

From: Mitchell, Lavern  
Sent: 4/15/2014 10:44:12 AM  
To: Enis, Phillip (phillip.enis@cpuc.ca.gov) (phillip.enis@cpuc.ca.gov)  
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Bcc:  
Subject: FW: Monthly Escalated Complaints Summary and LOB Reports - March 2014

Hi Phil: I hope all is well. I wanted to share good news with you, due to PG&E's efforts of meeting with CTA vendors who CAB has been receiving complaints about, CTA complaints are decreasing.

At the same time I wanted to check in to see if we are getting any closer to gaining agreement on PG&E's not counting CTA complaints against PG&E as we discussed in February 2014, since customers are complaining about the Vendors and not PG&E. Do we have agreement yet?

Phil, as you know, our first priority is to assist the customer resolve any issue they are having. As a result, we have been and will definitely continue to assist all of the customers who come to us from CAB (most customers want to come back to PG&E, because they feel they were signed up by the Vendor without realizing it).

We simply need CAB's agreement that it's ok not to count them in our totals. We will continue to track and assist customers. I think a simple email of agreement is fine. Thanks, Lavern

**From:** Mitchell, Lavern  
**Sent:** Monday, April 14, 2014 8:36 AM  
**To:** Miller, Suzy; Gleicher, Cliff; Sanford, Scott; Baljstrieri, Phil; [Redacted]  
[Redacted] Gleicher, Cliff; [Redacted] Johnson, Aaron; Davis, Vincent; Browne, Travis  
**Cc:** Giammona, Laurie; Burt, Helen; Torres, Albert; Malnight, Steven; McCoy, Kevin L; Lokey Etheridge, Felecia K; Bober, Christopher; [Redacted]  
[Redacted] Wilkins, Kristi; Cuneo, John F; [Redacted]  
Zenner, Chris; Brown, Jess A; Kress, Michael A; Knapp, Kevin; Christensen, Robin M; Zenner, Chris; Davis, Vincent; [Redacted] Davis, Earle S; Geoffroy, Lori; Dietz, Sidney; Kim, Ann (Law); Martin, Susan (HR); Thompson, Jill; [Redacted]  
**Subject:** Monthly Escalated Complaints Summary and LOB Reports - March 2014

Business Partners:

Below is a summary of March business and YTD escalated complaints. The Escalated Complaints reports and details for each line of business are available via the following links: [LOB Monthly Complaints](#) and [LOB Monthly Complaints Detail](#). The [LOB Monthly Complaints](#) reports provide a higher level summary of complaints for your line of business, while the [LOB Monthly Complaints Detail](#) are for your detailed analysis of complaints in your area. Thank you, Lavern

### March 2014 Monthly Escalated Complaints Summary:

Blue Book Metric: CPUC Complaints: Green for March 2014

#### CPUC Complaints - 2014

March Actual: 101 / Target: 178

March 2014 / March 2013 Actuals: 45% (101 vs. 182)

YTD: 99 under target (-19%) (414 Actual vs. 513 Target)

Bluebook YTD Performance: 0.050 per 1,000 customers

YE Target: 1,712 (.178 per 1,000 customers = Blue Book Metric)

#### Top Root Causes:

● Core Transport Agent; unwelcomed solicitations of PG&E customers

● Energy Cost Inquiry; usage and billing investigated, no errors found

● Billing; customer disputes back billing period; CARE recertification – customer wants rate retroactively applied

#### Complaint Reduction Strategies:

● CTA - Customer Care and Corporate Security are working on a strategic mitigation of CTA complaints, including daily tracking analysis / meeting with CTA companies [CTA complaints have decreased by 43% since January 2014 \(27 March vs 47 January 2014\)](#)

● ECI - working with customers regarding their high bill concerns, and providing information via various channels on how customers can manage energy costs



