

PACIFIC GAS AND ELECTRIC COMPANY
Senate Bill No. 656 – Core Transport Agents
Data Response

PG&E Data Request No.:	ORA_01-02		
PG&E File Name:	Senate Bill No. 656 – Core Transport Agents _DR_ORА_01-Q2		
Request Date:	December 24, 2013	Requester DR No.:	01
Date Sent:	February 21, 2014	Requesting Party:	Office of Ratepayer Advocates
PG&E Witness:		Requester:	Kelly C. Lee

QUESTION 2

Please provide any categorization mechanism(s) or other methods which PG&E categorizes natural gas CTA (ESP) customer complaints.

ANSWER 2

Customers who contact PG&E’s Customer Service Center to report unwelcome Core Transport Agent (CTA) solicitations, unauthorized enrollments by CTAs, or to request a return to PG&E bundled service will have their inquiries forwarded as “cases” by the Customer Service Representatives (CSRs) to the PG&E account managers who manage PG&E’s relationships with CTAs.

If the cases do not require actions by CTAs to resolve, the account managers will take appropriate actions to address the customers’ inquiries. If the cases do require actions by CTAs to resolve such as unwelcome solicitations or unauthorized enrollments, the account managers will follow the resolution process described in PG&E’s gas Rule 23.D. (Customer Protection).

For any cases resulting from customers’ complaints made directly to the Commission’s Consumer Affairs Branch (CAB) and, subsequently, submitted to PG&E for resolution, PG&E’s account managers follow the same resolution process described above.

PG&E categorizes the cases described above into the following three general “Case Types” based on the CSRs’ description of the customer calls and their call notes:
 1) Cancellation Request; 2) Unauthorized Switch; and 3) Questionable Solicitation Activity.