

Pacific Gas and Electric Company
2013 Core Transport Agent (CTA)-Related Escalated Complaints to the CPUC

CTA NAME	Case Number	Date call to PG&E	Case number (PG&E internal)	Description of Call	Customer Service Representative (CSR) Note	Case Type	CTA Disposition
Vista	E1	1/23/2013	N/A	Customer wants to switch back to PG&E	Customer Concern: 1. The customer is having difficulty returning to PG&E from Vista Energy.	Escalated Complaint	Resolution: * 01/23/13: Sent Energy Audit request * Sent request for customer to return from Vista Energy * Reviewed usage history * Customer mentioned using space heater and has a detached two story shop * Customer does not qualify for CARE discount * Medical Baseline application sent * 3 attempts made to schedule an energy audit and customer was unresponsive * A letter was sent to the customer regarding scheduling an energy audit at her earliest convenience * Customer satisfied
Seminole	E2	1/29/2013	CPUC: 258842	Other	Customer's Concern: 1. Customer has gas energy service provider Seminole. Customer disputes gas transmission costs and believes that the gas transmission costs exceed the amount paid for gas.	Escalated Complaint	Resolution: * Investigated and had ESP (Energy Service Providers) department review and validate customers bill. * Bill was validated for Transmission and Distribution (T&D) charges and is correct and accurate. * Larger T&D charges versus actual commodity charges is coming from the customer having over baseline usage as well as the procurement cost being flat, but the transportation (T&D) charges are subject to tiered rates and the customer is being charged more when he uses more gas. * Customers over baseline usage is driving the T&D charges higher. * Copy of letter detailing the complaint and Tariff GM was sent through mail to the customer. Human Performance: No * Customer indicated he would be pursuing this issue with the governors office and further with the CPUC. * Customer understood outcome
Xoom	E3	2/27/2013	CPUC: 263483	Other	Customer Concern: 1. Consumer has ESP Xoom Energy and feels they are being double billed.	Escalated Complaint	Resolution: * 03/04/13: Customer Relations contacted the customer and left a message * 03/07/13: Customer Relations contacted the customer and explained how third party providers works * The customer stated he contacted PG&E and it was explained to him but thought he should contact the CPUC to make sure everything was correct * Usage history was reviewed * Customer mentioned possibly returned to PG&E as a bundled customer * Customer Relations advised customer will send PG&E's gas historical rates as well as his usage history to compare Human Performance: No * Customer does not qualify for CARE discount nor Medical Baseline * 03/08/13: Mailed gas usage history and PG&E gas historical rates * Customer satisfied
Ambit	E4	4/15/2013	N/A	Customer wants to switch back to PG&E	1. Customer was enrolled with Ambit Gas and wants to return to PG&E bundled service as soon as possible. 2. Customer believes she was bullied into joining Ambit and would like to stay with PG&E.	Escalated Complaint	Resolution: * Advised customer her enrollment in other Energy Service Provider (ESP) is pending and her account is noted that she would like to return to PG&E bundled service. * PG&E is waiting for paperwork from the ESP to return the customer to bundled service * Advised customer to contact Ambit to send over the paperwork * Provided the CPUC with investigation findings and closed complaint
Spark	E5	4/19/2013	CPUC: 272066	Other	Customer's Concern: 1. Customer is disputing a bill by PG&E although they paid their bill in full with Spark's Energy. Customer paid \$154.59 though Sparks in July, customer states that Sparks is supposed to send PG&E the misapplied payment and to have the collection process canceled.	Escalated Complaint	Resolution: * Discussed with customer. Contacted Spark's Energy who will be forwarding her misapplied payment to PG&E for processing. * PG&E advised Sparks Energy that per our tariffs Spark isn't supposed to accept payments from customers directly. Sparks opted to send PG&E the check and to credit the customers account. * Customers account was refunded in the amount of \$154.59. * Customer stated she was satisfied with the outcome.
Commerce	E6	5/8/2013	N/A	ESP/CTA/CCA Solicitation Calls	Customer's Concern: 1. Customer is upset about her experience with Commerce Energy. 2. Customer believes she should be on CARE.	Escalated Complaint	Resolution: * Customer feels she was harassed by Commerce Energy. She states Commerce identified themselves as PG&E * Advised we would contact Energy Service Providers (ESP) and request feedback be provided * Advised customer CARE was dropped in August 2012 because she did not provide income proof * Provided CARE mailing address and advised her of types of income proof * Customer stated she is satisfied with the resolution
YEP	E7	5/14/2013	N/A	ESP/CTA/CCA Solicitation Calls	1. Customer states YEP Energy is misrepresenting the service they provide and asking to review customer's PG&E bills to confirm PG&E's pricing. 2. Customer states the company advised her it could lower her gas cost by 6% and took information off her PG&E bill to switch her provider.	Escalated Complaint	Resolution: * Advised customer sending to ESP Services Department for resolution * CUSTOMER'S CONCERN: 1. Customer states YEP Energy is misrepresenting the service they provide and asking to review customer's PG&E bills to confirm PG&E's pricing. 2. Customer states she was advised the company could lower her gas cost by 6% and took information off her PG&E bill to switch her provider. Human Performance: Yes Resolution: * A PG&E Representative spoke with YEP Energy on 6/5/13 regarding customer's concern. * ESP Services will work with YEP Energy regarding perception and they will follow up with the customer of record to confirm her decision to switch service providers. * Effective 6/5/13 customer's account was switched to YEP Energy. * Customer understands PG&E's position.
YEP	E8	5/23/2013	N/A	Customer wants to switch back to PG&E	Customer's Concern: 1. Customer states he would like to remain as a PG&E Gas & Electric Bundled Service customer. 2. Customer states he did not request the switch.	Escalated Complaint	Resolution: * Sent customer's concern to Energy Service Provider (ESP) Department for resolution * Drop has been submitted by YEP. The account will return back to PG&E bundled services. * Customer understands PG&E's position.

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XOOM	E9	5/28/2013	CPUC: 277013	Customer wants to switch back to PG&E	Customer Concern: 1. Customer would like to return to PG&E Bundled Service, but does not want to pay the early termination fee for ending her XOOM contract.	Escalated Complaint	Resolution: In accordance with Rule 22, Energy Service Providers shall be solely responsible for having appropriate contractual or other arrangements with their customers necessary to implement direct Root Cause: Customer wants to switch back to PG&E access consistent with all applicable laws, CPUC requirements and this tariff. PG&E is not be Date Resolved: 6/11/2013 responsible for monitoring, reviewing or enforcing such contracts or arrangements * XOOM has been notified of the customers concern and they will contact the customer to discuss Type of Contact: CPUC Written - C the customer's options for the contract termination * Once the customer terminates their contract with XOOM, the customer can return to PG&E * Closed complaint and notified the CPUC of the company's position
XOOM	E10	5/31/2013	N/A	Customer wants to switch back to PG&E	Customer's Concern: 1. Customer was enrolled in Xoom Energy (Core Gas) and believes she has been overbilled and would like to return to PG&E bundled service as soon as reasonably possible	Escalated Complaint	Resolution: [ESP] sent email to Xoom to request to return back to PG&E bundled service as of 5/22/13 (last meter read date). * Current scheduled switch date is 6/21. Customer would like to retro stop her Xoom account Date Resolved: 6/13/2013 earlier because she has been requesting to cancel service since February. * PG&E Billing group is in contact with customer and Xoom has explained the incorrect billing to the * Switch date of 5/22/13 has been retro-actively started to 5/22/13 under PG&E bundled service. * Customer's dual billed charges from Xoom have been canceled. * customer stated she is satisfied with the resolution.
Vista	E11	6/27/2013	CPUC: 281532	ESP/CTA/CCA Solicitation Calls	Customer's Concern: 1. Customer states Vista employee posed as PG&E representative in an attempt to get the customer to switch over	Escalated Complaint	Resolution: - Left message for customer to call with additional information - Customer Relations followed up with Customer of Record to advise the account remains as a Bundled Service with PG&E. - Additionally, a case was filed with PG&E's Contact Center on 6/25/13 and the account noted as follows: "Angelica contacted Vista to cancel #154859. The representative for the contract was Mario and the contract was dated 6/24/13. - Customer is a bundled PG&E customer and the case for this issue was closed on 6/26/13 confirming the account remains as a Bundled PG&E Account. - Customer Relations contacted Angelica to confirm the account remains bundled with PG&E. - Angelica appreciated the follow up and understands PG&E's position. - Provided CPUC with investigation findings and closed complaint.
Commerce	E12	7/9/2013	N/A	Customer wants to switch back to PG&E	Customer's Concern: 1. Customer disputes PG&E gas and transmission charges. She receives her gas commodity from Commerce Energy, who told her her gas bill would be lower than with PG&E providing the gas commodity.	Escalated Complaint	Resolution: * Explained and clarified that PG&E charges for transmission and distribution of the gas; Commerce Energy charges for gas commodity * Customer understands charges but feels they are too high * Customer was very unhappy. She is retired and living on a fixed income. She cannot afford the charges * Customer has opted out of Commerce Energy to provide her gas commodity and returned to PG&E * Customer satisfied with the \$25 courtesy adjustment. She understands it is a onetime courtesy * Customer stated she is satisfied with the resolution
Blue Spruce	E13	8/22/2013	N/A	Customer wants to switch back to PG&E	1. Customer states she received a letter from PG&E advising her that she has been switched to the Blue Spruce gas provider. Customer would like to return to PG&E bundled service.	Escalated Complaint	Resolution: * Reached out to CTA account manager (ESP) * Blue Spruce disconnected the customer and the customer was returned back to PG&E service. * Blue Spruce additionally provide feedback to their call center about the marketing techniques. * Customer stated she was satisfied with the resolution.
Vista	E14	8/28/2013	N/A	Customer wants to switch back to PG&E	Customer's Concern: 1. Customer wants to ensure he is a bundled customer with PG&E and no longer with Vista Energy.	Escalated Complaint	Resolution: * Customer Relations received permission to speak with his niece, Ina * We confirmed he is a bundled PG&E customer as of 8/29/13 * The customer is blind and Vista Energy failed to fully explain their purpose. Advised we would provide feedback to the Energy Service Provider team * Advised the customer has a pending shut off for nonpayment in September. The customer agreed to pay his bill in full to avoid interruption. Provided the Pay by Phone number * Discussed a hazard tag issued at his wall heater * Discussed concerns about his stove which was provided by the Energy Savings Assistance Program (ESAP). Advised we would contact ESAP to consult * Field notes show the dials for one burner and the stove are different than the rest of the stove/oven * Customer to submit Medical application * Confirmed with ESAP no stove was provided, only lighting. Customer is ineligible for ESAP help until 2020 * Customer stated he is satisfied with the resolution
Blue Spruce	E15	9/5/2013	CPUC: 290151	Switched without permission	1. Customer is upset about a third party gas supplier soliciting to her mother.	Escalated Complaint	Resolution: * Blue Spruce is not on CTA (Core Transport Agents) list * The customer's PG&E account has not been affected with her interaction with Blue Spruce * Left a message for the customer to call if she had additional questions or concerns
Blue Spruce	E16	10/4/2013	N/A	ESP/CTA/CCA Solicitation Calls	Customer's Concern: 1. Customer contacted the CPUC to verify if the account was switched to a third party provider. 2. Customer states Blue Spruce Energy called to solicit service and he wants to confirm if PG&E switched the service.	Escalated Complaint	Resolution: * Customer Relations confirmed the account is bundled gas & electric service. * Noted the account to indicate customer would like to remain a bundled customer and does not wish to switch to Blue Spruce Energy. * Customer understands PG&E's position. * Provided CPUC with investigation findings and closed complaint.
Vista	E17	11/7/2013	N/A	ESP/CTA/CCA Solicitation Calls	1. Customer calling to confirm he has an existing payment arrangement for the balance owed. 2. Customer called to confirm his status to return to bundled service.	Escalated Complaint	Resolution: * Advised the CPUC/customer a payment arrangement was set up on 4/2/13 for the balance owed and is still active. * Customer is scheduled to pay \$20.00 + current charges monthly by the due dates. * Advised customer has a pending order to return to bundled service effective 12/2/13. * Advised both the CPUC and customer of record an active payment arrangement is on the account * The account is noted and the customer will follow up with Vista Energy to advise she has an active payment arrangement for the balance owed. * Customer stated she is satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.

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Spark	E18	11/8/2013	N/A	ESP/CTA/CCA Solicitation Calls	<p>Customer's Concern:</p> <ol style="list-style-type: none"> 1. Customer states a representative from Sparks Energy was at her location on 11/7/13 promoting the service. 2. Customer states she signed the application for service and called on 11/8/13 to cancel the agreement. 3. Customer would like to remain a bundled customer. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Reviewed the account and advised the customer the account is bundled with PG&E. * Informed to date PG&E has not received any documentation to switch service providers. * Advised customer noting the account with the information she provided regarding the interaction with Sparks Energy. * Customer is stated she is satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.
Blue Spruce	E19	11/18/2013	CPUC: 300993	Customer wants to switch back to PG&E	<p>Customer Concern:</p> <ol style="list-style-type: none"> 1. Customer states that Blue Spruce Energy Services misled him into believing their PG&E bills would be less if they switched to their service. However the customer states that his bills are not lower and wishes to switch back to PG&E. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Left message for customer to call regarding their complaint * Under Review
Ambit	E20	11/26/2013	N/A	Other	<ol style="list-style-type: none"> 1. Customer is upset he will not start service with Core Transport Agent (CTA) Ambit Energy until 12/27/13. He wants to start service sooner. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Explained the start service timeline to customer * The CTA sends a start service request to PG&E. If the request is received and accepted 15 days or more prior to the customer's next meter read date then service will begin on the next meter read date * If the start service request is received within the 15 days of the next meter read, the start date will be on the next meter read date * PG&E received his start service request on 11/12/13. His meter read date was in late November (still pending in system) but within the 15 day time period * Customer's start service date with Ambit will remain on 12/27/13 due to the start request timeline * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint
North Star(Yepene)	E21	12/5/2013	CPUC: 303361	Customer wants to switch back to PG&E	<p>Customer Concern:</p> <ol style="list-style-type: none"> 1. Customer complains that North Star Gas Company promised lower gas rates than PG&E, however gas rates actually increased. 2. Customer requests to return to PG&E for their gas service. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Not regulated by CPUC * Customer Relations sent email to My Energy, Senior Business Analyst to investigate * PG&E will work with North Star to ensure the customer will be returned to PG&E * Customer stated he is satisfied with the resolution * Provided information to CPUC and closed the complaint
Spark	E22	12/16/2013	CPUC: 304580	Customer wants to switch back to PG&E	<p>Customer Concern:</p> <ol style="list-style-type: none"> 1. Customer is concerned because she stated that Spark Energy signed her up to receive the gas commodity from their company without her permission. 2. Customer is also concerned because she stated she has spent countless hours attempting to be switched back to PG&E and would like to be compensated by receiving a \$100 credit to her account from Spark Energy. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Customer Relations reviewed the account history and notes * Customer Relations reached out to CTA account manager - Corporate Account Manager for Energy Service Providers * CTA account manager reached out to Spark Energy for additional information on behalf of the customer * CTA account manager advised Spark Energy of the customer's concern and request to remain a customer of PG&E * Spark Energy canceled the customer's contract as of 12/16/2013 * Spark Energy would not agree to provide the customer with a Customer Satisfaction Adjustment in the amount of \$100 * Customer was advised to continue to work with Spark Energy on the request for compensation * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed complaint
Spark	E23	12/18/2013	N/A	Customer wants to switch back to PG&E	<p>Customer Satisfaction:</p> <p>Customer's Concern:</p> <ol style="list-style-type: none"> 1. Customer states that she has been using Xoom Energy and she is concerned that she has been double billed and has been subject to Xoom's fraudulent business practices. Customer would like the feedback provided to PG&E and Xoom and would like to be returned to PG&E bundled service. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Customer will be returned back to PG&E bundled service. * Provided feedback to Xoom regarding business practices and marketing tactics that the customer experienced. * Customer stated she was satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.
North Star(Yepene)	E24	12/18/2013	N/A	Customer wants to switch back to PG&E	<ol style="list-style-type: none"> 1. Customer would like to return to PG&E bundled service after being with North Star gas Company. Customer called North Star and was informed that it would take 15 days to return her back to PG&E. Customer is requesting that PG&E expedite this request. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * North Star Gas/YEP received a drop request as of 12/18 and submitted the documentation to PG&E to return the customer to PG&E bundled service. * Customer was advised that it is standard for PG&E system to switch his gas account back to PG&E bundled service on the customer's next billing cycle (15-45 days). * Customer stated she was satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.
Spark	E25	12/26/2013	N/A	Customer wants to switch back to PG&E	<p>Customer Concern:</p> <ol style="list-style-type: none"> 1. Customer feels like she was defrauded by Spark Energy. 2. Customer stated she has been trying to reach them via telephone to cancel her contract and can never get through. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Customer Relations reviewed the account history and notes * Customer Relations reaching out to CTA account manager - Corporate Account Manager, Energy Service Providers * CTA account manager confirmed that the customer's contract with Spark Energy was canceled on 12/26/2013 * Customer stated she is satisfied with the resolution * Provided CPUC with investigation/resolution details and closed the complaint
Spark	E26	12/26/2013	CPUC: 305661	Customer wants to switch back to PG&E	<p>Customer's Concern:</p> <ol style="list-style-type: none"> 1. Customer's wife (Spanish speaking only) was recent transferred to Spark Gas service. Customer would like to return to PG&E bundled service and would like for PG&E to penalize Spark Energy for misleading customer. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Left message for customer on 12/27 * Emailed CTA account manager (PG&E) regarding returning customer to PG&E bundled service. * Sparks never initiated the switch and the customer will continue to receive PG&E bundled services. * Feedback was provided to Sparks regarding the sign up of this customer and they are investigating what took place. * Customer stated he was satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.
Accent	E27	12/26/2013	CPUC: 305489	Customer wants to switch back to PG&E	<ol style="list-style-type: none"> 1. customer states that Accent Energy told her that if they signed up with them that her gas bill would be cheaper and the customer received her first bill and it was more. Customer tired to contact Accent Energy and she was disconnected and would like to return back to PG&E bundled service. 	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Left message for customer on 12/27 * Emailed CTA account manager (PG&E) regarding returned customer to PG&E bundled service * Provided feedback to Accent Energy regarding marketing techniques that were used on the customer. * Accent has processed the customer's drop date and customer will return to PG&E bundled service on 1/14/14. * Customer stated she was satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.

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Ambit	E28	12/27/2013	N/A	Customer wants to switch back to PG&E	<p>Customer's Concern:</p> <p>1. Customer said that his wife answered the door to find a female representative from Ambit Energy with her kids stating that she would save money if she switched to Ambit. The representative also said that her kids would be able to eat and have Christmas presents if she switched. Customer felt sorry and switched to Ambit. Husband (and customer of record) came home and stated that he does not want to go with Ambit and would like to stay with PG&E bundled service.</p>	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Emailed CTA account manger (PG&E) regarding switching the customer back to PG&E bundled service * Ambit issued a drop to have the customers services switched back to PG&E. * Additionally, Ambit forwarded the information onto the Compliance department of the company given the sensitivity and the situation surrounding the enrollment of this customer. * Customer stated he was satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.
Vista	E29	12/30/2013	N/A	Switched without permission	<p>Customer's Concern:</p> <p>1. Customer states that they were enrolled in Vista Energy without their knowledge and they do not speak English. Customer would like to pursue legal action against Vista and PG&E for allowing Vista to enroll them in the CTA. Customer would like to return to PG&E service.</p>	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * Emailed internal PG&E contact for Core Transportation Agent (CTA). * Provided customer with contact information for Vista Energy so they may provide direct feedback to the company. * Advised that customer has been dropped off of Vista Energy as of 12/20/13. * Customer understands PG&E's position. * Provided CPUC with investigation findings and closed complaint.
XOOM	E30	12/30/2013	CPUC: 305977	Other	<p>Customer Concern:</p> <p>1. Customer is frustrated that he is being charged by both his Energy Service Provider Xoom Energy and PG&E.</p>	Escalated Complaint	<p>Resolution:</p> <ul style="list-style-type: none"> * 01/02/14: Customer is frustrated that it took up to 2 months to cancel his Xoom service * Explained the process of switching to and from a third party gas provider * Advised will confirm with the other department that customer is now back with PG&E * Sent request to CTA account manger CTA account manger * 01/09/14: Contacted customer to confirm he has been a PG&E bundled customer since 11/26/13 * Customer stated he is satisfied with this resolution