

From: Caron, Jennifer
Sent: 3/7/2014 1:17:45 PM
To: Zelmar, Karen (/O=PG&E/OU=Corporate/cn=Recipients/cn=KJZ1)
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]
[Redacted]; Geoffroy, Lori
(/O=PG&E/OU=Corporate/cn=Recipients/cn=L2G7)

Bcc:

Subject: RE: request for dummy log-ins for My Account

Thanks, Karen. I'll check and see about using a real res account, and the CPUC account. I'll get back to [Redacted]
Lori.

-----Original Message-----

From: Zelmar, Karen [mailto:KJZ1@pge.com]
Sent: Thursday, March 06, 2014 6:05 PM
To: Caron, Jennifer
Cc: Dietz, Sidney; [Redacted]; Geoffroy, Lori
Subject: RE: request for dummy log-ins for My Account

Hi Jennifer-

I think [Redacted] and Lori Geoffroy should be good contacts for you in the future on the My Account portion of our website. [Re] for the usage/rate info and Lori for the account info/billing/payment side.

In terms of getting you dummy accounts, that is a little more challenging - we are not really set up to do that. However, one possible work around is to use the CPUC as the sample commercial customer. I don't know who at the CPUC "owns" the account, but if you can track that down, we can create a log in for that account. On the residential side, do you think you could find an employee at the CPUC who would be willing to create an online account (if it doesn't already exist) and then share their account for usage by others at the CPUC?

It's not ideal, but probably the fastest way to get what you are looking for.

Hope this helps,

Karen

From: Caron, Jennifer [jennifer.caron@cpuc.ca.gov]
Sent: Thursday, March 06, 2014 1:02 PM
To: [Redacted]; Dietz, Sidney; afaustino@semprautilities.com; David.Lowery@sce.com; michelle.thomas@sce.com; Zelmar, Karen

Subject: request for dummy log-ins for My Account

Hi,

Energy Division and Business and Community Outreach would like to have a dummy My Account log-in for a hypothetical residential customer and commercial customer from each IOU. It's possible this is something that

you have already done for us in the past when the updated My Account platforms were launched at each of your utilities, so you might be able to simply resend us log-ins and passwords. I apologize that I don't remember who the right contacts are at each utility to make the request directly. (Karen, I was hoping you can connect me to the right PG&E person!).

Let me know if you have questions.

Thanks for your help!

Jennifer
415-355-5499

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