH ANOTHER COMPANY, HE WAS GIVEN CANCELLATION# 10217019. H	Unauthorized Switch	esp resolution- Cancellation was submitted on 11/11
Blue Spruce	1252	11/5/2013	4801723657	customer has tried to contact cta to cancel. Please cancel	customer STATES SHE CANCELLED HER CONTRACT WITH THE PENDING DA (BLUE SPRUCE) AND IT STILL HAS NOT BEEN CANCELLED. SHE STATES SHE CALLED THE DA 2 DAYS AFTER SIGNING THE CONTRACT WITH THEM TO CANCEL. WHEN SHE CALLED THEM, SHE STATES THEY QUESTIONED HER AND	Unauthorized Switch	esp resolution- Cancellation request submitted 9/20/13.
Blue Spruce	1253	11/5/2013	256761610	customer states she contacted blue spruce to cancel. Please cncel	customer STATED THAT SHE CONTACTED BLUE SPRUCE TO CANCEL AND IT STILL SHOWS ON HER BILL; SHE STATED THAT SHE REQUESTED TO CANCEL AGREEMENT WITH BLUE SPRUCE BACK IN AUGUST	Cancellation Request	esp resolution- No record of prior cancellation attempt. Disconnect submitted 11/14/13.
Blue Spruce	1254	11/5/2013	4398004460	customer does not want to switch and has tried to call	customer SAYS BLUE SPRUCE SIGNED HER UP FOR GAS SERVICE 11/04/2013 AFTER THEY LEFT HER HOME SHE REALIZED SHE DID NOT WANT TO CHANGE PROVIDERS, SHE ATTEMPTED CALLS TO THEM IMMEDIATELY ON 11/04/2013 AND AGAIN TODAY. SHE IS CONCERNED THAT THEY HAVE NOT ANSWER	Unauthorized Switch	no pending switch to another provider a/o 11/6/13
Blue Spruce	1255	11/5/2013	6795445379	customer does not want to transfer, wishes to remain with pge	customer STATES REP FROM BRUCE SPRUCE CAME TO HER HOME AND OFFRD SVC; SHE STATES HE TOLD HER NOTHING WILL CHANGE ON HER BILL; EXPLAINED THAT HER MED, CARE & BPP WILL INCLUDE HER CHARGES FROM DA; SHE SAID SHE IS ON VERY TIGHT INCOME	Cancellation Request	no pending switch to another company a/o 11/6/13.
Blue Spruce	1256	11/5/2013	6782957743	customer has decided to remain with pge and has tried to contact cta. Please cancel	customer CALLED IN ABOUT THE 3RD PARTY GAS SVC ON HIS ACCT. IT IS SET TO BEGIN ON 12/6/2013 BUT HE HAS DECIDED THAT HE DOESNT WANT TO HAVE BLUE SPRUCE ON HIS ACCT. HE HAS TRIED TO CALL THE COMPANY FOR THE PAST 2 WEEKS AND KEEPS GETTING TOLD THAT HE WILL	Cancellation Request	esp resolution - Attempted to contact customer 11/1/13. Cancellation submitted 11/14/13.
Blue Spruce	1257	11/5/2013	6317879320	customer does not want cta. Please cancel	customer STATE THAT SHE WAS TOLD THAT BLUE SPRUCE CAN SAVE HER MONEY BUT DID NOT TELL HER THAT SHE WILL BE SWITCHING COMPANIES. SHE DOES NOT WANT TO SWITCH	Cancellation Request	Cancellation submitted 11/7/13.
Blue Spruce	1258	11/5/2013	7289329780	customer would like to remain with pge. Please cancel	2ND CALL- UET dba Blue Spruce Energy Services; customer CALLED STATES THE COMPANY MISREPRESENTED THEMSELVES- STATING HE WLD GET A PGE DISCOUNT IF ENROLLS W/ THEM.	Cancellation Request	esp resolution- Cancellation submitted 11/14/13.
Blue Spruce	1259	11/5/2013	9449020641	customer would like to remain with pge. Please cancel	customer LET THEM KNOW HE DIDNT WANT IT ANYMORE (HAS AN SA W/	Cancellation Request	esp resolution- Disconnect submitted 11/14/13.
Ambit	1260	11/6/2013	9322893513	customer would like to cancel and return to pge	customer CALLED SAID SHE AGREED TO CHANGE TO BLUE SPRUCE UNITECTA, SHE HAS CHANGED HER MIND AND ATTEMPTED TO CONTACT THEM TODAY. SHE WAS ONLY ABLE TO LEAVE A MESSAGE INDICATING THAT THEY WOULD BET BACK TO HER POSSIBLY TOMORROW, HER EFFECTIVE DATE IS 11. 6-1	Cancellation Request	CTA has contacted customer to resolve issue
North Star(Yepene)	1261	11/6/2013	5305745871	customer would like to cancel and return to pge	3rd attempted call - (North Star Gas) did not resolve problem; customer upset about charges from CTA North Star Gas, cust sys North Star Gas contact number is not the right number, cust also sys called commission of energy at 1-8	Cancellation Request	YEP submitted a drop dasr on 11/13/2013

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
ACCENT	1262	11/6/2013	1287523751	customer would like to cancel and return to pge	Cust called accent energy in september 19th and spoke to dave to cancel it. still shows with them. cust wants us to cancel it. has had them less then 12 months. pls call to confirm if we can cancel it on our own.	Cancellation Request	SENT CANCELLATIONREQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLESTO SWITCH BACK TO PGE FULL SERVICE.
Blue Spruce	1263	11/6/2013	written request	customer would to cancel and return to pge f/s. please cancel	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1264	11/6/2013	written request	customer would like to remain with pge. Please cancel	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1265	11/6/2013	7351604453	customer would like to cancel and return to pge	customer called about a week after sa with blue spruce began to cncl that sa. states that he contact both blue spruce and pge. blue spruce still has active sa on his acct. will advsd abel to contact blue spruce again. pls make any effort to ensure sa with	Cancellation Request	esp resolution- Disconnect submitted 11/14/13.
Blue Spruce	1266	11/6/2013	9044325699	customer would like to cancel and remain with pge	3-4 calls no call back from SPRUCE ENERGY, customer STATED SHE NEVER AUTHORIZED SPRUCE ENERGY TO SWITCH HER GAS PROVIDER SHE WOULD LIKE TO RETURN BACK TO PGE	Unauthorized Switch	esp resolution- Disconnect submitted 11/14/13.
Blue Spruce	1267	11/6/2013	8042100511	customer would like to cancel and return to pge	TERMINATE CTA EFFECTIVE IMMEDIATELY. customer CANCELLED BLUE SPRUCE ON 10/23/13, AND THEN CALLED THEM AGAIN 11/6/13 BECAUSE SHE STILL RECEIVED A LETTER FROM PGE ADVISING OF HER NEW GAS SUPPLIER. WANTS TO PROVIDE THE CTA C# xxxxxxxxxxxx FOR CANCELLATION. PLEA	Cancellation Request	esp resolution- Cancellation submitted 10/23/13.
Blue Spruce	1268	11/6/2013	2680604317	customer would like to return to pge. Please cancel	PER customer REMOVE BLUE SPRUCE AKA UNITED-WR-S has an active DA with SA xxxxxxxxxxxx HAS CALLED THEM SEVERAL TIMES; KEEPS BEING PUT TO A VOICE MACHINE AND NO ONE ANSWERS; KEEPS BEING GAVE THE RUN AROUND;	Cancellation Request	SENT CANCELLATIONREQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLESTO SWITCH BACK TO PGE FULL SERVICE. SPOKE TO customer
Tiger	1269	11/7/2013	6361313061	would like to cancel asap. Please cancel called early november	customer STATED THAT SHE TRIED TO CANCEL TIGER AFTER THEY INFORMED HER THAT SHE CAN CALL AND CANCEL. CUST STATED THAT SHE CLD TIGER AND COMPANY WOULD NOT ALLOW HER TO TRANSFER; BECAUSE SHE HAS A CONTRACT FOR 36MNTHS; CUST STATED THAT SHE DID NOT AGREE	Cancellation Request	To honor the customer's request, we are returning the account to PG&E's service and a Tiger representative has notified the customer.
Tiger	1270	11/7/2013	6361313061	would like to cancel asap. Please cancel called early november	customer STATED THAT SHE TRIED TO CANCEL TIGER AFTER THEY INFORMED HER THAT SHE CAN CALL AND CANCEL. CUST STATED THAT SHE CLD TIGER AND COMPANY WOULD NOT ALLOW HER TO TRANSFER; BECAUSE SHE HAS A CONTRACT FOR 36MNTHS; CUST STATED THAT SHE DID NOT AGREE	Cancellation Request	To honor the customer's request, we are returning the account to PG&E's service and a Tiger representative has notified the customer.
North Star(Yepene)	1271	11/7/2013	69284384	customer would like to cancel and return back to pge	customer wants to cancel service with 3rd party gas cmpr called north star ph# on bill; ph number came up as temporary disconnected. North Star Gas Company LLC, d/b/a YEP Energy 877-418-5872	Cancellation Request	YEP submitted a drop dasr on 11/18/2013
Spark	1272	11/7/2013	69284384	customer would like to cancel and return back to pge	customer wants to cancel service with 3rd party gas cmpr called north star ph# on bill; ph number came up as temporary disconnected. North Star Gas Company LLC, d/b/a YEP Energy 877-418-5872	Cancellation Request	YEP submitted a drop dasr on 11/18/2013
Tiger	1273	11/7/2013	6361313061	customer would like to cancel and return to pge	customer STATED THAT SHE TRIED TO CANCEL TIGER AFTER THEY INFORMED HER THAT SHE CAN CALL AND CANCEL. CUST STATED THAT SHE CLD TIGER AND COMPANY WOULD NOT ALLOW HER TO TRANSFER; BECAUSE SHE HAS A CONTRACT FOR 36MNTHS; CUST STATED THAT SHE DID NOT AGREE	Cancellation Request	To honor the customer's request, we are returning the account to PG&E's service and a Tiger representative has notified the customer.
ACCENT	1274	11/7/2013	8907768252	customer would like to cancel and remain with pge	CUSTOMER REQST TO CANCEL PENDING DA W/ ACCENT ENERGY. ADVZD HER SINCE PENDING/J UNDER 12 MOS. NEED TO CONTACT ACCENT TO CANCEL. ADVZD CONTACTED ACCENT, REFERRED HER BACK TO PGE TO CANCEL SA. ADVZD RAN AH TO CONTACT ACCENT. ACCENT ONLY HAS ABILITY TO CA	Cancellation Request	Account is inactive. Drop sent on 11/11/13
ACCENT	1275	11/7/2013	4115908053	customer would like to cancel and remain with pge	PLEASE ASSIST customer WITH CANCELLING THE DA ACCENT ENERGY, SHE SAYS THAT THE DA ADVISED HER ON 11/05 THAT SHE HAD TO CANCEL THROUGH PG&E.	Cancellation Request	Escalated to ESP services via spreadsheet. PGE cannot cancel switches if under 1 year of service or in pending. Please take note, it may take 1-2 billing cycles to fully cancel and return to PGE.
ACCENT	1276	11/7/2013	7935089938	customer would like this cancelled b4 it switches. Cancellation# xxxxxxxx please cancel	customer CALLED IN STATING THAT SHE CALLED ACCENT ENERGY ON 11-05-2013 TO CANCEL. HER REF# xxxxx SHE IS REQ THAT IT BE CANCELLED BEFORE IT GOES INTO AFFECT. CUSTOMER AWARE CHANGE IS EFFECTIVE TODAY. PLEASE CONTACT CUST TO FOLLOW UP AND ADV IF IT WILL HA	Unauthorized Switch	ESP RESOLUTION- Drop was submitted on 11/6/13 and it rejected for reason DA30DAY1. Resubmitted drop 11/13/13
ACCENT	1277	11/7/2013	4811566501	customer would like to cancel and remain with pge	customer CALLED ESP TO CANCEL AND THEY WERE REFERRED BACK TO PGE. PLS CHECK COR WANTS TO COME BACK TO PGE.	Cancellation Request	SENT CANCELLATIONREQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLESTO SWITCH BACK TO PGE FULL SERVICE.
Blue Spruce	1278	11/7/2013	7539588456	customer would like to return to pge f/s. please cancel	Please stop the 3rd United gas please customer would like to be full service PG&E	Cancellation Request	esp resolution- Disconnect submitted 11/14/13.
Blue Spruce	1279	11/7/2013	4431522837	customer would like to cancel and return to pge	customer STATED THE SHE HAS BEEN TRYING TO CANCEL UNITED ENERGY TRADING BUT HAS NOT BEEN ABLE TO CONTACT THEM. SHE STATED SHE HAS CALLED THE PHONE NUMBER THAT DURING THEIR BUSINESS HOURS AND HAS HAD NO LUCK. COR WOULD LIKE TO CANCEL	Cancellation Request	esp resolution- Disconnect submitted 11/14/13.
Blue Spruce	1280	11/7/2013	7942948259	customer would like to cancel and return to pge	PLEASE REMOVE THIRD PARTY GAS VENDER UNITED (BLUE SPRUCE) FROM ACCOUNT xxxxxxxxxxx. COR NOT HAPPY WITH SERVICES PROVIDED. COR WOULD LIKE TO BUY GAS FROM PGE.	Cancellation Request	SENT CANCELLATIONREQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLESTO SWITCH BACK TO PGE FULL SERVICE. LEFT VOICEMAIL.
Blue Spruce	1281	11/7/2013	7418700203	customer would like to cancel and return to pge	customer CALLED STATES UET- BLUE SPRUCE MISREPRESENTED THEMSELVES ADVSD HER SHE WLD SEE 10% DISCOUNT FIRST BILL & WHN RCVD FIRST BILL SAW A 30% INCREASE (NOT DISCOUNT). VERY UPSET AS HAS SINCE CONTACTED THEM NUMEROUS TIMES & THEY HAVE NOT ANSWERED	Cancellation Request	SENT CANCELLATIONREQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLESTO SWITCH BACK TO PGE FULL SERVICE. LEFT VOICEMAIL.
North Star(Yepene)	1282	11/8/2013	4769587950	customer would like to cancel and return back to pge	customer REQ STOP CTA RELATIONSHIP ASAP, CUST REQ DPGE TO DO THIS AS HE IS UNABLE TO CONTACT NORTH STAR. PLEASE REMOVE NORTH STAR ASAP, LAST MTR RD 10/31/2013 AND NEXT MTR RD IS 12/3/2013	Cancellation Request	YEP submitted a drop dasr on 11/18/2013
Spark	1283	11/8/2013	7039397917	customer would like to cancel and remain with pge. Please cancel	customer SAYS DA CAME TO HOME NIGHT BEFORE AND WAS TOLD THEY WERE AFFILIATED WITH PG&E; SHE STATES SHE CALLED THE NUMBER 1-877-547-7275 TO CANCEL BUT SHE DOES NOT RECALL THE NAME OF THE COMPANY; SHE SAID WHEN SHE CALL TO CANCEL THE NEXT DAY customer STATES THAT SHE CONTACT ACCENT ENERGY ON 11/08/13 TO CNCL PENDING SA WITH THEM. WANTS TO ENSURE THAT THEY DO SEND OVER THE CANCELLATION. PLS CONTACT HER ONCE IT HAS BEEN RCVD	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Tiger	1284	11/8/2013	262189677	customer has tried to contact cta to cancel. Please cancel.	COR STATES SHE CANCELLED SERV W/ ACCENT CONF # xxxxxxxx FOR CANCELLATION SERVICE (COR SON IN LAW) COR STATES SHE DOES NOT WANT TO KNOW START KNEW SERV WITH ACCENT	Cancellation Request	Account is inactive. Drop sent on 11/11/13
ACCENT	1285	11/8/2013	2172403582	customer called to cancel. Confirmation # 8214166. please cancel	per customer cancelled contract with accent energy and wants to be returned to pge...	Cancellation Request	Drop sent on 11/14/13
ACCENT	1286	11/8/2013	6973690963	customer would like to return to pge. Please cancel		Cancellation Request	Drop sent on 11/14/13
Blue Spruce	1287	11/8/2013	7112758153	customer would like to cancel and return to pge	customer SAYS SHE HAS BEEN TRYING TO CALL SPARK ENERGY TO CANCEL AND EACH TIME SHE CALLS, THEY SAY THEY CANNOT HEAR HER. SHE HAS TRIED TO CALL FROM VARIOUS PHONE, BUT GETS SAME RESPONSE EACH TIME. PLEASE LET M COR KNOW IF WE CAN CANCEL FOR HER. I ADV SHE CO	Cancellation Request	Disconnect submitted 11/21/13
Spark	1288	11/11/2013	5271265026	customer would like to remain with pge. Please cancel	PLEASE REMOVE THIRD PARTY GAS VENDER FROM ACCOUNT xxxxxxxx customer WAS UNAWARE THAT THIS WAS AN ANOTHER COMPANY OFFERING GAS SERVICE, SALE PITCH WAS PRESENT AS PGE CO COMPANY	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	1289	11/12/2013	4070824311	customer requests to cancel cta	Customer requests termination effective 11/12/2013. cust follow up by phone req customer STATING CTA claims from PGE AND WANTED TO SAVE HER MONEY ON HER GAS AND ELECTRIC BILL SHE DOESN'T KNOW THE NAME OF THE COMPANY AND HE LEFT A NATURAL GAS SALES AGREEMENT BUT NO COMPANY INFO	Cancellation Request	Cancelled
ACCENT	1290	11/12/2013	580580513	customer would like to remain with pge f/s. please cancel		Cancellation Request	Drop sent on 11/25/13
Blue Spruce	1291	11/12/2013	8506839515	customer would like to remain with pge. Please cancel	PLEASE STOP CTA - SA 6 xxxxxxxx - CALLED VISTA - THEY SAID HAVE SWITCHED TO UNITED - CALL US - STOP DATE 11/12/2013	Cancellation Request	Cancellation submitted 11/21/13

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CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	1317	11/16/2013	2684027940	customer would like to cancel and remain with her present service	CUSTOMER CALLED AND ADV THAT SHE HAS NEVER SPOKEN WITH A REP FROM COMMERCE TO BE SWITCHED AND WOULD LIKE TO REMAIN WITH VISTA ENERGY FOR HER GAS. PLS CALL CUSTOMER TO ADVISE THE CUSTOMER WHEN COMMERCE IS GONE AND VISTA IS ACTIVE AGAIN	Unauthorized Switch	Commerce Energy advises that customer completed an enrollment for the natural gas account on 3/8/13. The agreement started with Commerce Energy on 11/19/13. We have tried reaching customer to advise of our cancellation request but we have been unsuccessful in reaching him. We were able to leave a message for the customer requesting him to call us back at his earliest convenience. A No Contact letter has also been mailed out to the customer. We have sent a drop request for customer which can take from 1-2 cycles for it to go into effect depending on when the utility regains his service. The customer can be billed from 1-2 final invoices which will not include an early termination fee as courtesy.
Blue Spruce	1318	11/16/2013	9985395944	customer would like to remain with pge. Please cancel	CUST STATED THAT HE DIDNT AUTHA SWITH TO ANTHR GAS COMP AND HE WAS MISLED // ADV HIM TO CONTACT CTA BUT HE WLD LIKE US TO BLOCK THE SWITCH IF POSSIBLE // CUST STATED THAT HE DOESNT SPK GOOD ENGLAND THAT IS PRBLY WHAT HAPPND	Questionable Solicitation Activity	Cancellation submitted 11/21/13.
Blue Spruce	1319	11/18/2013	6516832005	customer would like to cancel and return to pge. Please cancel	customer UNSUCCESSFUL CONTACTING UNITED ENERGY TRADE (CTA) TO HAVE SERVICE STOPPED; ADV PG&E WILL ATTEMPT TERMINATION OF SERVICE ON OUR END BUT TO STILL CONTACT CTA IN ATTEMPTING SERVICE TERMINATION TO SEE IF SHE WOULD BE TIED TO 12 MONTH TERM	Cancellation Request	esp resolution- Disconnect submitted 11/25/13
Spark	1320	11/19/2013	4982018542	customer would like to cancel and return back to pge. Please cancel	customer HAS BEEN TRYING TO OPT OUT OF SPARK ENERGY BUT UNABLE TO CONTACT REPRESENTATIVE PLS OPT CUST OUT OF SPARK AND RUNDLE BACK WITH PG&E	Cancellation Request	Cancellation request has been submitted.
Spark	1321	11/19/2013	534966277	customer disputing switch date 11/13/13 and would like it retro'd back to start. please contact customer directly	customer CALLED AND CANCELLED SPARK ENERGY ON 09/23/2013. CUST SPOKE WITH DAISY. customer CALLED A SECOND TIME 09/30/10 TO SPARK ENERGY ABOUT SERVICE CANCELTION WITH NO RESOLUTION. SPARK ENERGY CHARGES SHOWED UP ON CURRENT BILL. PLS IN	Cancellation Request	Cancellation request was submitted on 10/17 and SE has processed a refund for customer on supply charges.
ACCENT	1322	11/19/2013	written request	customer would like to cancel. State never signed for CTA service. Please contact customer	written request	Unauthorized Switch	Submitted drop 11/26/13. Accent had signed contract from customer.
Blue Spruce	1323	11/19/2013	4377139667	customer has tried to contact cta to cancel. Please cancel	customer very upset that United Spruce came to her and advised they were part of PGE. She has been calling since she signed up w/ them 1 month ago. She has called several times - and she leaves a message (no call back) or no answer after 4 pm.	Cancellation Request	esp resolution - Disconnect submitted 11/20/13
North Star(Yepene)	1324	11/20/2013	1656627142	customer has tried to contact CTA to cancel. Please cancel	customer calling to cancel north star gas as of today, 11/20/13. states she has been calling all day and not able to get hold of anyone.	Cancellation Request	YEP submitted a drop dsr on 11/25/2013
North Star(Yepene)	1325	11/20/2013	5352317208	customer has tried to contact cta to cancel. Please cancel	customer STATES HAS CONTACTED YEP/NORTH STAR TO CANCEL SEVERAL TIMES. STATES DAY THEY SIGNED HER UP SHE CALLED BECAUSE DECIDED DID NOT WANT TO GO THRU WITH IT, AND HAS CALLED 3 MORE TIMES AFTER THIS TO CANCEL. NO CONTACT STATING SHE RETURNED TO BUNDLE. PLE	Cancellation Request	YEP submitted a drop dsr on 11/25/2013
Commerce	1326	11/20/13	4654169987	customer would like to cancel and remain with pge. Please cancel	CUST STATES THAT A ID AROUND 30 DAYS AGO AND SAID HE WAS FROM PGE SAID HIS NAME WAS EDGAR - CUST FILLED OUT PAPER WORK AND THEN DECIDED TO CANCEL WITH COMMERCE AND THEN customer GAVE PAPERWORK BACK TO CUST.. AND ADV HIM HE WOULD NOT PROCESS HOWEVER CUST LETT	Cancellation Request	Commerce Energy advises that Leaf Utler completed an enrollment for the natural gas account on 11/7/13. The agreement was to start with Commerce Energy on 12/11/13. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were able to reach Mr. Utler and advise the enrollment has been cancelled. He was advised he would remain with his current gas provider and will not receive any charges from Commerce Energy. Mr. Utler was satisfied with the information provided.
Commerce	1327	11/20/2013	7290570781	customer states he cancelled this agreement back in May, please contact customer and retro if possible.	customer INSISTED HE CALL COMMERCE BK IN MAY, 3 DAYS AFTER HE SPOKE TO COMMERCE AND THEY HAD REPRESENTED THEMSELVES AS PGE. HAD BEEN ADVISED CD CANCELIF DONE WITHING 1ST 30 DAYS CUST TRIED TO CANCEL WITHIN 3 DAYS WAS GIVEN CODE XXXXXXXX BY COMMER	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 3/21/13. The agreement started with Commerce Energy on 5/8/13. Mr. CTA account manger did call back in March to cancel services but the cancellation was rejected. On 11/20/13 customer called back to cancel the agreement and as per his request the drop request was sent out that same day. We have received confirmation from PGE that customer will be regained by them on 12/6/13. We were unable to reach the customer on the number provided on the account but a voice mail message was left inviting customer to call us back so we can provide him with our resolution. A No Contact letter has also been mailed out to the customer. The customer was made aware on 11/20/13, as courtesy we would be waving the final invoice. We have also issued an additional credit in the amount of \$xx for previous charges on the account. No early termination fee was applied to this customer's account.
Vista	1328	11/20/2013	7290570781	customer would like to remain with pge. Please cancel	customer INSISTED HE CALL COMMERCE BK IN MAY, 3 DAYS AFTER HE SPOKE TO COMMERCE AND THEY HAD REPRESENTED THEMSELVES AS PGE. HAD BEEN ADVISED CD CANCELIF DONE WITHING 1ST 30 DAYS CUST TRIED TO CANCEL WITHIN 3 DAYS WAS GIVEN CODE XXXXXXXX BY COMMER	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 3/21/13. The agreement started with Commerce Energy on 5/8/13. customer did call back in March to cancel services but the cancellation was rejected. On 11/20/13 customer called back to cancel the agreement and as per his request the drop request was sent out that same day. We have received confirmation from PGE that customer will be regained by them on 12/6/13. We were unable to reach the customer on the number provided on the account but a voice mail message was left inviting customer to call us back so we can provide him with our resolution. A No Contact letter has also been mailed out to the customer. The customer was made aware on 11/20/13, as courtesy we would be waving the final invoice in the amount of \$xx. We have also issued an additional credit in the amount of \$xx for previous charges on the account. No early termination fee was applied to this customer's account.
Vista	1329	11/20/2013	3364996877	customer would like to cancel and return to pge. Confirmation# 11460	COR WOULD LIKE HELP, COR HAS CALLED VISTA ENERGY MANY TIMES AND NOT ABLE TO CANCEL WOULD LIKE TO HAVE GAS SERVICE ONLY WITH PGE	Cancellation Request	AFTER GOING OVER THE DASSU CASE WITH COR SHE STATES THAT SHE DID REC CONFIRMATION NUMBER xxxxx THAT VISTA HAS CANCELED
Vista	1330	11/20/2013	8347325269	customer is requesting to cancel	customer CANCELED VISTA AS OF 11-20-2013	Cancellation Request	esp resolution- Cancelled on 11/20/2013
Spark	1331	11/20/2013	6276559590	customer would like to cancel and remain with pge. Please cancel	This spanish speaking claims reps from Spark Energy gave her incorrect information to switch her. She was information that it was a discount program from PGE. She called Sparks several times without any success. She needs PGE to assist her to cancel thi	Cancellation Request	Cancellation request has been submitted.
Spark	1332	11/20/2013	3939406708	customer would like to cancel and tried to contact cta w/no luck.	Customer has tried numerous times (Spark Energy) wants to cancel other provider they gave him a number (11197019) spoke to April and she told customer to give us the number of 11197019 so we could cancel his contract with Spark Energy. Please investigate	Cancellation Request	Cancellation request has been submitted.
Spark	1333	11/20/2013	1189868559	customer would like to cancel. Customer has tried to cancel with cta. Wants to remain with pge	customer States she was opted into Spark Energy on 11/4/13, then called them back and spoke with Karen V. on 11/5/13 to opt out of their services and stay with PG&E, yet there is no record of service cancellation with Spark. Customer is requesting to can	Cancellation Request	Cancellation request has been submitted.
Blue Spruce	1334	11/20/2013	3149837648	customer would like to remain with pge. Please cancel	CUSTOMER COMPLAINING ABOUT BLUE SPRUCE ENERGY SAYS THEY PUT ON A FRONT THAT THEY WILL GIVE CUSTOMERS DISCOUNTS ON THEIR PGE BILLS NOT EXPLAINING THOROUGHLY TO CUSTOMERS WHAT THEIR INTENTIONS REALLY R, FEELS THATS WRONG OF THEM TO ADVERTISE LIKE THAT AND T	Questionable Solicitation Activity	esp resolution- Disconnect submitted 11/20/13
Vista	1335	11/21/2013	4930507892	customer would like to cancel and return back to pge f/s	customer VISTA ENERGY DID NOT RESOLVE PROBLEM, CUSTOMER STATES HE CALLED TO VISTA ENERGY TO CANCEL AND A REP FROM THERE WAS VERY RUDE AND TOLD HIM UNAPPROPRIATE THINGS, CUSTOMER CALLED CPIC AS WELL AND WAS ADY TO CALL PGE TO LET US KNOW TH	Cancellation Request	esp resolution - Cancelled on 11/25/2013
Vista	1336	11/21/2013	5263623427	customer would like to cancel and return to pge f/s. please cancel	3/2013. customer claims she was out of the country from February - September 2013. She wants PGE to assist her with cancelling the SA with Vista Energy. She received a	Unauthorized Switch	esp resolution - Dropped 11/25/2013
Spark	1337	11/21/2013	837118008	customer would like to remain with pge. Please cancel	customer called Spark to cancel their service within the 3 days. Has confirmation number # xxxxxxx for cancellation. Does not want Spark. Please do not allow this to go through. Cancelled 11-14-2013	Cancellation Request	Cancellation request has been submitted.
Spark	1338	11/21/2013	1976040888	customer would like to return to pge. Please cancel	PLEASE REMOVE COMMERCE ENERGY FROM ACCOUNT, COR IS NOT HAPPY WITH SERVICE FROM THIRD PARTY VENDOR. customer WOULD LIKE TO BUY GAS FROM PGE. ADV COR TO CONTACT COMMERCE TO CANCEL WITH THEM AS WELL	Cancellation Request	Cancellation request has been submitted.
Spark	1339	11/21/2013	770781079	customer would like to remain with pge. Please cancel	customer HAS BEEN TRYING TO GET A HOLD OF SPARKS A FEW TIMES TO CANCEL AND THEY WILL NOT CALL HER BACK WOULD LIKE TO STAY WITH PGE, SHE WOULD LIKE SOMEONE FROM PGE TO CONTACT HER REGARDING THIS SITUATION	Cancellation Request	Cancellation request has been submitted.
Tiger	1340	11/21/2013	2781921920	customer would like to cancel and return to pge. Please cancel	customer CLD TO STATE THAT SHE NO LONGER WANTS TO BE WITH TIGER ENERGY	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
ACCENT	1341	11/21/2013	3578081670	customer would like to cancel. Has tried to contact	customer HAS TRIED TO CONTACT ACCENT ENERGY THROUGH THE NUMBERS SHE WAS GIVEN. UNFORTUNATELY SHE IS NOT ABLE TO REACH THEM AS THE NUMBER IS DISCONNECTED. customer DOES NOT WISH TO DO BUSINESS WITH THEM ANY LONGER	Cancellation Request	Submitted drop 11/26/13
Blue Spruce	1342	11/21/2013	2527019256	customer would like to cancel and remain with pge. Please cancel	CUSTOMER DOES NOT WANT TO BE WITH UNITED ENERGY. SHE FEELS SHE WAS DECEIVED. SHE INDICATED SHE WAS NOT TOLD OF A COMPANY CHANGE. PLS UNDO	Questionable Solicitation Activity	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	1343	11/22/2013	7248660792	customer did not authorize north star to make change. please cancel	Customer says he did not authorize the change with North Star Gas. customer says he does not know why the change, he would like to know why the change was authorized I adv he needs to call North Star	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
North Star(Yepene)	1344	11/22/2013	5532369685	customer would like to return to pge f/s. please cancel.	Customer CONTACTED NORTH STAR GAS AS REFLECTED ON HER STATEMENT AND WAS TOLD THEY DO NOT SERVICE HER PREMISE. SHE WAS ALSO TOLD THAT THEY ONLY SERVICE SOUTHERN CALIFORNIA. COR WOULD LIKE TO CANCEL THEM.	Cancellation Request	Commerce Energy advises that completed an enrollment for the natural gas account on 7/25/13. The agreement was to start with Commerce Energy on 6/9/14. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were unable to reach customer at the phone number provided on the account. We were also unable to leave a voice message advising we have sent a drop request and he will remain with his current gas provider. A No Contact letter has been mailed out to the customer advising him to call us at his convenience.
Commerce	1345	11/22/2013	5532369685	customer would like to cancel and remain with pge. Please cancel	Customer CONTACTED NORTH STAR GAS AT 1-877-418-5872 AS REFLECTED ON HER STATEMENT AND WAS TOLD THEY DO NOT SERVICE HER PREMISE. SHE WAS ALSO TOLD THAT THEY ONLY SERVICE SOUTHERN CALIFORNIA. COR WOULD LIKE TO CANCEL THEM.	Cancellation Request	Commerce Energy advises the customer completed an enrollment for the natural gas account on 7/25/13. The agreement was to start with Commerce Energy on 6/9/14. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were unable to reach customer at the phone number provided on the account. We were also unable to leave a voice message advising we have sent a drop request and he will remain with his current gas provider. A No Contact letter has been mailed out to the customer advising him to call us at his convenience.
Spark	1346	11/22/2013	9631204899	customer states she just cancelled spark and they are on her account again. please cancel	CUSTOMER SAID SHE CANCELLED SPARK ENERGY AND THEN SHE RECEIVED A LETTER INDICATING SPARK WAS NEW GAS PROVIDER. PLS UNDO	Cancellation Request	Cancellation request was submitted on 11/27/2013 as requested by customer.
Spark	1347	11/22/2013	9341116271	customer insists they did not sign up with spark. Please cancel	customer CALLED SPARK ON 11/17, 18 AND 19TH SAYING HE DID NOT WANT THEIR SERVICE--THEY SAID THAT THEY WOULD CANCEL HIS CONTRACT BUT NO NOTES FOR SWITCHING BACK TO BUNDLE--CUSTOMER VERY UPSET AND ADMITS HE DOES NOT WANT SPARK.	Unauthorized Switch	Cancellation request was submitted on 11/15/2013 as requested by customer.
ACCENT	1348	11/22/2013	8398016950	customer would like to cancel and return to pge f/s. please cancel	PLEASE REMOVE THIRD PARTY GAS ACCENT VENDOR FROM ACCOUNT 7038496049 1. COR NOT HAPPY WITH COSTS AND WAS NOT INFORMED ABOUT HOW 3RD PARTY GAS VENDOR CHARGES.	Cancellation Request	Submitted drop 12/10/13
North Star(Yepene)	1349	11/22/2013	7248660792	customer did not authorize north star to make change. please cancel	customer customer says he did not authorize the change with North Star Gas, contact XXX-XXX-XXXX, customer says he does not know why the change, he would like to know why the change was authorized I adv he needs to call North Star, I adv	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
North Star(Yepene)	1350	11/22/2013	5532369685	customer would like to return to pge f/s. please cancel.	customer CONTACTED NORTH STAR GAS AT AS REFLECTED ON HER STATEMENT AND WAS TOLD THEY DO NOT SERVICE HER PREMISE. SHE WAS ALSO TOLD THAT THEY ONLY SERVICE SOUTHERN CALIFORNIA. COR WOULD LIKE TO CANCEL THEM.	Cancellation Request	Commerce Energy advises that Fabian Rodriguez completed an enrollment for the natural gas account on 7/25/13. The agreement was to start with Commerce Energy on 6/9/14. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were unable to reach Mr. Rodriguez at the phone number provided on the account. We were also unable to leave a voice message advising we have sent a drop request and he will remain with his current gas provider. A No Contact letter has been mailed out to the customer advising him to call us at his convenience.
Commerce	1351	11/22/2013	5532369685	customer would like to cancel and remain with pge. Please cancel	customer CONTACTED NORTH STAR GAS AT 1-877-418-5872 AS REFLECTED ON HER STATEMENT AND WAS TOLD THEY DO NOT SERVICE HER PREMISE. SHE WAS ALSO TOLD THAT THEY ONLY SERVICE SOUTHERN CALIFORNIA. COR WOULD LIKE TO CANCEL THEM.	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 7/25/13. The agreement was to start with Commerce Energy on 6/9/14. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were unable to reach customer at the phone number provided on the account. We were also unable to leave a voice message advising we have sent a drop request and he will remain with his current gas provider. A No Contact letter has been mailed out to the customer advising him to call us at his convenience.
Spark	1352	11/22/2013	9631204899	customer states she just cancelled spark and they are on her account again. please cancel	CUSTOMER SAID SHE CANCELLED SPARK ENERGY AND THEN SHE RECEIVED A LETTER INDICATING SPARK WAS NEW GAS PROVIDER. PLS UNDO	Cancellation Request	Cancellation request was submitted on 11/27/2013 as requested by customer.
Spark	1353	11/22/2013	9341116271	customer insists they did not sign up with spark. Please cancel	P/ customer CALLED SPARK ON 11/17, 18 AND 19TH SAYING HE DID NOT WANT THEIR SERVICE--THEY SAID THAT THEY WOULD CANCEL HIS CONTRACT BUT NO NOTES FOR SWITCHING BACK TO BUNDLE--CUSTOMER VERY UPSET AND ADMITS HE DOES NOT WANT SPARK.	Cancellation Request	Cancellation request was submitted on 11/15/2013 as requested by customer.
ACCENT	1354	11/22/2013	8398016950	customer would like to cancel and return to pge f/s. please cancel	PLEASE REMOVE THIRD PARTY GAS ACCENT VENDOR FROM ACCOUNT. customer NOT HAPPY WITH COSTS AND WAS NOT INFORMED ABOUT HOW 3RD PARTY GAS VENDOR CHARGES.	Cancellation Request	Submitted drop 12/10/13
North Star(Yepene)	1355	11/22/2013	3823707414	customer would like to cancel and return to pge f/s	Cust stating she has called north star 3 time to cancel. States they have not answered and there is no option to leave a message. Cust would like to cancel service with them.	Cancellation Request	YEP submitted a drop dasr on 11/25/2013
Blue Spruce	1356	11/22/2013	1404044700	customer would like to cancel and remain with pge f/s	PLEASE HELP CUSTOMER THEY HAVE BEEN CALLING BLUESPRUCE AND FEEL THEY HAVE BEEN LIED TOO THEY ARE UNABLE TO GET IN CONTACT WITH THE 3RD PARTY AND WOULD LIKE TO CANCEL AND STAY WITH PGE PLEASE HELP CUSTOMER LOOK INTO	Questionable Solicitation Activity	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE. LEFT VOICEMAIL
Blue Spruce	1357	11/22/2013	4305791676	customer would like to cancel and remain with pge	PLEASE CONTACT CUSTOMER, REQUESTING TO END NEW CTA, BUT DOES NOT COMPANY NAME OR NUMBER, ALSO NOT AVAILBLE IN System PLS CALL CUSTOMER TO ASSIST.	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service. SPOKE TO JOANS DAUGHTER.
Blue Spruce	1358	11/23/2013	9966988887	customer would like to return back to pge please cancel	CTA did not resolve problem CUSTOMER HAS CONTACTED BLUE SPRUCE ENERGY IN THE BEGINING OF OCTOBER 2013 & REQUESTED A CANCELLATION OF THERE SERVICE, THEY WERE NOT INFORMED THAT BLUES	Cancellation Request	Submitted disconnect request on 12.13.13
Blue Spruce	1359	11/23/2013	9966988887	customer would like to return back to pge please cancel	CTA did not resolve problem CUSTOMER HAS CONTACTED BLUE SPRUCE ENERGY IN THE BEGINING OF OCTOBER 2013 & REQUESTED A CANCELLATION OF THERE SERVICE, THEY WERE NOT INFORMED THAT BLUES	Cancellation Request	Submitted disconnect request on 12.13.13
Blue Spruce	1360	11/24/2013	7645767919	customer would like to cancel and return to pge	customer CONTACTED BLUE SPRUCE ENERGY THAT HE WOULD LIKE TO BE REMOVED AND RETURN TO PGE AS GAS PROVIDER. REQUEST WAS SUBMITTED 2 MONTHS AGO, BUT NO CHANGES MADE TO PGE ACCT. PLS EXPEDITE FOR CUSTOMER	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE. SPOKE TO ERIC.
Blue Spruce	1361	11/24/2013	7645767919	customer would like to cancel and return to pge	customer CONTACTED BLUE SPRUCE ENERGY THAT HE WOULD LIKE TO BE REMOVED AND RETURN TO PGE AS GAS PROVIDER. REQUEST WAS SUBMITTED 2 MONTHS AGO, BUT NO CHANGES MADE TO PGE ACCT. PLS EXPEDITE FOR CUSTOMER	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE. SPOKE TO ERIC.
Spark	1362	11/25/2013	8607711538	customer would like to remain with pge f/s. please cancel	CUST VERY UPSET BECAUSE SHE CANCELLED HER CONTRACTS SPARK ENERGY HOWEVER SHE JUST RECEIVED A LTR FROM US STATING THAT SHE HAD AN EXISTING CONTRACT. PLS CALL CUST XXX-XXX-XXXX TO STRAIGHTEN THINGS OUT. ACCT XXXXXXXXXXXXX	Cancellation Request	Cancellation request submitted.
Spark	1363	11/25/2013	2420747782	customer would like to cancel and return to pge	customer has been signed up for SPARK energy. Never signed up. Has never heard of them. Thinks someone else signed her up but it wasn't her.	Unauthorized Switch	Unable to locate enrollment for this customer.
ACCENT	1364	11/25/2013	4530699748	customer would like to cancel and remain with pge. Pls cancel	CUST STATES THAT ON 11-18-13 REP FRM ACCENT CAME TO THE HM TO ENROLL HIM IN CTA-CUST STATES AFTER SPEAKING WITH REP AT THE HM HE TOLD THEM RIGHT THERE NOT TO ENROLL HIM IN THEIR SERVICES-CUST STATES LATER THAT DAY TO CONFIRM HIS ENROLLMENT HE AGAIN STATED	Cancellation Request	Submitted drop 12/10/13
Blue Spruce	1365	11/25/2013	484251552	customer not happy with company and would like to return to pge. Please cancel	PLEASE REMOVE THIRD PARTY GAS VENDOR UNITED FROM ACCOUNT XXXXXXXXXXXXX. COR NOT HAPPY WITH COMPANY ADV COR TO CONTACT UNITED TO CANCEL ON THERE END AS WELL.	Cancellation Request	submitted disconnect request on 12.13.13
Spark	1366	11/25/2013	8607711538	customer would like to remain with pge f/s. please cancel	CUST VERY UPSET BECAUSE SHE CANCELLED HER CONTRACTS SPARK ENERGY HOWEVER SHE JUST RECEIVED A LTR FROM US STATING THAT SHE HAD AN EXISTING CONTRACT. PLS CALL customer TO STRAIGHTEN THINGS OUT	Cancellation Request	Cancellation request submitted.
Spark	1367	11/25/2013	2420747782	customer would like to cancel and return to pge	customer has been signed up for SPARK energy. Never signed up. Has never heard of them. Thinks someone else signed her up but it wasn't her.	Unauthorized Switch	Unable to locate enrollment for this customer.
ACCENT	1368	11/25/2013	4530699748	customer would like to cancel and remain with pge. Pls cancel	CUST STATES THAT ON 11-18-13 REP FRM ACCENT CAME TO THE HM TO ENROLL HIM IN CTA-CUST STATES AFTER SPEAKING WITH REP AT THE HM HE TOLD THEM RIGHT THERE NOT TO ENROLL HIM IN THEIR SERVICES-CUST STATES LATER THAT DAY TO CONFIRM HIS ENROLLMENT HE AGAIN STATED	Cancellation Request	Submitted drop 12/10/13
Blue Spruce	1369	11/25/2013	484251552	customer not happy with company and would like to return to pge. Please cancel	PLEASE REMOVE THIRD PARTY GAS VENDOR UNITED FROM ACCOUNT. customer NOT HAPPY WITH COMPANY ADV customer TO CONTACT UNITED TO CANCEL ON THERE END AS WELL.	Cancellation Request	submitted disconnect request on 12.13.13
North Star(Yepene)	1370	11/25/2013	7772841010	customer would like to cancel and return back to pge	customer called TO STATE THAT HE NO LONGER WOULD LIKE TO BE WITH YEP. PLS ASSIST	Cancellation Request	YEP submitted a drop dasr on 11/25/2013
Blue Spruce	1371	11/25/2013	written request	customer would like to cancel and remain with pge. Please cancel	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	1372	11/26/2013	6060038644	customer would like to cancel and return back to pge f/s	Customer is calling because she wants to discontinue North Star services and continue with PG&E. Advised customer to also call North Star to cancel	Cancellation Request	YEP submitted a drop dasr on 12/9/2013

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Blue Spruce	1373	11/26/2013	8661554959	customer would like to cancel and return to pge	PER CUST SHE HAS TRIED CALLING BLUE SPRUCE TWICE AND NO ONE ANSWERS CUST WOULD LIKE TO CANCEL SERV IF ALL POSSIBLE.	Cancellation Request	submitted disconnect request on 12.13.13
North Star(Yepene)	1374	11/26/2013	6060038644	customer would like to cancel and return back to pge f/s	Customer is calling because she wants to discontinue North Star services and continue with PG&E. Advised customer to also call North Star to cancel.	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
Blue Spruce	1375	11/26/2013	8661554959	customer would like to cancel and return to pge	PER customer SHE HAS TRIED CALLING BLUE SPRUCE TWICE AND NO ONE ANSWERS CUST WOULD LIKE TO CANCEL SERV IF ALL POSSIBLE.	Cancellation Request	submitted disconnect request on 12.13.13
Ambit	1376	11/27/2013	9129001818	customer states has tried to contact ambit several times to cancel with no luck. Please cancel	Customer HAS CONTACTED AMBIT ENERGY ON SEVERAL OCCASIONS TO HAVE THEM REMOVED FROM THE ACCT. AMBIT REP STATES DOES NOT HAVE RECORD OF SERV, AND ARE NOT PROVIDING SERV. TO COR. PLEASE ASSIST AND ADVISE	Cancellation Request	Drop was received from PGE for 06/24/13.
Commerce	1377	11/27/13	1766051920	customer states they did not sign up for CTA. Please cancel	Customer STATED SHE DIDN'T SIGN UP WITH THE 3RD PARTY GAS PROVIDER AND WANTS TO COMPLAIN ABOUT IT	Unauthorized Switch	Commerce Energy advises that an individual claiming customer completed an enrollment for the natural gas account on 7/22/13. The agreement commenced with Commerce Energy on 8/28/13. Commerce Energy further advises that on 11/30/2013 customer contacted Commerce Energy requesting cancellation of the agreement, during this call customer confirmed that her granddaughter was the one who completed the enrollment on her behalf. Customer was advised that we will cancel the agreement without any fees and that the cancellation will take effect in 1-2 billing cycles. Commerce Energy has initiated a drop on this account. Pursuant to receiving this notification Commerce has attempted to contact customer a message was left with her granddaughter inviting her to contact us. Additionally a cancellation letter will be mailed to customer's residence.
Spark	1378	11/27/2013	4115696184	customer would like to cancel and remain with pge	PER customer WOULD LIKE TO CANCEL THE SPARK ENERGY PROVIDER AND WOULD LIKE TO BE FULL SERVICE PG&E	Cancellation Request	Cancellation request submitted.
ACCENT	1379	11/27/2013	8688896310	customer would like to remain with current provider. Please cancel	customer CALLED TO INFORM PG&E THAT HE HAS CANCELLED PENDING DA CHANGE W/ACCENT ENERGY AND HE WOULD LIKE TO STAY W/ CURRNET ESP AMBIT ENERGY / PLZ CALL TO CONFIRM THAT HE WILL STAY W/ AMBIT ENERY. DA CHANGE WAS SCHEDULED FOR 12/20/13	Cancellation Request	Submitted drop 12/2/13
Blue Spruce	1380	11/27/2013	6485133485	customer would like to cancel and remain with pge. Spanish speaking	customer states that she has a language barrier and when United gas came to her door she did not understand; she called them up to tell them that she wanted to come back to pge and they told her that she couldn't return to pge as a bundled customer; pls invest	Unauthorized Switch	Disconnect request was submitted on 12.13.13
Ambit	1381	11/27/2013	9129001818	customer states has tried to contact ambit several times to cancel with no luck. Please cancel	customer HAS CONTACTED AMBIT ENERGY ON SEVERAL OCCASIONS TO HAVE THEM REMOVED FROM THE ACCT. AMBIT REP STATES DOES NOT HAVE RECORD OF SERV, AND ARE NOT PROVIDING SERV. TO COR. PLEASE ASSIST AND ADVISE	Cancellation Request	Drop was received from PGE for 06/24/13.
Commerce	1382	11/27/13	1766051920	customer states they did not sign up for CTA. Please cancel	customer STATED SHE DIDN'T SIGN UP WITH THE 3RD PARTY GAS PROVIDER AND WANTS TO COMPLAIN ABOUT IT	Unauthorized Switch	Commerce Energy advises that an individual claiming customer completed an enrollment for the natural gas account on 7/22/13. The agreement commenced with Commerce Energy on 8/28/13. Commerce Energy further advises that on 11/30/2013 customer contacted Commerce Energy requesting cancellation of the agreement, during this call customer confirmed that her granddaughter was the one who completed the enrollment on her behalf. customer was advised that we will cancel the agreement without any fees and that the cancellation will take effect in 1-2 billing cycles. Commerce Energy has initiated a drop on this account. Pursuant to receiving this notification Commerce has attempted to contact customer a message was left with her granddaughter inviting her to contact us. Additionally a cancellation letter will be mailed to customer residence.
Spark	1383	11/27/2013	4115696184	customer would like to cancel and remain with pge	PER customer WOULD LIKE TO CANCEL THE SPARK ENERGY PROVIDER AND WOULD LIKE TO BE FULL SERVICE PG&E	Cancellation Request	Cancellation request submitted.
ACCENT	1384	11/27/2013	8688896310	customer would like to remain with current provider. Please cancel	customer CALLED TO INFORM PG&E THAT HE HAS CANCELLED PENDING DA CHANGE W/ACCENT ENERGY AND HE WOULD LIKE TO STAY W/ CURRNET ESP AMBIT ENERGY / PLZ CALL TO CONFIRM THAT HE WILL STAY W/ AMBIT ENERY. DA CHANGE WAS SCHEDULED FOR 12/20/13	Cancellation Request	Submitted drop 12/2/13
Blue Spruce	1385	11/27/2013	6485133485	customer would like to cancel and remain with pge. Spanish speaking	customer states that she has a language barrier and when United gas came to her door she did not understand; she called them up to tell them that she wanted to come back to pge and they told her that she couldn't return to pge as a bundled customer; pls invest	Unauthorized Switch	Disconnect request was submitted on 12.13.13
North Star(Yepene)	1386	11/29/2013	9593341713	customer would like to return back to pge f/s	Customer STATES HE DIDNT SWITCH TO ANOTHER GAS PROVIDER AND DOESNT WANT NORTH STAR GAS // HE DOESNT RECALL ANYONE GOING TO HIS HOME ASKING FOR HIS GAS ID # OR ASKING TO C HIS BILL // HE DOESNT KNOW WHAT IS GOING ON STATED THERE IS LANGUAGE BARR	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
North Star(Yepene)	1387	11/29/2013	2031668269	customer would like to return back to pge. Please cancel	Customer STATE THAT SHE DOESNT WANT TO BE WITH NORTH STAR ANYMORE. PLS ASSIST.	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
Spark	1388	11/29/2013	4829304845	customer would like to cancel. States this was done w/out his consent	SIM CLD TO STATE THAT HE DOES NOT WANT TO SWITCH TO SPARK ENERGY. PLS ASSIST. STATES THAT THIS WAS DONE BY HIS WIFE AND SPARK REP WITH OUT HIS PERMISSION	Cancellation Request	Account was dropped on 12/02 as requested by customer.
Blue Spruce	1389	11/29/2013	9648319800	customer would like to cancel. Feels she was misled.	CUST, SAYS PGE REP WITH HARD HAT / VEST ON CAME TO DOOR AND ASKED FOR HER BILL, ASKED ABOUT CARE PROGRAM AND MAKING IT BETTER, GOT INFO FROM BILL, ADVON ESP PROVIDER AND CONTACTING THEM, FEELS SHE WAS CONNED, SHE CALLED THEM TO CANCEL, STILL RECVD NEW CUSTOMER	Questionable Solicitation Activity	Disconnected
North Star(Yepene)	1390	11/29/2013	9593341713	customer would like to return back to pge f/s	customer STATES HE DIDNT SWITCH TO ANOTHER GAS PROVIDER AND DOESNT WANT NORTH STAR GAS // HE DOESNT RECALL ANYONE GOING TO HIS HOME ASKING FOR HIS GAS ID # OR ASKING TO C HIS BILL // HE DOESNT KNOW WHAT IS GOING ON STATED THERE IS LANGUAGE BARR	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
North Star(Yepene)	1391	11/29/2013	2031668269	customer would like to return back to pge. Please cancel	customer CLD TO STATE THAT SHE DOESNT WANT TO BE WITH NORTH STAR ANYMORE. PLS ASSIST.	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
Vista	1392	11/29/2013	6566353643	customer would like to cancel. Has tried to contact vista with no luck	customer WAS SIGNED UP WITH VISTA ENERGY WITHOUT HER CONSENT AND WOULD LIKE TO CANCEL THE REQUEST. SHE WANTS TO STAY WITH PGE FULL SERVICE GAS. PLS PROCESS	Unauthorized Switch	Cancelled Account
Vista	1393	11/29/2013	6555941928	customer would like to cancel and return back to pge. Please cancel	customer says vista energy went out to their mobile home park and they told her that they supplied the gas for PGE they said this would be a discount for their gas. She does not want to switch to Vista.	Questionable Solicitation Activity	Cancelled Account
Vista	1394	11/29/2013	1664676246	customer would like to cancel and remain with pge	PER customer - RECEIVED THIRD PARTY GAS LETTER / STATES THAT HE DID NOT SIGN UP FOR THIS /	Unauthorized Switch	Cancelled Account
Spark	1395	11/29/2013	4829304845	customer would like to cancel. States this was done w/out his consent	SIM CLD TO STATE THAT HE DOES NOT WANT TO SWITCH TO SPARK ENERGY. PLS ASSIST. STATES THAT THIS WAS DONE BY HIS WIFE AND SPARK REP WITH OUT HIS PERMISSION	Cancellation Request	Account was dropped on 12/02 as requested by customer.
Blue Spruce	1396	11/29/2013	9648319800	customer would like to cancel. Feels she was misled.	S/W CUST, SAYS PGE REP WITH HARD HAT / VEST ON CAME TO DOOR AND ASKED FOR HER BILL, ASKED ABOUT CARE PROGRAM AND MAKING IT BETTER, GOT INFO FROM BILL, ADVON ESP PROVIDER AND CONTACTING THEM, FEELS SHE WAS CONNED, SHE CALLED THEM TO CANCEL, STILL RECVD NEW CUSTOMER	Questionable Solicitation Activity	Disconnected
Spark	1397	11/30/2013	7050627744	customer would like to cancel and remain with pge f/s	CUSTOMERSAYS THAT THE SPARK ENERGY REP TOLD HER THAT HE IS A PG&E EMPLOYEE AND THAT HE WOULD SIGN HER UP FOR A LOWER GAS BILL. SHE WAS TOLD THAT THE GAS WAS GOING TO INCREASE IN THE NEXT YEAR BUT IF SHE SIGNED THE FORM FOR THIS PG&E "PROGRAM" HER GAS RAT	Unauthorized Switch	Unable to locate enrollment for this customer.
Spark	1398	11/30/2013	7050627744	customer would like to cancel and remain with pge f/s	CUSTOMERSAYS THAT THE SPARK ENERGY REP TOLD HER THAT HE IS A PG&E EMPLOYEE AND THAT HE WOULD SIGN HER UP FOR A LOWER GAS BILL. SHE WAS TOLD THAT THE GAS WAS GOING TO INCREASE IN THE NEXT YEAR BUT IF SHE SIGNED THE FORM FOR THIS PG&E "PROGRAM" HER GAS RAT	Unauthorized Switch	Unable to locate enrollment for this customer.
Xoom	1399	12/2/2013	73270251	customer would like to cancel. Did not know they were a 3rd party	CUSTOMER CALLED IN TO ADV SHE CONTACTED XOOM ENERGY TO END THE SA WITH THEM; SHE WAS NOT AWARE OF THE THIRD PARTY COMPANY AND WOULD LIKE TO CANCEL ALL SERVICES WITH HER; PLEASE REVIEW HER ACCT AND REQUEST FOR SA'S TO BE CANCELLED;	Unauthorized Switch	SA-XXXXXXXXXX has pending switch back to pge f/s a/o 1/10/14
Spark	1400	12/2/2013	8030774217	customer has tried to contact severral times with no luck. Please cancel	PER customer SHE HAS BEEN TRYING TO CALL THEM AT (866) 288-2874 FROM OUR BILL AND ANOTHER (877) 547-7275 FROM THE PAPER SHE SIGNED, AND SHE HAVE BEEN CALLING SINCE MONDAY OF LAST WEEK TO NO AVAIL. ADVISED IT MAY HAVE BEEN BECAUSE OF THE HOLIDAY BUT SHE DOE	Cancellation Request	Cancellation request submitted.

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Spark	1401	12/2/2013	584999372	customer would like to cancel and return to pge. Confirmation xxxxxxxxxx	customer CALLED SPARK ENERGY AND CANCELLED SERVICES W/ THEM. CONFIRM#XXXXXXXX	Cancellation Request	Cancellation request submitted.
Spark	1402	12/2/2013	3045127410	customer would like to cancel. Confirmation # xxxxxxxxxx	customer STATES THAT HE CALLED SPARK ENERGY ABOUT 2 WKS TO OPT OUT OF THEIR SVC YET PG&E HAVE NOT RVC. INFO CUST GAVE CONF OF CANCEL # 11157078 PLS INVEST AND OPT OUT	Cancellation Request	Cancellation request submitted.
Tiger	1403	12/2/2013	2020587576	customer would like to cancel and return to pge f/s	PLEASE REMOVE TIGER THIRD PARTY GAS VENDOR FROM ACCOUNT 6365952613-8 PER COR REQUEST.	Cancellation Request	To honor the customer's request, we are returning the account to PG&E's service and a Tiger representative has notified the customer.
Blue Spruce	1404	12/2/2013	1580466816	customer would like to cancel and return back to pge f/s. please cancel	CUSTOMER HAS ATTEMPTED TO CANCEL WITH... 'ACCENT Energy Call'... AS RECENTLY AS 11-26-2013; 'ACCENT' TOLD HER THAT THEY "CONTACTED US, BUT HAVE NOT HEARD (BACK) FROM US"; PLEASE CONTACT CUSTOMER AND FACILITATE THANK YOU	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1405	12/2/2013	533668948	customer would like to be retro'd back to day one. customer states she called in september to be removed. Would like a call back	customer SAYS SHE CALLED BLUE SPRUCE ENERGY IN SEPTEMBER TO ASK TO BE REMOVED & SHE IS UPSET THAT IT IS TAKING THIS LONG TO BE REMOVED FROM THIS BLUE SPRUCE CO//RCVD LETTER STATING THAT SHE WILL BE RETURNED BACK TO HER PG&E BUNDLED SERVICE ON OR AROUND	Cancellation Request	Disconnected as of 12/19/2013
Blue Spruce	1406	12/2/2013	8139182140	customer has tried to contact ESP to cancel. Please cancel	STATES SHE HAS BEEN TRYING TO CANCEL 3RD PARTY ENROLLMENT AND THAT NO ONE EVER ANSWERS OR RETURNS HER CALLS-STATES SHE NEVER SIGNED A FORM TO ENROLL WITH UNITED ENERGY- PLEASE ASSIST/ INVESTIGATE.	Cancellation Request	submitted disconnect req on 12.12.13
Xoom	1407	12/2/2013	73270251	customer would like to cancel. Did not know they were a 3rd party	CUSTOMER CALLED IN TO ADV SHE CONTACTED XOOM ENERGY TO END THE SA WITH THEM; SHE WAS NOT AWARE OF THE THIRD PARTY COMPANY AND WOULD LIKE TO CANCEL ALL SERVICES WITH HER; PLEASE REVIEW HER ACT AND REQUEST FOR SA'S TO BE CANCELLED;	Unauthorized Switch	SA.XXXXXXXXXX has pending switch back to pge f/s a/o 1/10/14
Spark	1408	12/2/2013	8030774217	customer has tried to contact several times with no luck. Please cancel	PER customer SHE HAS BEEN TRYING TO CALL THEM AT (866) 288-2874 FROM OUR BILL AND ANOTHER FROM THE PAPER SHE SIGNED, AND SHE HAVE BEEN CALLING SINCE MONDAY OF LAST WEEK TO NO AVAIL. ADVISED IT MAY HAVE BEEN BECAUSE OF THE HOLIDAY BUT SHE DOES	Cancellation Request	Cancellation request submitted.
Spark	1409	12/2/2013	584999372	customer would like to cancel and return to pge. Confirmation xxxxxxxxxx	customer CALLED SPARK ENERGY AND CANCELLED SERVICES W/ THEM.	Cancellation Request	Cancellation request submitted.
Spark	1410	12/2/2013	3045127410	customer would like to cancel. Confirmation # xxxxxxxxxx	customer STATES THAT HE CALLED SPARK ENERGY ABOUT 2 WKS TO OPT OUT OF THEIR SVC YET PG&E HAVE NOT RVC. INFO CUST GAVE CONF OF PLS INVEST AND OPT OUT	Cancellation Request	Cancellation request submitted.
Tiger	1411	12/2/2013	2020587576	customer would like to cancel and return to pge f/s	PLEASE REMOVE TIGER THIRD PARTY GAS VENDOR. PER COR REQUEST.	Cancellation Request	To honor the customer's request, we are returning the account to PG&E's service and a Tiger representative has notified the customer.
Blue Spruce	1412	12/2/2013	1580466816	customer would like to cancel and return back to pge f/s. please cancel	CUSTOMER HAS ATTEMPTED TO CANCEL WITH... 'ACCENT Energy Call'... AS RECENTLY AS 11-26-2013; 'ACCENT' TOLD HER THAT THEY "CONTACTED US, BUT HAVE NOT HEARD (BACK) FROM US"; PLEASE CONTACT CUSTOMER AND FACILITATE THANK YOU	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1413	12/2/2013	533668948	customer would like to be retro'd back to day one. customer states she called in september to be removed. Would like a call back	MRS customer SAYS SHE CALLED BLUE SPRUCE ENERGY IN SEPTEMBER TO ASK TO BE REMOVED & SHE IS UPSET THAT IT IS TAKING THIS LONG TO BE REMOVED FROM THIS BLUE SPRUCE CO//RCVD LETTER STATING THAT SHE WILL BE RETURNED BACK TO HER PG&E BUNDLED SERVICE ON OR AROUND	Cancellation Request	Disconnected as of 12/19/2013
Blue Spruce	1414	12/2/2013	8139182140	customer has tried to contact ESP to cancel. Please cancel	STATES SHE HAS BEEN TRYING TO CANCEL 3RD PARTY ENROLLMENT AND THAT NO ONE EVER ANSWERS OR RETURNS HER CALLS-STATES SHE NEVER SIGNED A FORM TO ENROLL WITH UNITED ENERGY- PLEASE ASSIST/ INVESTIGATE.	Cancellation Request	submitted disconnect req on 12.12.13
North Star(Yepene)	1415	12/3/2013	3247252400	customer would like to cancel and return to pge	Customer REQUESTING TO HAVE NORTH STAR GAS REMOVED; IS UPSET STATES THAT WAS MISADVISED BY REP STATING THEY ARE PG&E ONLY REASON HE SIGNED PAPER	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
Spark	1416	12/3/2013	656359707	does not want spark. Please cancel	customer STATES SHE WAS CONTACTED BY TWO FEMALES FROM SPARK ENERGY ON 12/13 AROUND 2PM WHO WORE A PGE UNIFORM W/ LOGO & PRESENTED A PGE BADGE MISLEAD THE CUSTOMER INTO THINKING THEY WERE SIGNING UP FOR A PGE PROGRAM BUT S	Unauthorized Switch	Unable to locate an enrollment for this customer
ACCENT	1417	12/3/2013	676079749	customer would like to cancel and remain with pge. Please cancel	customer would like PGE to know that they cancelled their request to switch to the other gas provider within 3 days of signing with them. I adv I see pending SA, Lynn would like a confirmation phone call that PGE received the notification of cancellation d	Unauthorized Switch	Submitted drop 12/4/13
ACCENT	1418	12/3/2013	7130931917	customer would like to cancel. States she was misled	PER customer 2 MEN CAME OUT TO HER HOUSE STATED THAT IN JANUARY PGE WOULD BE RAISING GAS PRICES AND THEY COULD HELP HER. WHEN THEY FIRST KNOCKED ON HER DOOR SHE DIDNT WANT TO OPEN IT BUT THEY TOLD HER THEY WERE PGE EMPLOYEES. SO SHE OPENED THE DOOR AND THEN	Questionable Solicitation Activity	Submitted drop 12/4/13
North Star(Yepene)	1419	12/3/2013	3247252400	customer would like to cancel and return to pge	CUSTOMER REQUESTING TO HAVE NORTH STAR GAS REMOVED; IS UPSET STATES THAT WAS MISADVISED BY REP STATING THEY ARE PG&E ONLY REASON HE SIGNED PAPER	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
Spark	1420	12/3/2013	656359707	does not want spark. Please cancel	can	Unauthorized Switch	Unable to locate an enrollment for this customer
ACCENT	1421	12/3/2013	676079749	customer would like to cancel and remain with pge. Please cancel	customer would like PGE to know that they cancelled their request to switch to the other gas provider within 3 days of signing with them. I adv I see pending SA, Lynn would like a confirmation phone call that PGE received the notification of cancellation d	Unauthorized Switch	Submitted drop 12/4/13
ACCENT	1422	12/3/2013	7130931917	customer would like to cancel. States she was misled	PER customer 2 MEN CAME OUT TO HER HOUSE STATED THAT IN JANUARY PGE WOULD BE RAISING GAS PRICES AND THEY COULD HELP HER. WHEN THEY FIRST KNOCKED ON HER DOOR SHE DIDNT WANT TO OPEN IT BUT THEY TOLD HER THEY WERE PGE EMPLOYEES. SO SHE OPENED THE DOOR AND THEN	Questionable Solicitation Activity	Submitted drop 12/4/13
Ambit	1423	12/4/2013	9877204736	customer would like to cancel and return to pge f/s	customer is wanting to send a request to cancel her GAS SA with North Star Gas; she has been given the ctc info to call them directly; please follow up with customer regarding this request	Cancellation Request	esp resolution - esp submitted drop
Spark	1424	12/4/2013	8986233797	customer would like to cancel and return back to pge	PER customer SHE CONTACTED SPARK ABOUT 2 MONTHS AGO TO CANCEL SERVICE WITH BUT THERE'S NO CHANGE AS OF YET.	Cancellation Request	Cancellation request submitted.
Tiger	1425	12/4/2013	8072256891	customer would like to cancel and return back to pge f/s	customer would like come back to PG&E Full Service paying \$107.31 if was PG&E \$103.72 thank you ;)	Cancellation Request	To honor the customer's request, we are returning the account to PG&E's service and a Tiger representative has notified the customer.
Blue Spruce	1426	12/4/2013	6247089050	customer would like to cancel and remain with pge	customer NG STATES BLUE SPRUCE CAME TO HIS HOUSE ON NOV 30TH AND SPOKE TO HIS 16 YEAR OLD SON ABOUT SWITCHING TO BLUE SPRUCE-STATES HE HAS BEEN WITH PGE FOR A LONG TIME-SINCE 1995 AND WANTS TO STAY WITH PGE-WANTS US TO CONTACT THEM SINCE HE DOESNT SPEAK E	Questionable Solicitation Activity	no pending switch to another company a/o 12/4/13. should customer receive letter of switch, please advise they contact the esp directly and cancel then contact us back
Ambit	1427	12/4/2013	9877204736	customer would like to cancel and return to pge f/s	customer is wanting to send a request to cancel her GAS SA with North Star Gas; she has been given the ctc info to call them directly; please follow up with customer regarding this request	Cancellation Request	esp resolution - esp submitted drop
Vista	1428	12/4/2013	5599794179	customer would like to switch back to pge f/s. please cancel	customer WANTED TO KNOW IF SHE WAS SAVING WITH VISTA WAS UNSURE. CLAIMS NEVER SIGNED ANYTHING WITH VISTA, STATED WAS ROBBED THIS YEAR, STRANGLD, AND WANTS TO BE FULL SERVICE PG&E AGAIN PLEASE WITH 3RD PARTY PAYING \$63.02 AND WITH US WOULD ONLY BE AT \$53.73	Unauthorized Switch	Cancelled Account
Spark	1429	12/4/2013	8986233797	customer would like to cancel and return back to pge	PER customer SHE CONTACTED SPARK ABOUT 2 MONTHS AGO TO CANCEL SERVICE WITH BUT THERE'S NO CHANGE AS OF YET.	Cancellation Request	Cancellation request submitted.
Tiger	1430	12/4/2013	8072256891	customer would like to cancel and return back to pge f/s	customer would like come back to PG&E Full Service paying \$107.31 if was PG&E \$103.72 thank you ;)	Cancellation Request	To honor the customer's request, we are returning the account to PG&E's service and a Tiger representative has notified the customer.
Blue Spruce	1431	12/4/2013	6247089050	customer would like to cancel and remain with pge	customer STATES BLUE SPRUCE CAME TO HIS HOUSE ON NOV 30TH AND SPOKE TO HIS 16 YEAR OLD SON ABOUT SWITCHING TO BLUE SPRUCE-STATES HE HAS BEEN WITH PGE FOR A LONG TIME-SINCE 1995 AND WANTS TO STAY WITH PGE-WANTS US TO CONTACT THEM SINCE HE DOESNT SPEAK E	Questionable Solicitation Activity	no pending switch to another company a/o 12/4/13. should customer receive letter of switch, please advise they contact the esp directly and cancel then contact us back
North Star(Yepene)	1432	12/5/2013	9583024244	customer would like to cancel and return to pge	Customer is an elderly woman who is having trouble canceling her service with North Star. They are giving her the run around telling her she needs to contact PG&E to cancel her service with them. Customer would like to terminate her service w/ North Sta	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
North Star(Yepene)	1433	12/5/2013	131277966	customer would like to cancel and return to pge	Customer REQUEST NOT TO HAVE SERVICE WITH ACCENT. THERE IS PENDING SA; STATES HE CALLED THEM TO CANCEL AND WAS ADV TO HAVE US CANCEL. THANK YOU	Cancellation Request	Submitted drop 12/10/13

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Tiger	1434	12/5/2013	7991542297	customer would like to cancel and return back to pge f/s	2ND CALL-TIGER DIDN'T RESOLVE PROBLEM/CUSTOMER /XXX-XXX-XXXX/HE CALLED TIGER TO CANCEL SERVICE AND TIGER IS UNWILLING TO CANCEL SERVICE/CUSTOMER WOULD LIKE SOMEONE TO CALL BACK TO LET HIM KNOW THAT HE CAN CANCEL THIS SERVICE	Cancellation Request	This customer contacted Tiger directly earlier this month, and Tiger representative sent the customer the requested account information at that time. The customer did not reply. The representative has and continues to make multiple attempts to contact the customer to discuss his concerns without response.
ACCENT	1435	12/5/2013	1117974726	customer would like to cancel and remain with pge f/s	customer accent energy came to door a little bit ago and pressured him into signing up then he realized that he would be paying more with procurement and tran charges called them a few minutes ago and they kept giving him the run around and he would have to	Unauthorized Switch	Submitted drop 12/6/13
ACCENT	1436	12/5/2013	1317277966	customer would like to cancel and return to pge	PER customer REQUEST NOT TO HAVE SERVICE WITH ACCENT. THERE IS PENDING SA: STATES HE CALLED THEM TO CANCEL AND WAS ADV TO HAVE US CANCEL. THANK YOU	Cancellation Request	Submitted drop 12/10/13
North Star(Yepene)	1437	12/5/2013	9583024244	customer would like to cancel and return to pge	customer is an elderly woman who is having trouble canceling her service with North Star. They are giving her the run around telling her she needs to contact PG&E to cancel her service with them. Customer would like to terminate her service w/ North Star	Cancellation Request	YEP submitted a drop dasr on 12/9/2013
North Star(Yepene)	1438	12/5/2013	1317277966	customer would like to cancel and return to pge	PER customer REQUEST NOT TO HAVE SERVICE WITH ACCENT. THERE IS PENDING SA: STATES HE CALLED THEM TO CANCEL AND WAS ADV TO HAVE US CANCEL. THANK YOU	Cancellation Request	Submitted drop 12/10/13
Vista	1439	12/5/2013	4788244839	customer would like to remain with pge. Please cancel	customer STATES CALLED VISTA ENERGY TO CANCEL SERVICE, AND THAT THE PHONE WAS DISCONNECTED. customer DOES NOT WANT TO BE UNDER VISTA ENERGY, AND STATES THAT THEY WRONGFULLY HAD HIM SIGN UP. P/ VERNON STATES THAT VISTA ENERGY MADE HIM SIGN UP, STATING HE	Unauthorized Switch	Cancelled Account
Vista	1440	12/5/2013	9647739037	customer would like to cancel and return to pge	VISTA ENERGY DID NOT RESOLVE PROBLEM. KEEFE NEVER SIGNED UP FOR THEIR SERVICE AND HE IS VERY ANGRY THAT HE IS BEING BILLED BY THIS COMPANY; WHEN HE CALLED THEY SAID HE HAD NO ACCOUNT WITH THEM EVEN THOUGH HE TOLD THEM HE WAS STILL BEING BILLED; CUSTOMER A	Cancellation Request	Cancelled Account
Tiger	1441	12/5/2013	7991542297	customer would like to cancel and return back to pge f/s	2ND CALL-TIGER DIDN'T RESOLVE PROBLEM/ CLVIN DWIG / HE CALLED TIGER TO CANCEL SERVICE AND TIGER IS UNWILLING TO CANCEL SERVICE/CUSTOMER WOULD LIKE SOMEONE TO CALL BACK TO LET HIM KNOW THAT HE CAN CANCEL THIS SERVICE	Cancellation Request	This customer contacted Tiger directly earlier this month, and Tiger representative Rachel sent the customer the requested account information at that time. The customer did not reply. The representative has and continues to make multiple attempts to contact the customer to discuss his concerns without response.
ACCENT	1442	12/5/2013	1117974726	customer would like to cancel and remain with pge f/s	customer states accent energy came to door a little bit ago and pressured him into signing up then he realized that he would be paying more with procurement and tran charges called them a few minutes ago and they kept giving him the run around and he would have to	Unauthorized Switch	Submitted drop 12/6/13
ACCENT	1443	12/5/2013	1317277966	customer would like to cancel and return to pge	PER customer REQUEST NOT TO HAVE SERVICE WITH ACCENT. THERE IS PENDING SA: STATES HE CALLED THEM TO CANCEL AND WAS ADV TO HAVE US CANCEL. THANK YOU	Cancellation Request	Submitted drop 12/10/13
Blue Spruce	1444	12/6/2013	448197135	customer would like to cancel and return back to pge	2nd call BLUE SPRUCE DID NOT RESOLVE PROBLEM; customer AUTH TO SPEAK TO customer PLS CONTACT DAUGHTER STATES CALLED INTO BLUE SPRUCE OVER PAST 4-5 MONTH LEFTS MSGS TO CANCEL SRVS W/ THEM. NO RETURN OR NO UPDATES FOR RETURNING	Cancellation Request	submitted disconnect request on 12.13.13
Blue Spruce	1445	12/6/2013	1957533282	customer would like to cancel and return to pge.	customer CLD TO STATE THAT SHE NO LONGER WANTS TO BE WITH UET AND WOULD LIKE TO COME BACK TO US AS FULL SRVC.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1446	12/6/2013	448197135	customer would like to cancel and return back to pge	2nd call BLUE SPRUCE DID NOT RESOLVE PROBLEM; customer AUTH TO SPEAK TO DAUGHTER PLS CONTACT DAUGHTER STATES CALLED INTO BLUE SPRUCE OVER PAST 4-5 MONTH LEFTS MSGS TO CANCEL SRVS W/ THEM. NO RETURN OR NO UPDATES FOR RETURNING	Cancellation Request	submitted disconnect request on 12.13.13
ACCENT	1447	12/7/2013	7938744942	customer would like to cancel and return to pge	customer does not want to continue with CTA company for GAS; he adv he has already cted the company- and he was sent the letter recently advising that his SA was activated - and they will be his new provider. but he said he didnt want it; please follow u.	Cancellation Request	Submitted drop on 12/19/13
Blue Spruce	1448	12/7/2013	5505200838	customer would like to cancel and return to pge	CUSTOMER WISHES TO CANCEL HER GAS CONTRACT WITH United Energy Trad. (BLUE SPRUCE). GAS SA#0232328010	Cancellation Request	Pending CTA Resolution
Spark	1449	12/8/2013	3052056493	customer would like to cancel and return to pge	CALLED AND LEFT VM WITH CTA SPARKS ENERGY/RAY/CUSTOMER THOUGHT WAS GETTING A SAVINGS AND UPSET AND CRYING BECAUSE BILLS TO HIGH AND ON FIXED INCOME/ADVSTO CONTACT CTA BUT SD AIRE ADVY DID/	Cancellation Request	Cancellation request submitted.
ACCENT	1450	12/8/2013	6430276699	customer would like to return to pge. Please cancel	Customer has made several attempts to call Accent to stop service. Customer didn't receive a response from them.	Cancellation Request	Submitted drop on 12/19/13
Blue Spruce	1451	12/8/2013	2428355775	customer would like to cancel and return to pge.	customer CLD TO STATE THAT SHE WOULD LIKE TO BE REMOVED FROM UET AND COME BACK TO PG&E AS FULL SRVC. STATES THAT SHE WAS PROMISED A DISCOUNT AND DID NOT SEE THAT.	Questionable Solicitation Activity	Disconnected 12/9/13
Blue Spruce	1452	12/8/2013	2428355775	customer would like to cancel and return to pge.	customer CLD TO STATE THAT SHE WOULD LIKE TO BE REMOVED FROM UET AND COME BACK TO PG&E AS FULL SRVC. STATES THAT SHE WAS PROMISED A DISCOUNT AND DID NOT SEE THAT.	Questionable Solicitation Activity	Disconnected 12/9/13
Commerce	1453	12/9/2013	6306028407	customer would like to cancel and remain with pge	Customer claims both direct access companies vista and commerce advsd him they were part of pge and he would be receiving a discount on his pge bill; customer states he never realized they were a different company; customer spea	Unauthorized Switch	Commerce Energy advises that customer completed an enrollment for the natural gas account on 5/31/13. The agreement was to start with Commerce Energy on 3/21/14. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were able to reach customer at the phone number provided on the account. We advised the customer the enrollment would be cancelled and he would not be switched to Commerce Energy and would continue with his current gas provider. He was also advised he would receive no charges from our company. Customer was satisfied with the information provided.
Spark	1454	12/9/2013	6404804461	customer would like to remain with pge. Please cancel	customer STATED THAT SHE CLD SPARKS THE SAME DAY TO CANCEL AND THEY SAID THAT THEY WLD CANCEL HER RQ // CUSTOMER DOESN'T WANT TO SWITCH PLS STOP CHANGE FROM OCCURRING	Cancellation Request	Cancellation request submitted.
Spark	1455	12/9/2013	997860173	customer would like to cancel and return to pge	CUSTOMER SAYS THAT SPARK ENERGY REPRESENTED THEMSELVES AS PGE. SHE SAYS SHE DOES NOT WANT TO SWITCH. THEY TOLD HER THEY WERE WITH PGE. EFFECTIVE DATE 12/11/13 ADV HER TO CALL THEM TO CANCEL AS WELL	Questionable Solicitation Activity	Cancellation request submitted.
Spark	1456	12/9/2013	7426330356	customer would like to remain with pge. Please cancel	customer CALLED IN STATING THAT SHE INITIALLY CREATED AN SA W/ SPARK ENERGY. SHE LATER CALLED SPARK AND CANCELLED THE SA AND WOULD LIKE TO MAKE SURE HER ACCT IS NOT GOING TO CHANGE. PLEASE RESEARCH AND CONTACT CUSTOMER	Cancellation Request	Cancellation request submitted.
Blue Spruce	1457	12/9/2013	9326039963	customer would like to cancel and remain with pge	customer CONTACT CTA ON MORE THAN ONCE TO STOP TRANSFER TO CTA WITH NO SUCCESS. AMY STATES REP MISREPRESENTED HIMSELF TO THE BUSINESS AS PGE EMPLOYEE AND THEIR GAS SRVC WAS TRANSFERRED TO CTA. CUST WOULD LIKE PGE TO INTERVENE IN STOPPING TRANSFER. CUST WOULD LIKE	Questionable Solicitation Activity	Pending CTA Resolution
ACCENT	1458	12/10/2013	2513465754	customer would like to return to pge. Please cancel	2ND CALL- SPARK ENERGY. customer CUST IS ADV THAT SHE CALLED SPARK IN LATE OCTOBER/EARLY NOVEMBER TO CANCEL SA WITH CTA SPARK. ADV CUST THAT NO PENDING CHANGES ARE SHOWING ON HER ACCT. CUST FEELS THIS IS IN ERROR AND IS REQUESTING OUR A	Cancellation Request	Submitted drop on 12/19/13
Blue Spruce	1459	12/10/2013	2513465754	customer would like to cancel and remain with pge	2ND CALL- SPARK ENERGY. CUST IS ADV THAT SHE CALLED SPARK IN LATE OCTOBER/EARLY NOVEMBER TO CANCEL SA WITH CTA SPARK. ADV CUST THAT NO PENDING CHANGES ARE SHOWING ON HER ACCT. CUST FEELS THIS IS IN ERROR AND IS REQUESTING OUR A	Cancellation Request	Submitted drop on 12/19/13
Ambit	1460	12/11/2013	1165205937	customer would like to cancel and return to pge	customer would like to be removed from third party, states tried to cancel with ambit was told to all PG&E	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
North Star(Yepene)	1461	12/11/2013	written request	would like to cancel and return to pge	written request	Cancellation Request	Pending CTA Resolution
North Star(Yepene)	1462	12/11/2013	223860584	customer would like to cancel and return to pge	Customer states she called North Star 3 times to cancel her contract with them. States all 3 times when she made contact, the CSR's advised her that she was not registered with them. Please help customer cancel her 3rd party SA.	Cancellation Request	YEP customer services dept contact customer on 12/16/2013 to inform her cancellation was submitted to PG&E and advised customer that it takes 30-45 days for his gas account to return to PG&E sales services.
ACCENT	1463	12/11/2013	2440796631	customer would like to cancel and remain with pge	customer CLD TO STATE THAT HE DID NOT AUTHORIZE THE CHANGE TO ACCENT ENERGY. I ADV THAT HE NEEDS TO CONTACT ACCENT TO HAVE THEM STOP IT. HE STATES THAT HE DOES NOT WANT TO CONTACT THEM AND WOULD LIKE US TO STOP THIS FROM HAPPENING. PLS ASSIST.	Cancellation Request	Submitted drop on 12/19/13
ACCENT	1464	12/11/2013	1449104074	customer would like to cancel and return to pge	PER customer REQ TO CANCEL THRD PARTY GAS COMPANY BEFORE 01/13/2013, SPANISH SPEAKING CUSTOMER AND REP WAS ENGLISH STD HE WAS TOLD THEY WERE FRM PGE AND HAD TO SIGN.	Unauthorized Switch	Submitted drop on 12/19/13

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
Commerce	1465	12/12/13	4733803837	customer would like to cancel and return to pge	SP SPKG CUST CALLING RE CHARGES FOR COMMERCE ENERGY, THERE'S A \$50 CHARGE ON MOST RECENT BLNG, SAYS THEY TOLD HIM THAT WE SENT AUTHORIZATION TO CANCEL THAT SA REASON WHY THEY'RE CHARGING HIM THE \$50 PENALTY CHARGES, COR WANTS THIS STRAIGHTENED OUT SINCE H	Cancellation Request	Account Cancelled
Vista	1466	12/12/2013	4733803837	customer would like to cancel and return to pge	SP SPKG CUST CALLING RE CHARGES FOR COMMERCE ENERGY, THERE'S A \$50 CHARGE ON MOST RECENT BLNG, SAYS THEY TOLD HIM THAT WE SENT AUTHORIZATION TO CANCEL THAT SA REASON WHY THEY'RE CHARGING HIM THE \$50 PENALTY CHARGES, COR WANTS THIS STRAIGHTENED OUT SINCE H	Cancellation Request	Account Cancelled
Spark	1467	12/12/2013	3405425143	customer would like to remain with pge	cust cancd switch in november, Just got conf letter confirming switch. Wants to make sure order doesnt go through. Talked to 2 people at other company to stop change.	Cancellation Request	Cancellation request submitted.
ACCENT	1468	12/12/2013	8409929417	customer would like to remain with pge. Please cancel	customer states she cancelled the UET-Blue Spruce a few months back but still shows on monthly bill. also, states she rec'd notice from Accent Energy Call LLC for new service and states she called and cancelled it. CUSTOMER states she does not recall signing	Unauthorized Switch	Submitted drop on 12/19/13
ACCENT	1469	12/12/2013	written request	customer would like to cancel. States they did not sign up for this.	written request	Cancellation Request	We do not show this SA ID in our system or this customers name.
ACCENT	1470	12/12/2013	7586130990	customer would like to remain with pge. Please cancel	THE CUSTOMER STATES THAT HE RCVD A NOTICE THAT HE HAD CANCELLED WITH A ECALL-3RD PARTY GAS, BUT WE SHOW HIM EFF 010214...CAN YOU PLS MAKE SURE THIS DOES NOT BECOME EFF AND CANCEL IT.	Cancellation Request	Drop was submitted on 12/17/13
ACCENT	1471	12/12/2013	2315275734	customer would like to cancel and return to pge	customer CALLED IN TO INFORM SHE CANCELED WITH ACCENT ENERGY AND WOULD LIKE TO BE RE-BUNDLED W/ PG&E	Cancellation Request	Drop was submitted on 12/17/13
Blue Spruce	1472	12/12/2013	8409929417	customer would like to cancel and return to pge	customer states she cancelled the UET-Blue Spruce a few months back but still shows on monthly bill. also, states she rec'd notice from Accent Energy Call LLC for new service and states she called and cancelled it. linda states she does not recall signing	Unauthorized Switch	Submitted drop on 12/19/13
Blue Spruce	1473	12/12/2013	4265265005	customer would like to retro back to july due to they feel they were signed up fraudulently. Please contact customer	customer would like to retro back to july due to they feel they were signed up fraudulently. Please contact customer	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1474	12/12/2013	8831415561	customer would like to return to pge. Please cancel	CUSTOMER HAS TRIED TO CANCEL THE 3RD PARTY SUPPLIER, ITS JUST GOT SWITCH TO ANOTHER AND CUSTOMER DOES NOT WANT TO CHANGE. PLEASE HELP AND CANCEL	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE. TRIED TO CALL BUT CUSTOMER DOES NOT SPEAK ENGLISH.
Blue Spruce	1475	12/12/2013	148729720	customer would like to cancel and return to pge	2nd call - UNITED ENER did not resolve problem. customer VERY UPSET BECAUSE SAYS SHE WAS SCAMMED AND THAT THEY TOLD HER INCORRECT INFORMATION, DIDNT REVEAL HIDDEN COSTS (CUSTOMER CHARGE), BEING CHARGED A LOT MORE AND	Cancellation Request	SPOKE TO MICHELLE. SHE SAID SHE ALREADY RECEIVED A CONFIRMATION NUMBER FROM BLUE SPRUCE.
Blue Spruce	1476	12/13/2013	5509328369	customer feels she was misled into signing up with company. Please cancel	PLEASE REMOVE ALL THIRD PARTY GAS VENDERS FROM ACCOUNT 34036691888. COR FEEL THAT SHE WAS NOT GIVING HONEST INFO ABOUT HOW THE GAS SERVICES.	Questionable Solicitation Activity	esp resolution- cust spoke with service rep on 12.16.13 to cancel switch request. Disconnect request was accepted on 12.17.13
Vista	1477	12/13/2013	2711055224	customer would like to cancel and return to pge	CUSTOMER WANTS TO RETURN TO PGE COMPLETELY.	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 1-2 BILLING CYCLES TO SWITCH BACK TO PGE FULL SERVICE.
Vista	1478	12/13/2013	2455861996	customer would like to cancel and return to pge f/s	Correction needed PER customer SHE STS THAT SHE HAS REQUESTED TO CANCEL HER DA AGREEMENT WITH VISTA 2 TIMES AND THEY HAVE NOT CANCELLED IT FOR HER, SHE HAS CANCELLATION CODE # VIP144280. PLEASE CONTACT CUST WITH RESOLUTION AS VISTA IS NOT PROVIDING RESOLUTION	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.
Spark	1479	12/13/2013	9025259312	customer would like to cancel and remain with pge. Please cancel	PER customer STATES DID NOT SIGN UP FOR SPARK ENERGY, HER SON SIGNED THE PAPERWORK. SHE STATES DID CALL SPARK ENERGY WITH COMPLAINT AND CANCEL THE CTA TRANSFER. SHE IS CONCERNED SINCE AGAIN, SHE DID NOT SIGN THE PAPERWORK TO TRANSFER CTA.	Cancellation Request	Cancellation request submitted.
ACCENT	1480	12/13/2013	1476873462	customer does not want to be with accent. Please cancel	customer tried contacting third party provider Accent Energy. She spoke with a rep by the name of Ammar, they adv her she never signed up for Accent Energy. But on our end it shows it was active as of 12/03/13. She does not want to be with Accent Ener	Cancellation Request	Submitted drop on 12/19/13
Blue Spruce	1481	12/13/2013	5509328369	customer would like to remove blue spruce and remain with pge	PLEASE REMOVE ALL THIRD PARTY GAS VENDERS FROM ACCOUNT 34036691888. COR FEEL THAT SHE WAS NOT GIVING HONEST INFO ABOUT HOW THE GAS SERVICES.	Questionable Solicitation Activity	esp resolution- cust spoke with service rep on 12.16.13 to cancel switch request. Disconnect request was accepted on 12.17.13
Blue Spruce	1482	12/13/2013	8346488247	customer would like to cancel and return to pge. Please cancel	PER COR PLEASE CANCEL UNITED Energy Trade, CTA, COR WOULD LIKE TO CONTINUE TO HAVE SERVICE ONLY WITH PGE	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Spark	1483	12/14/2013	7365253519	customer would like to cancel and remain with pge. States she was misinformed. Please cancel	2ND CALL. CUSTOMER IS ADV THAT SHE CALLED IN A COUPLE OF WEEKS AGO TO INFORM US THAT SHE CANCELLED CTA SPARK ENERGY. HOWEVER, CUSTOMER IS ADV THAT SHE RECEIVED A PENDING CTA LETTER FROM SPARK. CUST FEELS THIS IS IN ERROR AND IS REQUESTING OUR ASSISTANCE TO CANCEL	Cancellation Request	Cancellation was submitted on 12/16
Blue Spruce	1484	12/14/2013	9561737886	customer would like to cancel and return to pge f/s. please cancel	CUSTOMER NOT COMFORTABLE CALLING NEW PROVIDER TO CANCEL / SHE SAID SHE WILL BE TRICKED INTO SOMETHING ELSE / IS ASKING THAT WE CANCEL WITH THEM FOR HER AND RESTORE WITH JUST PGE. / CONTACT / NOT ABLE TO ASSIST	Cancellation Request	esp resolution- submitted disconnect on 12.23.13. spoke to carolyn and explained to her that I submitted disconnect req and she'll get one more final bill
Commerce	1485	12/16/2013	3271122366	customer states sales person was pushy and would like to cancel	CUST ADV'D CTA IN NEIGHBORHOOD, USING PUSHY SALES TACTICS, CUST REQ TO STAY WITH PGE BUNDLED SVC'S, ALSO FEELS CTA NOT PROPERLY EXPLAINING NATURE OF SVC. CUST WAS UNDER IMPRESSION THAT IT WAS A 5% DISCOUNT OUTRIGHT, AND THAT HERE WOULD BE NO CHG TO PGE A	Questionable Solicitation Activity	We have not been successful in reaching Customer by phone at 510-471-4550. As such a letter has been mailed to his address advising him that we have agreed to cancel his program with Commerce Energy. We have submitted the drop request and Customer may expect to see a final billing statement from us within one to two billing cycles.
Vista	1486	12/16/2013	3723702279	customer would like to cancel and remain with pge.	Customer is spanish speaking and states that she has tried to contact blue spruce and she never gets an answer so she can cancel her da, cst states that she had another cst from vista come to her door and the rep wanted her to switch to Vista, cst states that	Cancellation Request	Account Cancelled
Spark	1487	12/16/2013	9762474672	customer would like to cancel spark energy and remain with pge.	Customer is notifying PGE that he cancelled Spark Energy immediately after signing paperwork. He says Sparks Energy already notified PGE of his intent to stay with PGE for gas service. I see pending status on the SA. please send email confirmation that	Unauthorized Switch	Cancellation submitted as requested
Spark	1488	12/16/2013	9051233271	customer would like to cancel and remain with pge	Customer req to cancel enrollment w/ Spark Energy as of today; service agreement scheduled to being on 12/27/13.	Cancellation Request	Cancellation submitted as requested
ACCENT	1489	12/16/2013	2079763471	customer would like to cancel and remain with pge	Customer WAS LOOKING TO CANCEL WITH ACCENT ENERGY; SHE CALLED THIS MORNING 12/16/13 TO CANCEL AND WAS ADV BY ACCENT ENERGY IN ORDER TO CANCEL WITH ACCENT ENERGY SHE NEEDED TO CONTACT PG&E FIRST; ADV CUSTOMER WHEN SIGNING UP AND OR CANCELLING WITH A SEPARATE P	Unauthorized Switch	Drop was submitted on 12/17/13
Blue Spruce	1490	12/16/2013	3723702279	customer would like to cancel and return to pge	Customer is spanish speaking and states that she has tried to contact blue spruce and she never gets an answer so she can cancel her da; cst states that she had another cst from vista come to her door and the rep wanted her to switch to Vista; cst states that	Cancellation Request	Account Cancelled
Vista	1491	12/16/2013	6306028407	customer would like to cancel and return with pge	Customer claims both direct access companies vista and commerce advsd him they were part of pge and he would be receiving a discount on his pge bill; customer states he never realized they were a different company; customer spea	Unauthorized Switch	Commerce Energy advises that customer completed an enrollment for the natural gas account on 5/31/13. The agreement was to start with Commerce Energy on 3/21/14. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were able to reach customer at the phone number provided on the account. We advised the customer the enrollment would be cancelled and he would not be switched to Commerce Energy and would continue with his current gas provider. He was also advised he would receive no charges from our company. Customer was satisfied with the information provided.
Ambit	1492	12/17/2013	3332546343	customer would like to cancel. Has tried to contact but states the cta told him they would not cancel.	CUST REQUEST REMOVAL FROM cta AS HE NEVER AUTHORIZED IN FIRST PLACE, HE CALLED THEM AND ARGUED W/ THEM AND THEY SAID THEY WONT REMOVE IT?	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	1493	12/17/2013	5506721158	customer would like to cancel and return to pge.	CUSTOMER STATES HE HAS TRIED MULTIPLE TIMES TO GET VISTA REMOVED; PLEASE REMOVE VISTA ENERGY HE NO LONGER WANTS TO HAVE CTA; STATES THAT WHEN THEY WENT TO HIS DOOR THEY STATED THEY WOULD BE HELPING HIM PAY HIS BILL NOT CHARGING OR SELLING HIM GAS; CUST STATES	Cancellation Request	Account Cancelled
Spark	1494	12/17/2013	3213436554	customer would like to cancel. States they were misled by company	Customer has requested cancellation with Spark Energy, Cust states 3rd party misrepresented themselves and said they work with PG&E and were helping with CARE enrollment; she did not realize she was switching providers by signing paperwork; Sh	Unauthorized Switch	Cancellation submitted as requested

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
ACCENT	1495	12/17/2013	1655309314	customer would like to cancel and return back to pge. States she was misinformed	Customer states that she call aecall on 12-17 to cancel out their program and remain with pge. she is upset that they lied about the savings and she wanted me to call them to make sure. i adv her that i'll send a case to our dept that deals with the th	Cancellation Request	Drop was submitted on 12/17/13
ACCENT	1496	12/17/2013	1067953839	customer would like to cancel and return to pge f/s	Customer STATES SHE HAS TRIED TO CONTACT 3RD PARTY AECALL GAS TO CANCEL ENROLLMENT... COR STATES SHE DID NOT KNOW SHE WOULD REC CHARGES FROM THAT CO AND PGE-I EXPLAINED OUR CHARGES WOULD BE FOR TRANS COSTS AND GAS PURCHASE THROUGH DA- PLEASE CONTACT	Cancellation Request	Drop was submitted on 12/18/13
Blue Spruce	1497	12/17/2013	written request	customer would like to cancel blue spruce and would like all charges associated taken off.	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1498	12/17/2013	written request	customer would like to cancel and remain with pge	written request	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1499	12/17/2013	2823161585	customer would like to cancel and return back to pge	Customer WOULD LIKE TO CANCEL BLUE SPRUCE ENERGY	Cancellation Request	submitted disconnect request on 12.23.13. Explained to CUSTOMER that it takes one billing cycle to switch his acct back to PG&E.
Xoom	1500	12/18/2013	1648397935	customer has called to cancel. Confirmation #XXXXXXXXXXXX	Customer REQUESTED TO CANCEL THIRD PARTY GAS SA. ALREADY CONTACTED CURRENT PARTY AND WAS TOLD IT WOULD BE CANCELED-SHE WAS TOLD TO CALL PGE BACK TO CONFIRM; SA#XXXXXXXXXXXX; CUSTOMER UNSURE WHEN WILL BE STOPPED	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Vista	1501	12/18/2013	1191673622	customer would like to cancel and return to pge. Please cancel	Customer called Vista 2 mos & will be calling back again today re: cancelling their serv; she wants to return to PGE; I advsd her that she needed to be with them 12 mos; she states she wasn't aware of that & they didn't tell her when she called to cancel	Unauthorized Switch	Customer called to cancel on 12/18/2013 and the account was cancelled
Spark	1502	12/18/2013	6037939353	customer would like to cancel and remain with their current service provider	Customer has requested cancellation with Ambit, Cust states 3rd party misrepresented themselves and said they work with PG&E. He did not realize she was switching providers by signing paperwork; He wishes to return to PGE as gas customer asap. Requested term	Unauthorized Switch	Cancellation submitted as requested
Spark	1503	12/18/2013	9029431058	would like to cancel and return to pge. Cancel# 12027041	Customer SPOKE WITH SPARK 12/11/13 TO REQ CANCELLATION AS WELL AS FAXED WRITTEN REQ OF CANCELLATION AS WELL AS MAILING LTR. DOESN'T APPEAR WE'VE RCVD ANY CANCELLATION REQ INFORMATION. PLS ENSURE THAT THERE IS NO CHG OF GAS PROVIDER ON THIS ACCT AND CALL	Cancellation Request	Cancellation submitted as requested
Spark	1504	12/18/2013	5455634325	customer would like to cancel. States she was misled	Customer SOLICITED BY SPARKS, STATES THAT THE AGENT REPRESENTED HERSELF AS PGE EMPLOYEE, SHE IS UPSET OF THE SWITCH. SHE WOULD LIKE TO STAY W/ PGE, BECAUSE SHE WASN'T TOLD THE TRUTH OF HOW THEY WORK. ALSO REFERRED TO ESP TO CANCEL	Cancellation Request	Cancellation submitted as requested
Spark	1505	12/18/2013	9310842413	customer would like to cancel and return to pge	THIS CUSTOMER WOULD LIKE TO CANCEL SPARK ENERGY FROM HIS ACCT. HE HAS TRIED CALLING THE NUMBER ON THE BILL BUT IT IS OUT OF SERVICE. I TRIED THEIR WEBSITE AND IT WILL NOT LOAD. PLEASE REMOVE THIS CUSTOMER FROM SPARK ENERGY. HE IS UNABLE TO CONTACT THEM. T	Cancellation Request	Cancellation submitted as requested
Tiger	1506	12/18/2013	8161648354	customer would like to cancel and return to pge f/s	Customer has NEVER SIGNED UP FOR ANY THIRD GAS SUPPLIER TIGER HIS DAD IS OUT OF THE COUNTRY AND HIS MOTHER AND KATHY, NO ONE SIGNED UP FOR THIS PROGRAM HE WANTS TO KNOW WHO SIGNED A CONTRACT WITH THIS COMPANY, ADV HIM THAT HE NEED TO CALL	Unauthorized Switch	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
ACCENT	1507	12/18/2013	7181454728	cancellation# 8329173, customer called to cancel.	Customer CALLED TO GIVE HIS CANCELLATION # 8329173 FROM ACCENT ENERGY HE WANTS TO MAKE SURE HE IS CANCELLED IMMEDIATELY AND RETURNED TO PGE AS OF TODAY	Cancellation Request	Drop was submitted on 12/23/13
ACCENT	1508	12/18/2013	4767411042	customer would like to cancel and return to pge	Customer has requested cancellation with Accent Energy. She wishes to return to PGE as gas customer asap. Requested termination effective 12-18-2013	Cancellation Request	Drop was submitted on 12/23/14
Blue Spruce	1509	12/18/2013	8326426315	customer would like to cancel and return to pge.	Customer called Spruce to cancel their serv & was told by the rep from Spruce that he needed to call us & provide this confirmation # 17294; he was told by Spruce rep that PGE would determine the exact date. thank you	Cancellation Request	cust spoke to service rep, Green on 12.18.13 to cancel service
Blue Spruce	1510	12/18/2013	9352238140	customer would like to cancel and return to pge	Customer called to adv she was tricked into signing with the da and would like to be removed and brought full service with pge. She adv that the rep told her to sign as proof that she was at her house not to actually sign up with them. Please call CUSTOMER	Unauthorized Switch	SENT CANCELLATION REQUEST ON CUSTOMER'S BEHALF. MAY TAKE 30-45 DAYS TO SWITCH BACK TO PGE FULL SERVICE. LEFT VOICEMAIL
Glacial	1511	12/18/2013	7714313686	customer has tried to contact esp to cancel. Please cancel	Customer is HAVING TROUBLE GETTING GLACIAL TO CANCEL HER PENDING REQUEST -- SHE CONTACTED THEM, AND SHE SAID THEY TOLD HER THAT IT NEVER WENT THROUGH, AND THAT THEY WOULD NOT PROCESS IT -- ACCT STATES CUSTOMER HAS A PENDING DA WITH GLACIAL -- PLEASE CONTACT GLA	Unauthorized Switch	CANCELLATION WAS SENT OVER TO PGE ON 12/18/13. PGE HAS NOT RETURNED AN EXPECTE END AS OF 12/26/13
ACCENT	1512	12/19/2013	8074815514	customer tried to contact accent to cancel. Please cancel	Customer wanted PGE to know that he contacted ACCENT energy today 12/18/13 and he has informed them that he has decided to cancel and return back to PGE - he wanted us to know - I adv once ACCENT energy notifies us - PGE we will send him a letter informin	Cancellation Request	Drop was submitted on 12/23/13
Blue Spruce	1513	12/20/2013	9004898023	customer disputing switch date and refusing to pay november and december charges. please contact customer.	Customer CALLED FOR 2ND TIME TO INQUIRE ON CTA UNIFIED BEING REMOVED FROM ACCT. SHE REQUESTED REMOVAL 11/2013. CANCELLATION #17647	Cancellation Request	customer has pending switch back to pge f/s a/o 1/13/14 on SA:1753965939
North Star(Yepene)	1514	12/20/2013	2935997943	customer would like to cancel and remain with pge	Customer CALLED NORTH STAR DBA YEP ENERGY TODAY TO CANCEL HER SERVICE WITH THEM AT 1-877-418-5872 AND THEY TOLD HER THAT THEY COULDN'T FIND HER IN THE SYSTEM TO CANCEL AND REFERRED HER BACK TO PG&E. THEY TOLD HER THAT WE ARE HER GAS PROVIDER AND THAT SHE DO	Cancellation Request	YEP submitted a drop dsr on 12/23/2013
Xoom	1515	12/20/2013	9700834525	customer would like to cancel and return to pge f/s	Customer STATES SHE SPOKE W ZOOM TO CANCEL HER SA WITH THEM, NOTHING NOTED ON ACCT, CUST WAS TOLD BY ZOOM IT CAN TAKE 1/2 BILLING CYCLES FOR THIS TO HAPPEN, CUST IS REQ CONF# THAT SHE WILL NO LONGER BE BILLED. I DID NOT SEE ANYTHING ON ACCT THAT SHE WILL B	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
ACCENT	1516	12/20/2013	2018271882	customer would like to cancel and return to pge	PLEASE REMOVE THIRD PARTY GAS VENDOR ACCENT Energy Call, LLC, CTA FROM ACCOUNT 34963309165. Customer HAS CANCELLED WITH GAS VENDOR. THE CANCEL CONF # 8335373.	Cancellation Request	Drop was submitted on 12/23/13
ACCENT	1517	12/20/2013	3029144127	customer would like to cancel and return back to pge	MCOR CALLED ACCENT ENERGY I/GS TO CANCEL SERVICES. CONFIRMATION #8335381. SHE WAS TOLD TO NOTIFY PGE OF CANCELLATION WITH ACCENT.	Cancellation Request	Drop was submitted on 12/23/13
Blue Spruce	1518	12/20/2013	9004898023	customer would like to cancel and remain with pge	Customer CALLED FOR 2ND TIME TO INQUIRE ON CTA UNIFIED BEING REMOVED FROM ACCT. SHE REQUESTED REMOVAL 11/2013. CANCELLATION #17647	Cancellation Request	customer has pending switch back to pge f/s a/o 1/13/14 on SA:XXXXXXXXXX
North Star(Yepene)	1519	12/21/2013	6618022714	customer would like to cancel and return back to pge	CUSTOMER WANTS TO CANCEL THE OTHER CTA FOR GAS PLEASE RETURN HER TO PGE.	Cancellation Request	Pending CTA Resolution
North Star(Yepene)	1520	12/21/2013	5811470346	customer has tried to contact esp several times to cancel and remain with pge. Please cancel	Customer WAS TOLD THAT VISTA WORKS DIRECTLY WITH CARE AND THAT THIS WAS AN ADDITIONAL SAVINGS THAT HE WOULD GET EVERY MON. COR HAS CONTACTED THEM ON SEVERAL OCC. AND STILL NOT REMOVED PLEASE ASSIST	Questionable Solicitation Activity	Pending CTA Resolution
Commerce	1521	12/21/2013	6359926246	customer would like retro and charges reimbursed. Please contact customer	Customer states she did not authorize Commerce Energy to switch her to their service. Says she never spoke with them or knew of who they were until she saw her bill. She is asking that PGE assist her with removing them from her account. She wants to retu	Unauthorized Switch	Commerce Energy advises that Customer completed an enrollment for the natural gas account on 8/30/13. The agreement started with Commerce Energy on 10/04/13. Commerce Energy has sent out a request to cancel the service for the natural gas service and the account will be switched back to PGE within 1-2 cycles. Once the final invoice generates on the account Commerce Energy will issue an adjustment for the full balance on the account as a courtesy to the customer. Commerce has been unsuccessful in our attempts to contact Customer to advise of the aforementioned. A No Contact letter has been mailed out to the customer advising her to call us at her convenience.
Vista	1522	12/21/2013	9679532100	customer feels she was enrolled fraudulently. Please cancel	Customer states that a few reps from vista energy went by her house and asked to see her bill which she showed to them/ however when they asked her permission to switch providers she CTA account managerantly insists that she declined and said she was v	Questionable Solicitation Activity	Cancelled Account 12/31/2013
Blue Spruce	1523	12/22/2013	2843731217	customer would like to cancel and return back to pge	Customer 2ND CORE REQ TO PUT IN COMPLAINT WITH BLUE SPRUCE; CUST STATES HE IS NOT HAPPY WITH THEIR PROCUREMENT CHARGES AND WANTS TO GET BACK ON PGE RATES; ADV CUST TO CONTACT BLUE SPRUCE TO STOP SERVICE; LOST CUST WHILE SUBMITTING CASE	Cancellation Request	Pending CTA Resolution
North Star(Yepene)	1524	12/23/2013	163608131	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Pending CTA Resolution

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Customer Inquiries to PG&E's Customer Service Center

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Call Notes	Case Type	CTA Disposition
North Star(Yepene)	1525	12/23/2013	3090674939	customer would like to cancel and return back from pge.	Customer has been advised that SHE HAS CANCELLED THE DA ACCT AND WAS ADV BY YEP THAT SHE WOULD NOT BE ABLE TO PUT BACK AS FULL SERVICE WITH PGE AS OF THE NEXT BILLING CYCLE. SHE WOULD LIKE IT DONE IMMEDIATELY.	Cancellation Request	customer has pending switch back to pge f/s a/o 1/10/14
North Star(Yepene)	1526	12/23/2013	6758588480	customer would like to dispute charges and refund monies. please contact	Customer has cancelled with north star, we have bundled effective 10/12. but she is still billed by north star on most recent	Cancellation Request	Switched back to pge f/s a/o 12/13/13. customer would receive charges up until switch date
North Star(Yepene)	1527	12/23/2013	5014033890	customer would like to cancel and return to pge	THREE CALLS FOR CANCELLATION. CUSTOMER CALLED CTA TO CANCEL THREE TIMES AND HAS NOT BEEN CANCELED WOULD LIKE HELP IN CANCELING; CALLED TODAY	Cancellation Request	Pending CTA Resolution
Xoom	1528	12/23/2013	9341184325	customer would like to cancel and return back to pge f/s	Customer CALLED XOOM ENERGY TODAY 12-23-2013 TO CANCEL WITH THEM...THEY TOLD HER TO CONTACT PGE TO CANCEL SOONER THAN 2-3 BILLING CYCLES THEY TOLD HER THEY CANT CANCEL FOR 2-3 BILLING CYCLES ASKING IF WE CAN HELP HER TO CANCEL ASAP	Cancellation Request	12/23/13 drop sent to pge per customer request, effective drop date per pge is 1/28/13
Xoom	1529	12/23/2013	5515018883	customer states she contacted esp directly back in sept to cancel. Xoom did not submit cancellation at that time. please contact directly and retro if possible.	2nd call - Xoom did not resolve problem. Customer is upset because she called Xoom on 10/11/13 to cancel their service and she is still being billed by them. She called them today to see why her service wasn't cancelled and they advised her that the call	Cancellation Request	12/23/13 drop sent to pge per customer request not to renew her contract, waiting on effective drop date from PGE...nothing further XOOM needs to do.
Vista	1530	12/23/2013	4583382742	customer states did not sign up for this service. Please cancel	Customer SAYS THAT VISTA CAME TO HER DOOR AND THAT SHE TOLD THEM SHE WASN'T INTERESTED YET SHE STILL GOT A CONFIRMATION LETTER IN THE MAIL	Unauthorized Switch	Account was cancelled on 12/23/2013
ACCENT	1531	12/23/2013	132347932	customer does not want accent on her account. Please cancel	CUSTOMER DID NOT SIGN UP WITH 'ACCENT' NOR DOES SHE WANT TO START AN ACCOUNT WITH THEM ON 1-14-2014; THERE MAY BE A LANGUAGE ISSUE, AS CUSTOMER SPEAKS 'MONG', SO OUR ASSISTANCE IS MORE APPROPRIATE AT THIS POINT, VS. LATER IN PROCESS. THANK	Unauthorized Switch	Submitted drop on 01/06/2014
ACCENT	1532	12/23/2013	9629044663	customer would like to cancel and return back to pge. States he cancelled w/in 3days allowed	Customer ADVISED US THAT HE HAD SIGNED UP W/ ACCENT ENERGY, BUT STOPPED W/IN THE 3 DAYS ALLOWED WANTED IT NOTED SO THAT HE WAS NOT STARTED W/ THEM AT ALL, ADV WOULD NOTE, BUT TO CALL THE 3RD PARTY. HE STATED THAT HE HAD ALREADY CALLED AND RECEIVED A CON#12231	Unauthorized Switch	Submitted drop on 12/25/13. Drop accepted for 1/31/14
ACCENT	1533	12/23/2013	3853988362	customer would like to cancel and return to pge	Customer CANCELED ACCENT GAS PROVIDER. BY CERTIFIED LETTER. ACCENT RECEIVED LETTER ON 12-17-13. SHE DOES NOT WANT ACCENT	Cancellation Request	Submitted drop on 12/26/13. Drop accepted for 1/6/14
ACCENT	1534	12/23/2013	1528350362	customer does not want to be charged a termination fee. Please contact customer	Customer called in regards to Accent Energy bill states recvd 2 separate bills 1 from PGE & 1 from Accent? Normally bill comes together. He is so upset that he feels he is getting doubled charged, he called Accent to cancel the SA on 12/19/2013 and to switch	Cancellation Request	Submitted drop on 12/17/13. Drop accepted for 1/8/14
Blue Spruce	1535	12/23/2013	9316103293	customer would like to cancel and return to pge	Customer would like to be placed back full service PG&E	Cancellation Request	Pending CTA Resolution
Blue Spruce	1536	12/23/2013	1697951660	customer would like to cancel. States esp is not lower as stated. Pls cancel	Customer WANTED TO MAKE A COMPLAINT AGAINST BLUE SPRUCE, WHEN SHE INITIALLY ENROLLED. BLUE SPRUCE SAID HER GAS BILL WILL BE LESS, BUT ACTUALLY IT IS HIGHER, SHE FEELS THAT THE SALES PERSON FOR BLUE SPRUCE MISLEAD HER.	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1537	12/23/2013	6966608299	customer would like to cancel and remain with pge	Customer STATES HE DID NOT SIGN OFF ON TRANSFER TO CTA. CUSTOMER WOULD LIKE TO BE CALLED BACK AND TOLD WHO SIGNED CONTRACT TO SWITCH.	Unauthorized Switch	no pending switch to another provider
Blue Spruce	1538	12/23/2013	825564246	customer would like to return to pge f/s	cust acct was noted 09/24/13 that she would be retruded to bundled svc, DA SA is still showing active	Cancellation Request	Pending CTA Resolution
Blue Spruce	1539	12/23/2013	1207979766	customer would like to cancel and return to pge. Hard of hearing and didn't know what she was signing for	2nd call - (CTA/ESP Name) did not resolve problem: LOL CUST VERY HARD OF HEARING, STS DIDN'T KNOW WHAT WAS GOING ON WHEN SHE SIGNED UP; STS TRIED CALLING BLUE SPRUCE AKA UNITED ENERGY TO CANCEL, BUT STS ONLY HEARS SPANISH IVR AND STS MACHINE TALKS VERY LOW	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
Blue Spruce	1540	12/23/2013	111056144	customer would like to cancel	customer would like to cancel	Cancellation Request	Pending CTA Resolution
North Star(Yepene)	1541	12/24/2013	5869479941	customer would like to cancel and return back to pge f/s. cancellation # xxxxxxxx call customer	Customer requests termination effective 12/24/2013	Cancellation Request	Pending CTA Resolution
Spark	1542	12/24/2013	1771410211	customer would like to cancel and return to pge	Customer TRIED CALLING SPARK ENERGY @ 866-288-2874 WHICH IS PROVIDED ON OUR WEBSITE FOR CUSTOMERS AND THE SAME # ON THEIR BILL. SSR CALLED THIS PH# AND IT IS CONFIRMED THAT IT WAS DISCONNECTED AT LEAST TODAY. CUSTOMER WANTS TO CANCEL SPARK ENERGY BU	Cancellation Request	sent cancellation request on customers behalf. may take 1-2 billing cycles to switch back to pge full service.
Spark	1543	12/24/2013	9437635374	customer would like to cancel and remain with pge	Customer is UPSET STATES THAT SPARK ENERGY CAME TO HER HOME ABOUT 2 WEEKS AGO AND TOLD HER SHE WAS WORKING WITH PGE- STATES SHE DOES NOT WANT SPARK ENERGY- SHE ALREADY CONTACTED THEM TO CANCEL- ADVSDA HAS NOT STARTED BUT IS PENDING- WANTING TO	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 30-45 DAYS TO CANCEL.
Spark	1544	12/24/2013	1007020540	customer would like to cancel and return to pge	2ND CALL. ACCT#XXXXXXXXXX. CUSTOMER IS CLAIMING THAT SHE CALLED CTA SPARK ENERGY IN JUNE TO CANCEL SERVICES. CUSTOMER IS CALLING BACK TO ADV THAT SHE STILL HAS CTA APPEARING ON HER ACCT AND IS REQUESTING OUR ASSISTANCE TO STOP CTA SPARK	Cancellation Request	CTA has honored customer request and submitted a disconnect request for customer to return back to PG&E bundled service
ACCENT	1545	12/24/2013	3476606474	customer would like a retro. CTA submitted 1st disconnect 3days prior to switch therefore received rejection. Customer would like to retro back to october. Please contact customer and PGE account manager	Customer CALLED IN / SHE STATES SHE CALLED ACCENT ON 10-8-2013 TO CANCEL SERVICE. ACCENT THEN SENT CANCELLATION REQUEST TO PGE ON 10-11-2013. ACCENT THEN RECEIVED A REJECTION CANCELLATION REQUEST.	Cancellation Request	Re-submitted drop 1/6/14 because original drop rejected.
North Star(Yepene)	1546	12/26/2013	9233137987	customer would like to cancel and return back to pge	Customer very concern has called north star gas provider, and was advised by company not able to help, at this time cor would like to cancel gas service with north star and continue to have service only with pge	Cancellation Request	SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF. MAY TAKE 30-45 DAYS TO CANCEL.
Vista	1547	12/26/2013	7134436321	customer would like to cancel and return to pge	customer is not wanting to have any 3rd party service provider for gas. currently with Vista..in process of changing to accent. pls assist with only have us; thank you	Cancellation Request	Submitted drop on 1/6/14.
ACCENT	1548	12/26/2013	7134436321	customer would like to cancel	customer is not wanting to have any 3rd party service provider for gas. currently with Vista..in process of changing to accent. pls assist with only have us; thank you	Cancellation Request	Submitted drop on 1/6/14.
Blue Spruce	1549	12/26/2013	8249599006	customer would like to cancel and remain with pge	United Energy Tradg. CTA and vista energy customer does not want to go thru them and the effective date on both parties are 01/08/2014 please make sure she stays with us per customer request ...	Cancellation Request	VISTA SA STARTED 1/8/13. UNITED IS PENDING FOR 10/8/14 AND THERE IS A PENDING SWITCH BACK TO PGE FULL SERVICE ON 2/7/14. SENT CANCELLATION REQUEST ON CUSTOMERS BEHALF TO CANCEL UNITED. IT USUALLY TAKES 30-45 DAYS TO CANCEL. CUSTOMER MAY HAVE UNITED FOR ON
North Star(Yepene)	1550	12/27/2013	9368047488	customer would like to cancel and return to pge	Customer is wanting to cancel DA north star gas. She is having trouble communicating with them since they dont have anyone that speaks spanish. cst wanting me to connect her to them and tried calling the number my self and a machine picks up stating this	Cancellation Request	Pending CTA Resolution
North Star(Yepene)	1551	12/28/2013	1929376484	customer would like to cancel and return back to pge f/s	Customer has been trying to contact North Star for 4 months now to cancel the service and she states that when she calls there is only a answering machine and she has left messages, no returned calls. please contact the customer thank you	Cancellation Request	Pending CTA Resolution