

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to PG and E's Customer Service Center
First Quarter 2014

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
Tiger	1	11/18/2013	writte request	customer would like to cancel	customer would like to cancel	Cancellation Request	Customer dropped
Tiger	2	11/18/2013	writte request	customer would like to cancel	customer would like to cancel	Cancellation Request	Tiger has escalated this inquiry to the independent consultant representing the customer.
NorthStar	3	12/11/2013	written request	customer requested switch back to pge back in december 2013. please look into and retro if possible.	customer requested switch back to pge back in december 2013. please look into and retro if possible.	Cancellation Request	YEP submitted a drop dasr on 3/24/2014
Blue Spruce	4	12/19/2013	written request	request was made back in december for customer to be switched back to pge. Please look into and cancel	request was made back in december for customer to be switched back to pge. Please look into and cancel	Cancellation Request	Blue Spruce automatica drop
Accent	5	12/28/2013	4986424683	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Submitted drop 1/8/14
Accent	6	12/28/2013	3573406482	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Submitted drop 1/8/14
NorthStar	7	12/28/2013	3008714964	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 1/7/2014
Accent	8	12/29/2013	6949039246	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/8/14
Accent	9	12/30/2013	7088706740	cusotme would like to cancel. cancellation	cusotme would like to cancel. cancellation	Cancellation Request	Submitted drop 12/30/13. Drop accepted by PGE for 1/27/14
Accent	10	12/30/2013	7225014886	customer would like to cancel and return to pge.	customer would like to cancel and return to pge.	Cancellation Request	Submitted drop 1/6/14
Commerce	11	12/30/13	4950255820	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Commerce Energy advises that customer z completed an enrollment for the natural gas account on 12/17/13. The agreement was to start with Commerce Energy on 10/15/14. 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.
NorthStar	12	12/30/2013	272982955	customer would like to cancel and return back to pge	customer would like to cancel and return back to pge	Unauthorized Switch	YEP submitted a drop dasr on 1/7/2014
Spark	13	12/30/2013	5188246892	customer does not want to transfer. please cancel	customer does not want to transfer. please cancel	Questionable Solicitation Activity	Enrollment was cancelled on 12/20 when requested.
Spark	14	12/30/2013	3289613452	customer feels she was slammed and would like to cancel.	customer feels she was slammed and would like to cancel.	Unauthorized Switch	Enrollment was cancelled on 12/30 when requested.
Spark	15	12/30/2013	828373805	customer would like to return back to pge f/s. please cancel	customer would like to return back to pge f/s. please cancel	Cancellation Request	Cancellation submitted as requested.
Vista	16	12/30/2013	1322825993	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancelled customer on 1/7/2014
Accent	17	12/30/2013	3452025959	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	Submitted drop 1/16/14
NorthStar	18	12/30/2013	3452025959	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 1/14/2014
Accent	19	12/31/2013	7057688541	customer would like to cancel and remain with pge. please cancel	customer would like to cancel and remain with pge. please cancel	Cancellation Request	Submitted drop on 1/6/14
Accent	20	12/31/2013	3022769233	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 12/31/13. Drop accepted by PGE for 1/22/14
Accent	21	12/31/2013	2918701408	customer would like to remain with pge. please cancel	customer would like to remain with pge. please cancel	Cancellation Request	Submitted drop 1/8/14
Accent	22	12/31/2013	9197985615	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/6/14

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Accent	23	12/31/2013	269371614	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/8/14
Ambit	24	12/31/2013	2253547455	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop issued to cxl pending enrollment
Commerce	25	12/31/2013	1017068927	customer would like a call back in regards to charges and retro. customer states she tried to contact cta to cancel and cta states customer is not on the specific account.	customer would like a call back in regards to charges and retro. customer states she tried to contact cta to cancel and cta states customer is not on the specific account.	Unauthorized Switch	Commerce Energy advises that customer completed an enrollment for the natural gas account on 2/28/13. The agreement with Commerce Energy started on 4/22/13. We have sent out a request to cancel 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 services would be cancelled and he would be switched back to PGE as requested. The customer was advised he would be switched back within 1-2 cycles and be billed a final invoice for usage and an early termination fee of 50.00 would apply to the account. We also were able to speak to customer, which the account holder identified her as his wife. We explained at this time our records does not indicate any calls coming from the phone number listed on the account but that we would be cancelling the account at this time.
Glacial	26	12/31/2013	5307782780	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation processed
Vista	27	12/31/2013	2918701408	customer would like to return to pge. please cancel	customer would like to return to pge. please cancel	Cancellation Request	Customer cancelled on 1/7/2014
Vista	28	12/31/2013	7106456973	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancelled customer on 1/7/2014
Accent	29	1/2/2014	5173962768	customer would like to cancel and return back to pge. please cancel	customer would like to cancel and return back to pge. please cancel	Cancellation Request	Submitted drop 1/6/14
Accent	30	1/2/2014	2527412312	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Submitted drop 1/6/14
Accent	31	1/2/2014	833127565	customer would like to cancel and return back to pge	customer would like to cancel and return back to pge	Cancellation Request	Submitted drop 1/6/14
Accent	32	1/2/2014	3014723868	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Submitted drop 1/6/14
Accent	33	1/2/2014	4216538383	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/6/14
NorthStar	34	1/2/2014	6367483282	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	YEP submitted a drop dsr on 1/7/2014
Spark	35	1/2/2014	9932394029	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancellation submitted as requested.
Vista	36	1/2/2014	536483587	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancelled customer on 1/7/2014
Vista	37	1/2/2014	6367483282	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancelled customer on 1/7/2014
Accent	38	1/2/2014	7072384783	customer would like to cancel and return to pge cancellation# 8371405	customer would like to cancel and return to pge cancellation# 8371405	Cancellation Request	Submitted drop on 1/6/14. Accepted for 1/28/14 by PGE
Accent	39	1/2/2014	4925017706	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/16/14
Spark	40	1/2/2014	1405808624	customer would like to cancel and return to pge f/s	customer would like to cancel and return to pge f/s	Cancellation Request	Cancellation submitted as requested
Xoom	41	1/2/2014	6596064947	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	DROP SUBMITTED TODAY, LMOR FOR CUST ADVISING DROP REQUEST HAS BEEN SUBMITTED AND IT MAY TAKE 1-2 BILLING CYCLE FOR THEM TO RETURN BACK TO UTILITY THIS IS BASED OFF NEXT METER READ.
Accent	42	1/2/2014	CA1	Customer wants to switch back to PG&E	Customer would like to ensure that she is not being switched over the Accent Gas service provider and she would like to stay with PG&E as her provider.	Cancellation Request	Accent checked their sales system and they do not show this customer as ever being an Accent customer or a potential customer with Accent Energy. Advised customer that she will be staying with PG&E bundled service for gas. Customer stated she was satisfied with the resolution.

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Blue Spruce	43	1/2/2014	CA11	Switched without permission	Customer is frustrated Blue Spruce Energy claimed to be PG&E employee's and switched her father-in-law.	Unauthorized Switch	As of 01/16/14 Mr. Campanile will return to PG&E's bundled service Customer stated she is satisfied with the resolution
Accent	44	1/3/2014	8493523665	customer would like to cancel and return to pge. would also like the accent charges cancelled. please contact customer	customer would like to cancel and return to pge. would also like the accent charges cancelled. please contact customer	Questionable Solicitation Activity	Submitted drop 1/6/14
Blue Spruce	45	1/3/2014	8680054447	customer would like to cancel	customer would like to cancel	Cancellation Request	Blue Spruce submitted cancellation request on 1.14.14. customer isn't scheduled to switch until 10.24.14
Accent	46	1/3/2014	8048363303	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/16/14
Accent	47	1/3/2014	8680054447	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop on 1/6/14. Accepted for 1/24/14 by PGE
Accent	48	1/3/2014	4161395341	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/16/14
Ambit	49	1/3/2014	8189918901	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop sent.
Vista	50	1/3/2014	4161395341	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account submitted for cancellation 1/14/2014
Blue Spruce	51	1/4/2014	5621387893	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Blue Spruce submitted disconnect request on 1.14.14. left msg explaining disconnect process
NorthStar	52	1/5/2014	7972935793	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 1/14/2014
Blue Spruce	53	1/6/2014	1018362145	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect request on 1.14.14. left msg explaining disconnect process
Accent	54	1/6/2014	8722615256	customer would like to cancel and return to pge. please cancel	customer would like to cancel and return to pge. please cancel	Cancellation Request	Submitted drop on 1/6/14. Accepted for 1/29/14 by PGE
NorthStar	55	1/6/2014	9722617474	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 1/14/2014
NorthStar	56	1/6/2014	3404516854	customer would like to cancel and return back to pge	customer would like to cancel and return back to pge	Questionable Solicitation Activity	YEP submitted a drop dasr on 1/14/2014
NorthStar	57	1/6/2014	6516630466	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 1/14/2014
NorthStar	58	1/6/2014	3940027344	customer would like to cancel and return back to pge f/s	customer would like to cancel and return back to pge f/s	Unauthorized Switch	YEP submitted a drop dasr on 1/9/2014
NorthStar	59	1/6/2014	6347924369	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 1/14/2014
NorthStar	60	1/6/2014	9117492924	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 1/14/2014
Spark	61	1/6/2014	7162674305	customer does not want to switch. please cancel	customer does not want to switch. please cancel	Questionable Solicitation Activity	Customer Dropped
Spark	62	1/6/2014	1032258438	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Tiger	63	1/6/2014	1644378052	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Tiger representative contacted the customer to discuss his concerns. A request for the account to be dropped will be sent to PG&E today.

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Xoom	64	1/6/2014	7036001690	customer contacted back at the beginning of january and asked to be cancelled. please retro back to february switch date if possible and contact customer	customer contacted back at the beginning of january and asked to be cancelled. please retro back to february switch date if possible and contact customer	Cancellation Request	We have reached out to the customer on severla occassions and she is not returning our calls. As a last resort we sent out an email customer providing the customer a link to manage their account including cancellation
Vista	65	1/6/2014	CA36	Customer wants to switch back to PG&E	Customer is concerned because she stated that she called Vista Energy approximately 6 weeks ago to cancel her contract and was told the cancellation would be effective immediately, however, PG&E records indicate that the effective dat	Cancellation Request	It was confirmed that the contract with Vista Energy was canceled effective 12/31/2013 - as a courtesy, Vista Energy retro-actively canceled the contract
Xoom	66	1/6/2014	CA44	Customer wants to switch back to PG&E	Customer was switched to Blue Spruce and Xoom and would like to return to PG&E bundled service as soon a reasonably possible.	Cancellation Request	Customer was returned to PG&E bundled service as of 12/9/13.
Blue Spruce	67	1/7/2014	431768399	customer would like to cancel. only wants pge	customer would like to cancel. only wants pge	Cancellation Request	Blue Spruce submitted disconnect request on 1.14.14. this acct was scheduled for a switch back to Blue Spruce on 1.27.14. left msg for customer explaining how the process works
Blue Spruce	68	1/7/2014	9633536786	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Blue Spruce submitted disconnect request on 1.14.14. left msg explaining disconnect process
Blue Spruce	69	1/7/2014	3848006313	customer would like to cancel and return to pge f/s	customer would like to cancel and return to pge f/s	Cancellation Request	Blue Spruce submitted disconnect request on 1.14.14. left msg explaining disconnect process
Accent	70	1/7/2014	8735442815	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/16/14
Accent	71	1/7/2014	9813844268	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted drop 1/16/14
NorthStar	72	1/7/2014	6202563485	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP sumbitted a drop dasr on 1/14/2014
Spark	73	1/7/2014	3761074352	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Spark	74	1/7/2014	8256564744	customer would like to cancel nd return to pge	customer would like to cancel nd return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Vista	75	1/7/2014	2081442519	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Account submitted for cancellation 1/14/2014
Accent	76	1/7/2014	CA2	Customer wants to switch back to PG&E	Customer would like to return to PG&E for bundled service after Accent Energy attempted to enroll him in their services.	Cancellation Request	Per Accent, the customer has been returned to PG&E bundled service. The issue with the drop being rejected was both on PG&E and Accent side. PG&E has resolved all issues and the drop will be going through by 1/10. Customer stated he was satisfied with the resolution.

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Ambit	77	1/7/2014	CA9	Customer wants to switch back to PG&E	Customer is concerned because she stated she was switched to Ambit without her permission.	Cancellation Request	Customer Relations also discovered that the customer's contract with Ambit canceled on 9/10/2013, at which time she became a customer of PG&E once again. Customer understands the resolution of this issue.
Blue Spruce	78	1/7/14	CA12	Customer wants to switch back to PG&E	Customer states that they were misled by Blue Spruce and Spark Energy. Customer wishes to stay with PG&E bundled service.	Cancellation Request	Received confirmation from Spark that the customer submitted a cancellation for this account on 12/26/13 and the customer's services are not scheduled to switch. Customer will remain with PG&E. Received confirmation from Blue Spruce that the customer's account has been cancelled in the system. Customer will remain with PG&E. Customer stated he was satisfied with the resolution.
NorthStar	79	1/7/2014	CA18	Switched without permission	Customer is concerned because she stated she was switched to North Star Gas Company without her permission. Customer is also concerned because she wishes to remain a customer of PG&E.	Unauthorized Switch	North Star Gas indicated that the customer called to cancel her contract on 1/7/2014. North Star Gas agreed to cancel the customer's contract, and effective 2/3/2014 the customer will be a customer of PG&E once again.
Blue Spruce	80	1/8/2014	4894033481	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect request on 1.14.14. Tried to explain the disconnect process, but customer was hard of hearing.
Blue Spruce	81	1/8/2014	7234586012	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer spoke with rep D Hessler on 1.10.14 to process disconnect request.
Ambit	82	1/8/2014	261867792	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Drop sent.
Ambit	83	1/8/2014	1968694341	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop sent.
NorthStar	84	1/8/2014	7211773053	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dsr on 1/14/2014
NorthStar	85	1/8/2014	8306032172	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dsr on 1/14/2014
NorthStar	86	1/8/2014	636974059	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dsr on 1/14/2014
Accent	87	1/8/2014	CA3	Customer wants to switch back to PG&E	Customer is upset with Accent Energy and their gas charges.	Cancellation Request	Confirmed the customer will return to PG&E bundled service as of 2/14/14
Blue Spruce	88	1/8/2014	CA13	Customer wants to switch back to PG&E	Customer states that she was misled by Blue Spruce Energy and wishes to continue her services with PG&E.	Cancellation Request	Customer is no longer with an Energy Service Provider and has returned to PG&E as of 11/26/13
Spark	89	1/8/2014	CA28	Customer wants to switch back to PG&E	Customer complains of Spark Energy's sales tactics.	Cancellation Request	Issue resolved by Spark
Blue Spruce	90	1/9/2014	6861647779	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Blue Spruce submitted disconnect request on 1.14.14. Spoke to jacqueline

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Accent	91	1/9/2014	5745198381	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Submitted drop 1/16/14
Accent	92	1/9/2014	2952777936	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted drop 1/16/14
Ambit	93	1/9/2014	2774687118	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop sent.
Spark	94	1/9/2014	4333001951	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancellation submitted as requested
Tiger	95	1/9/2014	8378048814	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Tiger representative contacted the customer to discuss his concerns. A request for the account to be dropped will be sent to PG&E today.
Ambit	96	1/9/2014	9577303237	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Dropped account
Blue Spruce	97	1/9/2014	6665390407	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Disconnect submitted 1/22/14
Blue Spruce	98	1/9/2014	8633430074	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Disconnect submitted 1/22/14
Blue Spruce	99	1/10/2014	321275420	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Customer spoke with rep on 1.10.14 to process disconnect request.
Accent	100	1/10/2014	8876529628	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted drop 1/16/14
Accent	101	1/10/2014	2804749642	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted drop on 1/15/14 Accepted for 2/11/14 by PGE
Accent	102	1/10/2014	6358214657	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted drop on 1/13/14 Accepted for 2/25/14 by PGE
NorthStar	103	1/10/2014	8876529628	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	YEP submitted a drop dasr on 1/14/2014
Spark	104	1/10/2014	4450601361	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Spark	105	1/10/2014	3315554784	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Vista	106	1/10/2014	3833872898	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account was cancelled on 1/10/2014
Vista	107	1/10/2014	4176055834	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account submitted for cancellation 1/14/2014
Ambit	108	1/10/2014	7258534931	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Dropped account
Blue Spruce	109	1/10/2014	7307452450	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect submitted 1/22/14. Disconnect will likely be rejected because too close to meter read.
Blue Spruce	110	1/10/2014	1429479620	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Disconnect submitted 1/22/14.
Blue Spruce	111	1/10/2014	1778691336	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Cancellation submitted 1/22/14, may be rejected because of proximity to switch date.
Blue Spruce	112	1/10/2014	1678913431	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancellation submitted 1/22/14 but will likely be rejected as switch date is 1/23.

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NorthStar	113	1/10/2014	CA19	Customer wants to switch back to PG&E	Customer is elderly and on a limited income and feels that she was scammed into joining North Star. Customer would like to return to PG&E bundled service as soon as reasonably possible.	Cancellation Request	North Star received customers cancellation paperwork for return to PG&E service on 1/10/14. Customer will be returned to PG&E bundled service effective 2/4/14.
Vista	114	1/10/2014	CA37	Customer wants to switch back to PG&E	Customer is elderly and was unwillingly enrolled in Vista Energy and a pending Service Agreement with Accent. Customer lives on a limited income and would like to return to PG&E bundled service as soon as possible.	Cancellation Request	Customer Relations confirmed with Vista Energy that the cancellation request was submitted on 12/30/13; customer was advised by Vista Energy that she will be returned to PG&E within 15 to 45 days after the cancellation date
Vista	115	1/10/2014	CA38	Switched without permission	Customer states that Vista Energy represented themselves as PG&E and switched her service fraudulently.	Unauthorized Switch	Vista advised customer and PG&E that the customer was returned to PG&E bundled service on 1/5/14.
Accent	116	1/12/2014	3443056838	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted drop on 1/15/14 Accepted for 2/04/14 by PGE
Accent	117	1/13/2014	written request	customer would like to cancel and remain with pge. cancellation #144248	customer would like to cancel and remain with pge. cancellation #144248	Cancellation Request	Submitted drop on 1/10/14 Accepted for 2/04/14 by PGE
Accent	118	1/13/2014	4213730206	customer would like to cancel and return to pge. states has called accent and they told him to contact pge.	customer would like to cancel and return to pge. states has called accent and they told him to contact pge.	Unauthorized Switch	Dropped account
Accent	119	1/13/2014	2041323505	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10702392: Processed Drop 1/23; Slated Start: 1/23/14
Commerce	120	1/13/2014	7926904297	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 8/9/13. The agreement started with Commerce Energy on 1/7/14. We have sent a drop request for the customer today, 1/24/14. The switch back to PGE can take from 1 - 2 cycles. The customer will be charged up to the last day of service and as a courtesy we will be waiving the early termination fees for the contract signed. We were unable to reach customer via phone to advise of the aforementioned therefore a letter has been mailed out to the customer advising her to contact us at her earliest convenience.
NorthStar	121	1/13/2014	CA20	Customer wants to switch back to PG&E	Customer feels like she was signed up for North Star Gas fraudulently.	Cancellation Request	<ul style="list-style-type: none"> * Customer Relations reviewed the account history and notes * Customer was advised that she became a customer of North Star Gas on 4/24/2013 * Customer was also advised that her contract was cancelled with North Star Gas - and she will become a gas customer of PG&E effective 1/24/2014 * Customer Relations listened to the customer's frustrations with North Star Gas, as the customer feels they made promises to her that were not kept * Customer understands PG&E's position * Provided CPUC with investigation/resolution details and closed the complaint
Spark	122	1/13/2014	CA29	ESP/CTA/CCA Solicitation Calls	Customer states he was misled by Spark Energy and requests to return to PG&E.	Questionable Solicitation Activity	According to Spark Energy, they contacted the customer via email and advised that the cancellation fee will not be charged. Customer will remain with PG&E for both electric and gas service

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Spark	123	1/13/2014	CA30	Customer wants to switch back to PG&E	Customer complains of abusive marketing tactics by Spark Energy and would request assistance from PG&E in having disputed \$100 fee waived.	Cancellation Request	Customer was returned to bundled service
Accent	124	1/14/2014	4666168978	customer would like to cancel with this company	customer would like to cancel with this company	Unauthorized Switch	10726834: Processed Drop 1/16 PG&E Accepted 1/17; Will Not Flow; Slated Start: 5/22/14
Blue Spruce	125	1/14/2014	4196820588	customer would like to cancel. states contacted cta before 1/12/14	customer would like to cancel. states contacted cta before 1/12/14	Cancellation Request	Disconnect submitted 1/10/14. Disconnect rejected by PGE because too close to meter read. Resubmitted 1/22/14.
Blue Spruce	126	1/14/2014	5202783881	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect submitted 1/22/14
NorthStar	127	1/14/2014	CA21	Customer wants to switch back to PG&E	Customer wants to stop service with North Star. She requested to stop service in December 2013, but her request was not processed.	Cancellation Request	Customer advised that he submitted his cancellation request to North Star Gas Company on 1/13/14; Customer Relations advised that we will confirm if the cancellation request has been received and will advise when he will be returned to PG&E. Customer appreciated the assistance with returning to PG&E; customer will be returned ad of 2/19/14
NorthStar	128	1/14/2014	CA22	Customer wants to switch back to PG&E	Customer disputes North Star Gas Company claims that his gas service would be cheaper.	Questionable Solicitation Activity	*1/17/14: CTA confirmed customer will return to PG&E bundled service on 2/4/14. North Star was not able to return her to bundled service sooner
Spark	129	1/14/2014	CA31	Customer wants to switch back to PG&E	Customer having difficulties with returning to PG&E from third party provider.	Cancellation Request	Customer was returned to bundled service
Xoom	130	1/14/2014	CA45	Customer wants to switch back to PG&E	Customer joined Xoom Energy believing that it would save him money. Customer received his first bill and stated that he did not save any money. Customer would like to return to PG&E bundled service as soon as pos	Cancellation Request	Customer Returned to Bundled Service
Seminole	131	1/15/2014	6284931542	customer would like to cancel and return to pge. Refusing to pay 3rd party charges	customer would like to cancel and return to pge. Refusing to pay 3rd party charges	Questionable Solicitation Activity	Seminole has released customer back to PGE. DASR has already processed. Disconnect date is 2/6/2014. Seminole will not be charging the customer an early termination fee.

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Accent	132	1/15/2014	CA4	Switched without permission	Customer believes that Accent Energy fraudulently switched their natural gas supplier from PG&E to their company. Customer requests assistance with ensuring that they are not switched to Accent Energy.	Unauthorized Switch	Customer Relations left a message confirming that the switch to Accent Energy has been cancelled; the customer will remain a PG&E gas customer
Vista	133	1/15/2014	CA39	Customer wants to switch back to PG&E	Customer wants to stop service with Vista Energy. She feels it is a scam for older people.	Cancellation Request	Customer Returned to Bundled Service
Accent	134	1/16/2014	5260315105	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10642559: Processed Drop 1/23
Blue Spruce	135	1/16/2014	9865223089	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect submitted 1/22/14.
Blue Spruce	136	1/16/2014	6903616832	customer would like to cancel and return back to pge	customer would like to cancel and return back to pge	Cancellation Request	Disconnect submitted 1/22/14.
Blue Spruce	137	1/16/2014	5260315105	customer would like to cancel	customer would like to cancel	Cancellation Request	Disconnect submitted 1/22/14. Will likely be rejected because of proximity to meter read date.
Blue Spruce	138	1/16/2014	7740324700	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect submitted 1/22/14
Spark	139	1/16/2014	1744145576	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Accent	140	1/17/2014	2627055176	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Dropped account
Accent	141	1/17/2014	1957013482	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10729267: Processed Drop 1/23; Slated Start: 2/6/14
Accent	142	1/17/2014	2752143826	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	10729522: Processed Drop 1/23; Slated Start: 3/25/14
Ambit	143	1/17/2014	2752143826	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Dropped account
Blue Spruce	144	1/17/2014	319054428	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect submitted 1/22/14
Spark	145	1/17/2014	3810896225	customer would like to cancel and remain with pge. please cancel	customer would like to cancel and remain with pge. please cancel	Unauthorized Switch	Cancellation has been submitted as requested.
Xoom	146	1/17/2014	written request	customer submitted letter to switch back to pge f/s a/o 1/17/14. no pending switch. Please cancel and contact customer	customer submitted letter to switch back to pge f/s a/o 1/17/14. no pending switch. Please cancel and contact customer	Cancellation Request	Customer dropped
Xoom	147	1/17/2014	written request	customer submitted letter to switch back to pge f/s a/o 1/17/14. no pending switch. Please cancel and contact customer	customer submitted letter to switch back to pge f/s a/o 1/17/14. no pending switch. Please cancel and contact customer	Cancellation Request	still no response from customer
Accent	148	1/17/2014	CA5	Customer wants to switch back to PG&E	Customer upset that other energy provider did not disclose full details of billing.	Cancellation Request	Customer returned to PG&E bundled service

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Blue Spruce	149	1/18/2014	161884183	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancellation submitted 1/30/14.
Blue Spruce	150	1/21/2014	2901192747	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Disconnect request submitted 1/30/14.
Blue Spruce	151	1/21/2014	3411339237	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted 1/30/14.
Blue Spruce	152	1/21/2014	8587922367	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect date set for 2/1/14.
Blue Spruce	153	1/21/2014	8914530355	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect request submitted 1/30/14.
Accent	154	1/21/2014	CA6	Customer wants to switch back to PG&E	Customer states that she joined Accent Energy when they advised her that she would save money on her bill. Customer states that she was deceived by Accent and is living on a limited income with two children. Customer would like t	Cancellation Request	Customer returned to PG&E bundled service
Commerce	155	1/21/2014	CA16	Customer wants to switch back to PG&E	Customer states that he canceled service with Commerce Energy in July 2013; however since August, 2013 he noticed that he has been double charged for gas delivery. Customer would like to return to PG&E and billing fixed.	Cancellation Request	1/27/14: Customer was returned to PG&E
NorthStar	156	1/21/2014	CA23	Customer wants to switch back to PG&E	Customer is concerned because he stated he was switched to North Star Gas Company without his permission. Customer is also concerned because he wishes to remain a customer of PG&E.	Cancellation Request	*North Star Gas agreed to cancel the customer's contract effective 2/6/2014 and the customer will once again be a customer of PG&E
Vista	157	1/21/2014	CA40	Switched without permission	Customer states that she was switched to VISTA energy without her permission and that they forged her signature on the agreement. Customer would like for the VISTA charges to be removed and to return back to PG&E service.	Unauthorized Switch	Customer Returned to Bundled Service
Blue Spruce	158	1/22/2014	9762951050	customer would like to cancel. confirmation #22006	customer would like to cancel. confirmation #22006	Cancellation Request	Disconnect request submitted 1/22/14.

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Blue Spruce	159	1/22/2014	8882392186	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect request submitted 1/30/14.
Spark	160	1/22/2014	3785991533	customer would like to cancel and return to pge f/s	customer would like to cancel and return to pge f/s	Questionable Solicitation Activity	Cancellation was submitted on 1/23/2014 as requested when customer called in
Spark	161	1/22/2014	2800055766	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation has been submitted as requested.
NorthStar	162	1/22/2014	CA24	Customer wants to switch back to PG&E	Customer is concerned because she feels like she was signed up for North Star Gas fraudulently.	Cancellation Request	Customer was also advised that her contract was cancelled with North Star Gas - and she will become a gas customer of PG&E effective 3/5/2014
Vista	163	1/22/2014	CA41	ESP/CTA/CCA Solicitation Calls	Customer is upset that his daughter was able to switch to Vista Energy on his account.	Questionable Solicitation Activity	Customer Returned to Bundled Service
Blue Spruce	164	1/23/2014	397662791	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Disconnect request submitted 1/30/14.
Blue Spruce	165	1/23/2014	905394668	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	According to our system the disconnect should have been official on 5/13/2013. Not sure why customer is still being billed.
Spark	166	1/23/2014	6361619495	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation has been submitted as requested.
Spark	167	1/23/2014	7498308916	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted cancellation as requested
Blue Spruce	168	1/23/2014	CA14	Customer wants to switch back to PG&E	Customer wants to stop service with Blue Spruce.	Cancellation Request	Customer will return to PG&E bundled service on 2/11/14
Vista	169	1/23/2014	CA42	Switched without permission	Customer disputes signing up with Vista Energy.	Unauthorized Switch	Advised he would return to PG&E bundled service in February 2014
Blue Spruce	170	1/24/2014	8582435318	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Blue Spruce submitted disconnect on 2.10.14 called cust left mess
Blue Spruce	171	1/24/2014	6267010325	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect on 2.10.14 called cust, ed on one more bill will be recieved
Xoom	172	1/24/2014	8347533824	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Xoom disconnected customer
Spark	173	1/24/2014	written request	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted cancellation as requested
Commerce	174	1/24/2014	9610814377	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancelled with no fees
NorthStar	175	1/24/2014	CA25	Customer wants to switch back to PG&E	Customer states that she joined NorthStar Gas a year ago after she was told it would save her money. She feels like NorthStar tricked her into joining and she would like to return to PG&E service as soon as reasonably possible.	Questionable Solicitation Activity	Advised customer that she will be returned to PG&E bundled service effective 3/10/2014.

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Spark	176	1/24/2014	CA32	Customer wants to switch back to PG&E	Customer requests to terminate service with Spark Energy and return to PG&E.	Cancellation Request	Customer was returned to bundled service
Vista	177	1/24/2014	CA43	Switched without permission	Customer is concerned because she feels like she was signed up for Vista Energy fraudulently.	Unauthorized Switch	Customer Returned to Bundled Service
Blue Spruce	178	1/27/2014	3613519759	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect request on 2.10.14. The switch date isn't until 6.7.14
Blue Spruce	179	1/27/2014	4848670352	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Blue Spruce submitted disconnect request on 2.10.14
Spark	180	1/27/2014	4848670352	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Cancellation was submitted on 02/06
Spark	181	1/27/2014	9219390335	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted cancellation as requested
Blue Spruce	182	1/27/2014	CA15	Switched without permission	Customer states the gas service was switched to Blue Spruce without permission. Customer requests reimbursement and requests to be returned to PG&E.	Unauthorized Switch	Customer was returned to bundled service
Spark	183	1/27/2014	CA33	Customer wants to switch back to PG&E	Customer is concerned because she stated she felt like she was misled to sign a contract with Spark Energy.	Cancellation Request	Spark Energy confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract as of 1/27/2014
Spark	184	1/27/2014	CA34	Switched without permission	Customer is concerned because she stated she was switched to Spark Energy without her permission. Customer is also concerned because she stated she is 90 years old and feels like she was taken advantage of by Spark Energy.	Unauthorized Switch	Customer was returned to bundled service
Spark	185	1/27/2014	CA35	Switched without permission	Customer is concerned because she stated she was switched to Spark Energy without her permission.	Unauthorized Switch	Spark Energy confirmed that a valid enrollment was obtained and provided PG&E with the Third Party Verification. Spark Energy agreed to cancel the customer's contract and the customer will become a PG&E gas customer again on 3/10/2014
Blue Spruce	186	1/28/2014	5310315090	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect request on 2.10.14
Blue Spruce	187	1/28/2014	1183494233	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect on 2.10.14 Switch date is scheduled for 2.10.14 too close for disconnect to be done. Customer will be receiving bill due to not done in time.

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Blue Spruce	188	1/28/2014	2475903646	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted Disconnect on 2.10.14 Ed cust on billing cycle and will receive one more bill
Spark	189	1/28/2014	9072061312	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted cancellation as requested
Spark	190	1/28/2014	9819626851	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Submitted cancellation as requested
Accent	191	1/28/2014	CA7	Customer wants to switch back to PG&E	Customer claims that a representative from Accent misled him to believe if he switched over to their service, his bill will reflect significant savings. Customer requests to return to PG&E.	Questionable Solicitation Activity	Customer Relations spoke to customer and confirmed that we have received his request to return to PG&E and we will work with Accent Energy to ensure the switch back to PG&E is completed
Ambit	192	1/28/2014	CA10	Switched without permission	Customer disputes Ambit Energy charges. He states he did not sign up for Ambit services.	Unauthorized Switch	Customer returned to PG&E bundled service on 1/23/14
Commerce	193	1/28/2014	CA17	Customer wants to switch back to PG&E	Customer is asking for assistance to return to PG&E's bundled service.	Cancellation Request	* Customer stated he no longer wants Commerce Energy as their provider and is asking for PG&E's assistance with returning * Advised will work with the other department to investigate * Under Review
Blue Spruce	194	1/29/2014	1182432740	customer would like to cancel. confirmation #11787, looks like there was a cancellation entered but rejected due to wrong zip code inputted 10/18/13, please cancel back to start 11/20/13	customer would like to cancel. confirmation #11787, looks like there was a cancellation entered but rejected due to wrong zip code inputted 10/18/13, please cancel back to start 11/20/13	Cancellation Request	Blue Spruce submitted a cancellation disconnect request on 1.29.14. customer is scheduled to be switched back to PG&E on 2.21.14. Tried calling pH#, but it just rang and rand and didn't have voice mail.
Blue Spruce	195	1/29/2014	2872985503	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	J Harris submitted disconnect on 1/29 acct is scheduled to switch back to PG&E 2/19
Blue Spruce	196	1/29/2014	3920554766	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect on 2.10.14 called cust left mess
Blue Spruce	197	1/29/2014	3031921012	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Blue Spruce submitted disconnect on 2.10.14
Spark	198	1/29/2014	4364206571	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted cancellation as requested
Ambit	199	1/29/2014	4542516174	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop was issued on 2.1.14 and accepted by PGE on 2.4.14
Ambit	200	1/29/2014	995158746	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop TXN issued to PGE on 2.10.14, TXN # CA00000137084035
Blue Spruce	201	1/30/2014	9422627900	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect on 2.10.14
Blue Spruce	202	1/30/2014	5213817207	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect on 2.10.14 called cust left mess
Spark	203	1/30/2014	3617341313	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Cancellation was submitted on 02/04.

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Spark	204	1/30/2014	888370990	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted cancellation as requested
Spark	205	1/30/2014	1911044325	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted cancellation as requested
Spark	206	1/30/2014	4618815888	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted cancellation as requested
Accent	207	1/30/2014	CA8	Customer wants to switch back to PG&E	Customer is not satisfied with Accent Energy's savings claim and is requesting to return to PG&E.	Cancellation Request	<p>12/12/13: Customer was switched to Accent Energy, per customer's request</p> <p>* 1/24/14: Customer contacted PG&E and requested to cancel Accent Energy; PG&E escalated the cancellation request to Accent Energy</p> <p>* 1/31/14: Customer Relations spoke to Customer and confirmed that we have received her cancellation request and we will work with Accent Energy to return the customer according to their contractual agreement</p> <p>* Customer Relations advised that we cannot guarantee that any adjustments will be made for any statement that have already been billed, but we will return the customer to PG&E as soon as possible</p> <p>* Customer understands PG&E's position</p> <p>* Provided the CPUC with the resolution and closed the complaint</p>
NorthStar	208	1/30/2014	CA26	Customer wants to switch back to PG&E	Customer wants to switch from North Star back to PG&E bundled service.	Cancellation Request	Customer was returned to bundled service
NorthStar	209	1/31/2014	CA27	Customer wants to switch back to PG&E	Customer is concerned that were promises a 10% savings, but their bills have doubled since enrolling with North Star Gas and request a refund of the overage. Customer requests to be returned to PG&E without additional fees.	Questionable Solicitation Activity	Customer was returned to bundled service
Blue Spruce	210	2/3/2014	CA46	Switched without permission	Customer is concerned because he stated he was switched to Blue Spruce Energy without his permission.	Unauthorized Switch	* Blue Spruce provided PG&E with a Third Party Verification which proves the customer did in fact sign up for their service, however, Blue Spruce agreed to cancel the customer's contract as of 12/18/2013 and he is once again a customer of PG&E
Commerce	211	2/3/2014	CA47	Customer wants to switch back to PG&E	Customer did not receive the savings promised by the third party energy provider and is concerned about the increased charges since the switch to Commerce Energy.	Questionable Solicitation Activity	<p>* Account is enrolled in CARE and Medical Baseline</p> <p>* Customer is making partial payments for service, which has impacted the total balance; PG&E provided the customer with 4 pay plans within the past year, which all have been broken</p> <p>* 2/4/14 Customer Relations spoke to customer and explained the existing balance is due to missing payments. Customer states she is receiving conflicting information, will send duplicates of their statements, so explanation can be provided based on what she has received</p> <p>* 2/11/14: Customer Relations spoke to Ms. Riley and she stated that she sent the statements on 2/10/14</p> <p>* Customer Relations has not been able to speak to the customer since receiving the customer's statements</p> <p>* Provided the CPUC with PG&E's the company's position and closed the complaint</p>
NorthStar	212	2/3/2014	CA48	Customer wants to switch back to PG&E	Customer reports that her PG&E account has been taken over by a company named "North Star Gas" and wants her money returned	Unauthorized Switch	<p>* 2/03/14: Customer Relations called and spoke with customer</p> <p>* customer feels she has been taken advantage of by North Star</p> <p>* Due to her frustration and having to contact the news media, Customer Relations offered \$100 to resolve this issue</p> <p>* Customer agreed to the offered amount</p> <p>* 2/06/14: Credit amount applied to account</p> <p>* Customer stated she is satisfied with the resolution</p>
Blue Spruce	213	2/4/2014	CA49	Customer wants to switch back to PG&E	Customer is requesting to switch back to PG&E bundled service	Cancellation Request	<p>* Customer stated she signed a 36-month contract with Blue Spruce energy and has a \$25 a month service fee if she cancels</p> <p>* Advised will contact the other department for investigation</p> <p>* Corporate Account Manager (ESP Services) contacted the customer and left a voice message explaining a cancellation was submitted and there will be no cancellation fee</p> <p>* 02/28/14: Customer will return to PG&E's bundled service</p> <p>* Customer stated she is satisfied</p>

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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) Note	Case Type	CTA Disposition
Blue Spruce	214	2/4/2014	CA50	Customer wants to switch back to PG&E	Customer is requesting to switch back to PG&E bundled service	Cancellation Request	<ul style="list-style-type: none"> * Customer stated Blue Spruce had abusive marketing and advised him he would helping a local business * Customer is requesting to switch back to PG&E * Advised will contact the other department for investigation * 02/04/14: Customer stated he appreciated Customer Relations help because Blue Spruce Energy contacted him (same day) and cancelled his request and will also be sending him a refund on his account * Customer stated he is satisfied
NorthStar	215	2/4/2014	CA51	Switched without permission	Customer is concerned because she stated she was switched to North Star Gas without her permission.	Unauthorized Switch	<ul style="list-style-type: none"> * Customer requests to be switched back to PG&E for gas service * Customer Relations reviewed the account history and notes * Customer Relations discovered that the customer became a customer of North Star Gas effective 7/5/2013 * Customer Relations reaching out to Adam Ahmed - Corporate Account Manager, Energy Service Provider Services * North Star Gas confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract as of 2/4/2014
Spark	216	2/4/2014	CA52	Questionable Solicitation Activity	Customer is concerned because she stated she was misled to switch gas service to Spark Energy.	Questionable Solicitation Activity	<ul style="list-style-type: none"> * Customer understands the resolution of this issue * Customer Relations reviewed the account history and notes * Customer Relations discovered that the customer became a customer of Spark Energy effective 8/1/2011 * Customer Relations reaching out to Corporate Account Manager, Energy Service Provider Services * Spark Energy confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract as of 1/7/2014 * Customer understands G&E's position * Provided CPUC with investigation/resolution
Blue Spruce	217	2/5/2014	2274533076	customer would like to remain with pge. please cancel	customer would like to remain with pge. please cancel	Questionable Solicitation Activity	Already automatica drop
Commerce	218	2/5/2014	CA53	Customer wants to switch back to PG&E	Customer wants to return to PG&E bundled service from Commerce.	Questionable Solicitation Activity	<ul style="list-style-type: none"> * Customer called Commerce today to stop service * Emailed CTA group to ensure stop request is processed * Per customer request, provided feedback on Commerce's marketing practice * Customer stated he is satisfied with the resolution * Provided CPUC with investigation findings and closed complaint
Blue Spruce	219	2/5/2014	CA54	Customer wants to switch back to PG&E	Customer is requesting to return to PG&E's bundled service	Cancellation Request	<ul style="list-style-type: none"> * Customer stated she was not advised of all the charges * Explained to customer how she is billed by the CTA * Customer requests to return to PG&E * Advised will contact the other department for investigation * 01/09/14: Customer returned to PG&E bundled service * Left Message for customer advising service agreement cancelled with Blue Spruce Energy * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint
Accent	220	2/5/2014	CA55	Customer wants to switch back to PG&E	Customer wants to return to PG&E's bundled service	Cancellation Request	<ul style="list-style-type: none"> * Customer stated her husband signed the contract for Accent Energy before she was able to review it * Customer stated she was advised her bill would be lower but in fact it has increased * Customer stated she is also requesting her money back because she is having difficulty paying the bill * Advised will contact the other department for investigation * As of 03/14/14 customer will return to PG&E's bundled service * Customer's phone number 559-897-3017 is no longer in service * Customer understands PG&E's position * Provided CPUC with investigation/resolution details and closed complaint
Spark	221	2/5/2014	CA56	Customer wants to switch back to PG&E	Customer states that she received a letter from PG&E notifying her that she was being switched to Spark Energy. Customer would like to stay with PG&E bundled service and does not want to switch	Cancellation Request	<ul style="list-style-type: none"> * Customer advised that she had already contacted Spark who stated that her agreement had been cancelled per her request. * Advised customer we show the cancellation before her switch date to Spark (2/14/14) as 1/29/14. * Advised customer that there are no pending agreements with Sparks, and she is still and will continue to be with PG&E for her gas and electric service. * Customer stated she is satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.
Accent	222	2/5/2014	CA57	Questionable Solicitation Activity	Customer joined Accent Energy after they informed her that she would 30% off of her monthly gas bill by joining with them. Customer received her first bill with Accent charges and her bill double.	Questionable Solicitation Activity	<ul style="list-style-type: none"> * A switch to Accent Energy was authorized 11/12/13 per customer at a fixed price of 69 Cents per therm for a 36 month term. A copy of terms and conditions of agreement were mailed to the customer on 11/27/13; since no attempt to cancel within this period was made by the customer, the enrollment was deemed valid. The account began flowing with Accent supply effective 12/6/13. * Per customer request through CPUC complaint, customer was dropped from Accent and returned to PG&E effective 3/10/14. * The account per Accent will not be charged an early termination fee and will cancel without penalty. * Customer understands PG&E's position. * Provided CPUC with investigation findings and closed complaint.

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Commerce	223	2/6/2014	CA58	Switched without permission	Customer is requesting to return to PG&E's bundled service	Unauthorized Switch	* Customer will return to PG&E's bundled service as of 02/20/14
NorthStar	224	2/6/2014	CA59	Customer wants to switch back to PG&E	Customer joined Vista after she was informed that it would save her on her monthly gas bill. Customer states that she did not save any money and would like to return back to PG&E bundled service as soon as possible.	Cancellation Request	* North Star Gas also had a pending switch as of 4/23/14. Advised customer that she will remain with PG&E bundled service as North Star has submitted a drop for this customer * Vista submitted the cancellation for this customer as of 2/6/14 * Customer will be returned to PG&E gas service as of the next available meter read (2/20/14) * Customer stated she was satisfied with the resolution * Provided CPUC with investigation findings and closed complaint
Blue Spruce	225	2/6/2014	CA60	Customer wants to switch back to PG&E	Customer is requesting to return to PG&E's bundled service from Blue Spruce Energy. Customer is frustrated that he was switched without his knowledge	Cancellation Request	* 02/06/14: Left Message * 02/18/14: Advised customer service agreement for Blue Spruce Energy has been cancelled and he will return to PG&E's bundled service with his next billing cycle * 02/14/14: PG&E received disconnect notice from Blue Spruce Energy * As of 03/12/14 customer will return to PG&E's bundled service * Customer stated he is satisfied
Blue Spruce	226	2/7/2014	9722382591	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce submitted disconnect request on 2.26.14. the acct isn't supposed to switch to Blue Spruce until 4.3.14.
Blue Spruce	227	2/7/2014	7981303946	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cust already spoke to a cust service rep on 1.9.14 to submit disconnect request.
Spark	228	2/7/2014	4838077869	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Cancellation submitted as requested
Xoom	229	2/7/2014	2689242480	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	dropped account
Commerce	230	2/7/2014	CA61	Customer upset about Cancellation fee	Customer is upset because Commerce Energy has charged her a \$50 cancellation fee.	Cancellation Request	* Commerce Energy is in receipt of an executed contract from the customer, however, they agreed to cancel the contract as of 12/23/2013 and reverse the \$50 cancellation fee * Customer stated she is satisfied with the resolution of this issue
Vista	231	2/7/2014	CA62	Customer wants to switch back to PG&E	Customer complains of the scam regarding Vista and would like to be returned to PG&E gas service.	Cancellation Request	* Advised customer that she has been with Vista Energy since 1/28/2013. * Customer called Vista in December 2013 to drop Vista and return to PG&E service. * Customer has been returned to PG&E service effective 1/30/2014. * Provided feedback to Vista regarding marketing practices. * Customer stated she was satisfied with the resolution.
Spark	232	2/8/2014	28415392222	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	Cancellation submitted as requested
Vista	233	2/8/2014	9010852049	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Submitted Cancellation 2/20/2014
Vista	234	2/8/2014	431244534	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted Cancellation 2/20/2014
Accent	235	2/10/2014	5791975685	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	No Account Established
Accent	236	2/10/2014	1240097019	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	10715420: Processed Drop 2/21; Slated Start: 10/21/2014
Accent	237	2/10/2014	422671398	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10741224: Processed Drop 2/21; Slated Start: 10/6/2014

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Blue Spruce	238	2/10/2014	4934685966	customer would like to cancel and possible retro. please contact customer.	customer would like to cancel and possible retro. please contact customer.	Cancellation Request	Customer spoke with rep to disconnect acct. Acct is scheduled for disconnect
Blue Spruce	239	2/10/2014	2514037873	customer would like to cancel and return pge f/s	customer would like to cancel and return pge f/s	Cancellation Request	Blue Spruce submitted disconect request on 2.21.14 and is scheduled to be finalized on 4/3/14
Blue Spruce	240	2/10/2014	1240097019	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Blue Spruce submitted disconnect request on 2.26.14.
Accent	241	2/10/2014	253978809	customer is being double billed from commerce and would like to cancel. please have commerce handle charges and cancel	customer is being double billed from commerce and would like to cancel. please have commerce handle charges and cancel	Cancellation Request	Commerce Energy has reviewed the matter and advises that customer completed an enrollment for the natural gas account on November 26th, 2012 which started with Commerce Energy on December 28th, 2012. customer contacted our offices on February 10th, 2014 requesting for services to be cancelled. The request has been sent and a returned due date of February 28th, 2014 was received from PG&E for the switch completion. After further review Commerce Energy inadvertently invoiced a second charge of \$46.21 for gas usage from 12/28/13 -1/29/14 due to an error with our billing system. We have then corrected this matter and have sent a request to customer's utility company to issue a credit in the amount of \$46.21 due to this billing error. Commerce Energy attempted to establish contact with customer to advise of the credit being issued, but we were unsuccessful. We were able to leave a message inviting him to call us back at his earliest convenience. A No Contact Letter has also been mailed out to the customer inviting him to please contact us.
Spark	242	2/10/2014	7225681817	customer states she received a cancellation# 12107041 back in november. customer disputing switch date and charges. please contact customer	customer states she received a cancellation# 12107041 back in november. customer disputing switch date and charges. please contact customer	Cancellation Request	Cancellation was not submitted as requested. Cancellation has now been submitted and we will re-rate the customer from 12/2013 to termination date.
Spark	243	2/10/2014	8775721618	customer would like to cancel and return to pge. cancellation # 02107062	customer would like to cancel and return to pge. cancellation # 02107062	Cancellation Request	Cancellation was submitted on 02/10/2014 as requested.
Spark	244	2/10/2014	3035573693	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Tiger	245	2/10/2014	611999000	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Tiger has dropped the account per the customer's request. Tiger Representative contacted and informed the customer of this decision.
Vista	246	2/10/2014	3925852893	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancelled on 2/10/2014
Vista	247	2/10/2014	726213233	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted Cancellation 2/10/2014
Accent	248	2/10/2014	CA63	Customer wants to switch back to PG&E	Customer is concerned because she stated she was misled by Accent Energy and she wishes to be switched back to PG&E.	Cancellation Request	* Customer requests to be switched back to PG&E for gas service * Customer Relations reviewed the account history and notes * Customer Relations discovered that the customer became a customer of Accent Energy effective 11/25/2013 * Customer Relations reaching out to Corporate Account Manager, Energy Service Provider Services * Accent Energy confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract without penalty and the customer will become a customer of PG&E as of 2/27/2014 * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Accent	249	2/11/14	4515977026	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Commerce Energy advises that customer completed an enrollment for the natural gas account on 8/21/13. The agreement started with Commerce Energy on 9/25/13. We have requested a drop for the customer. We were able to speak to customer in regards to the cancellation. was advised the cancellation can take from 1-2 cycles depending on when PGE regains the service back. The customer was also advised she would receive an early termination fee of \$50.00 on her final invoice as stated on her contract.
Spark	250	2/11/2014	3657330421	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Vista	251	2/11/2014	7423034093	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted Cancellation 2/11/2014

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Vista	252	2/11/2014	CA64	Customer wants to switch back to PG&E	Customer is concerned because Spark Energy fraudulently attempted to sign him up for gas service, and he has been happy with Vista Energy	Cancellation Request	Customer will stay on bundled service
Commerce	253	2/11/2014	CA65	Customer wants to switch back to PG&E	Customer claims she was slammed by Commerce Energy into joining them. Customer doesn't read english. Customer would like to return to PG&E bundled service.	Cancellation Request	<ul style="list-style-type: none"> * Contacted PG&E Department that works directly with Commerce Energy and CTA (Core Transportation Agents). * Advised that customer has been returned back to PG&E bundled service as of 1/23/14. * Offered customer a payment arrangement to pay off Commerce charges on the account. Customer decline payment arrangement. * Provided CPUC with investigation findings and closed complaint.
Xoom	254	2/11/2014	CA66	Questionable Solicitation Activity	Customer joined Xoom Energy and would like to be returned to PG&E bundled service today as he is not saving any money by being with Xoom.	Questionable Solicitation Activity	CTA returned customer to bundled service
Spark	255	2/11/2014	CA67	Customer wants to switch back to PG&E	Customer disputes Sparks Energy Gas savings claims and requests to return to PG&E	Cancellation Request	<ul style="list-style-type: none"> * Made several attempts to contact customer * 12/19/13: Customer was switched to Sparks Energy Gas * 1/28/14: PG&E received the customer's request to switched back to PG&E; customer will be returned to PG&E effective 2/20/14
Accent	256	2/11/2014	CA68	Customer wants to switch back to PG&E	Customer states Accent Energy told her she would save money if she signed up with them, but noticed a \$61 charge on her latest bill. She is requesting that the \$61 be refunded to her account	Cancellation Request	<ul style="list-style-type: none"> * 2/25/14: Left message for customer to call regarding her concern * Sent email to Energy Service Provider Account Manager to investigate * Per Accent Energy the customer's authorization to switch to Accent Energy was authorized on 11/14/13, for natural gas supply service at the fixed price of 69.90 cent per therm for a 36 month term. A copy of the terms and conditions of the sales agreement, mailed on 11/16/2013 * Since no attempt to cancel service within the rescission period was made, the enrollment was deemed valid and the customer because using Accent Energy's service supply effective, 12/10/13 * Per the customer's 2/18/14 call request to cancel, Accent will subsequently cancel service and return the account back to the utility effective, 3/11/04, without penalty * Customer stated she is satisfied with the resolution * Provided CPUC with investigation findings and closed the complaint
Accent	257	2/12/2014	6709261719	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10743935: Customer Contacted for Drop 2/12; Processed Drop 2/13 PG&E Accepted 2/15 for 2/26; Will Not Flow
Ambit	258	2/12/2014	7254849630	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop issued
Ambit	259	2/12/2014	1330238220	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop issued
Blue Spruce	260	2/12/2014	780986566	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer is set to disco acct is current. Acct will be switched at end of billing cycle
Blue Spruce	261	2/12/2014	1615048286	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Orig disconnect request was submitted on 1.10.14, but wasn't accepted. Blue Spruce submitted 2nd request on 2.21.14. left cust a msg
Spark	262	2/12/2014	9161304185	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Spark	263	2/12/2014	6818377210	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Spark	264	2/12/2014	9046117478	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Tiger	265	2/12/2014	4773027781	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Tiger has dropped the account per the customer's request. Tiger Representative contacted and informed the customer of this decision.
Vista	266	2/12/2014	written request	customer states they did not sign up for this service please cancel	customer states they did not sign up for this service please cancel	Cancellation Request	Submitted Cancellation 2/20/2014

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Vista	267	2/12/2014	6940490786	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Submitted Cancellation 2/20/2014
Xoom	268	2/12/2014	762618396	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer called on 2014.02.13 and requested drop at that time. Drop submitted and will take effect 2014.03.27
Xoom	269	2/12/2014	8980586491	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	dropped account
Xoom	270	2/12/2014	4317882260	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	dropped account
Accent	271	2/12/2014	CA69	Customer wants to switch back to PG&E	Customer feels Accent energy scammed her. Customer is requesting that her gas service be returned to PG&E	Cancellation Request	Customer will stay on bundled service
Accent	272	2/12/2014	CA70	Customer wants to switch back to PG&E	Glacial Energy took customer's information today. She wants to return to PG&E bundled service.	Cancellation Request	CTA returned customer to bundled service
Accent	273	2/12/2014	CA71	Customer wants to switch back to PG&E	Customer upset with marketing practice of Accent Energy. She feels she was lied to.	Questionable Solicitation Activity	<ul style="list-style-type: none"> * Customer stated he cancelled with Accent Energy in January * Customer's cancellation number: 8402256 * Advised it may take up to 2 billing cycles to cancel * Advised will contact the other department to confirm his cancellation * Customer returned to PG&E's bundled service as of 02/06/14 * 02/18/14: Contacted Ms. Verdoza and advised has returned to PG&E and will no longer see Accent Energy charges as of her next bill cycle * Customer stated she is satisfied with the resolution
Spark	274	2/12/2014	CA72	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E's bundled service	Cancellation Request	<ul style="list-style-type: none"> * 2/13/14: Spoke with the customer. He contact Spark Energy earlier in the week and canceled service (Confirmation #02107041). Advised we would follow up with PG&E's Core Transport group to ensure the stop request is processed. Advised we confirm with him when he returned to bundled service * Emailed Core Transport group * 2/18/14: Confirmed customer has returned to PG&E bundled service as of 2/15/14 * Left voicemail for customer advising he has returned to PG&E bundled service. Advised to call if he has any additional questions * Customer understands PG&E's position
Accent	275	2/12/2014	CA73	Customer wants to stop service with Spark Energy and return to PG&E bundled service.	Customer wants to stop service with Spark Energy and return to PG&E bundled service.	Cancellation Request	<ul style="list-style-type: none"> * Provided CBIUC with investigation/resolution details and closed complaint * Lena provided permission to speak with customer in order to respond to her concern * Elizabeth stated the underage son-in-law spoke with the Accent Energy Representative but did not sign any paperwork * Customer frustrated that she was switched without her knowledge * Advised the customer will contact the other department for further investigation * 02/18/14: Advised customer pending service agreement with third party energy provider has been cancelled as of 02/14/14 * Customer stated she is satisfied
Accent	276	2/12/2014	CA74	Switched without permission	Customer is requesting to cancel service agreement with Accent Energy	Unauthorized Switch	<ul style="list-style-type: none"> * Customer was informed by Accent Energy that he would save money if he left PG&E and joined Accent Energy. * Customer states he received his first bill and it was more expensive * A switch to Accent Energy was authorized by customer on 12/17/13 with a fixed price of 69 cents per therm for a 36 month term. Copy of this terms and agreement were mailed to customer on 12/18/13. No attempts were made customer to cancel within the recission period and the enrollment was deemed valid * Account began Accent flow of supply effective 1/3/14 * Per Accent, and due to the customer requesting to return back to PG&E, Accent subsequently cancelled service and returned the account back to PG&E. Customer has been returned to PG&E effective 2/13/14. Per Accent, the account will not be assessed an early termination fee and customer will cancel without penalty * Customer stated he was satisfied with the resolution
Ambit	277	2/13/2014	6026189127	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop issued
Blue Spruce	278	2/13/2014	1504604578	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	customer would like to cancel and remain with pge acct was not active, automatic drop acct.
Blue Spruce	279	2/13/2014	5387675533	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Customer is set to disco acct is current. Acct will be switched at end of billing cycle

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Blue Spruce	280	2/13/2014	6184444115	customer would like to cancel. please cancel	customer would like to cancel. please cancel	Cancellation Request	Customer is set to disco acct is current. Acct will be switched at end of billing cycle
Blue Spruce	281	2/13/2014	6523573681	customer would like to cancel and return to pge f/s	customer would like to cancel and return to pge f/s	Questionable Solicitation Activity	Customer is set to disco acct is current. Acct will be switched at end of billing cycle
Blue Spruce	282	2/13/2014	4804985740	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Blue Spruce submitted disconnect request on 2.21.14, the switch date is 2.25.14. left msg for customer explaining he will remain w/ PGE
Accent	283	2/13/2014	written request	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 1/20/14. The agreement started with Commerce Energy on 2/13/14. We have sent out a request to cancel the service with 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 her of the cancellation. The switch back to PGE can take from 1-2 cycles generating a final invoice. The customer will not be charged an early termination fee and a No Contact letter has been mailed out to the customer advising her to call us at her convenience.
Spark	284	2/13/2014	1161142786	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	Cancellation was submitted on 02/13/2014 as requested.
Spark	285	2/13/2014	5166643374	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Ambit	286	2/13/2014	CA75	Questionable Solicitation Activity	Customer would like to return to PG&E bundled service and would also like to complain about Accent lying to the customer and that the company is fraudulent.	Questionable Solicitation Activity	<ul style="list-style-type: none"> * Customer will be returned to PG&E bundled service as of 4/3/2014 * Reason for error and failure to drop customer from Ambit was due to submitting a drop for this customer on 1/2/2014, but failing to realize that the start date was also on 1/2/2014 which caused the drop request to be rejected * Ambit contacted the customer and will do what it takes to rectify the situation * Ambit confirmed they will complete a cost analysis which compares what the customer would have paid if services were with PG&E vs. what Ambit was charging him. If Ambit is more expensive, then Ambit will process a refund for the difference. * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint
NorthStar	287	2/13/2014	CA76	Customer wants to switch back to PG&E	Customer called PG&E in December 2013 regarding being dropped from Ambit Energy. Customer was informed on 1/2/2014 that his paperwork was sent in and he was being dropped from Ambit and would be returned to PG&E service.	Cancellation Request	<ul style="list-style-type: none"> * Advised customer that PG&E's delivery charge (transportation rate) is typically set on an annual basis on January 1st in an annual gas true-up filing * These annual filings consolidate into gas transportation rates ("delivery charge") approved funding from various cases by the CPUC to provide safe and reliable gas services * PG&E's transportation rates include costs of maintaining and operating its gas distribution infrastructure, local transmission infrastructure, meters, and service lines * The transportation rates also includes the cost of mandated social programs, such as low-income customer discounts and energy efficiency programs * Typically the transportation rates do not fluctuate on an annual basis unless the Commission approves funding for a specific program cost * The Commodity fluctuates based on market conditions * Advised customer that the delivery charge in question is the same regardless of whether the customer receives gas commodity from PG&E or from a CTA (Core Transport Agent) * Customer understands PG&E's position
Accent	288	2/14/2014	772369599	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10706512: Customer Contacted for Drop 1/7; Processed Drop 1/8 PG&E Rejected 1/9; Re-Processed Drop 2/21
Accent	289	2/14/2014	2649992665	customer would like to cancel, feels misled	customer would like to cancel, feels misled	Questionable Solicitation Activity	10743909: Processed Drop 2/21; Slated Start: 2/26/2014
Accent	290	2/14/2014	7656631150	customer would like to cancel and come back to pge	customer would like to cancel and come back to pge	Cancellation Request	10699087: Processed Drop 2/21
Blue Spruce	291	2/14/2014	3850297322	customer would like to cancel with cta and return to pge. please cancel	customer would like to cancel with cta and return to pge. please cancel	Cancellation Request	Customer spoke with rep jsevilla23117 would like to cancel acct. automatica drop acct
Blue Spruce	292	2/14/2014	9907634888	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer is set to disco acct is current. Acct will be switched at end of billing cycle
Blue Spruce	293	2/14/2014	7993976789	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Customer is set to disco acct is current. Acct will be switched at end of billing cycle
Blue Spruce	294	2/14/2014	5156993938	customer stated he cancelled last month. please cancel	customer stated he cancelled last month. please cancel	Cancellation Request	Customer spoke with rep would like to cancel acct. automatica drop acct
Blue Spruce	295	2/14/2014	2626234102	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	customer spoke to rep B.Quinn on 1.10.14 to disconnect service
Spark	296	2/14/2014	7826540582	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	Cancellation submitted 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) Note	Case Type	CTA Disposition
Ambit	297	2/14/2014	CA77	Customer wants to switch back to PG&E	Customer would like to know how the delivery charge is set and why is it more than the price of gas itself.	Cancellation Request	* Emailed Core Transport Agent (CTA) group for additional details * 2/21/14; Spoke with the customer. Advised she is still a PG&E bundled customer * Discussed third party enrollment process and lack of regulation by the CPUC. Advised the CPUC is in the rulemaking process to regulate these third parties but the decision may not go into effect until June 2014 * Customer is confused by some of the information but understands she is a PG&E bundled customer. She is unhappy with the lack of regulation * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint
Spark	298	2/14/2014	CA78	Customer wants to switch back to PG&E	Customer complains of Accent Energy's marketing practices. Customer wants to know why PG&E and the CPUC cannot better regulate these third parties.	Cancellation Request	* Spark Energy confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract as of 2/19/2014 * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Blue Spruce	299	2/15/2014	6670086775	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce tried calling customer, voice mail wasn't set up. Blue Spruce submitted disconnect req on 2.21.14
Blue Spruce	300	2/15/2014	9389335220	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Blue Spruce submitted the disconnect request on 2.21.14 and called the customer to let him know.
Spark	301	2/15/2014	9389335220	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Accent	302	2/18/2014	7112336681	customer would like to cancel and return to pge.	customer would like to cancel and return to pge.	Unauthorized Switch	10656908: Processed Drop 2/19; PG&E Accepted 2/21 for 3/19/14
Accent	303	2/18/2014	5221578868	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10649814: PG&E dropped effective 1/31/14
Spark	304	2/18/2014	7165012901	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	Cancellation submitted as requested
Vista	305	2/18/2014	745320564	customer would like to remain with pge	customer would like to remain with pge	Cancellation Request	Customer was cancelled on 2/2/2014
Xoom	306	2/18/2014	6648319384	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Dropped account
Xoom	307	2/18/2014	8289588094	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Dropped account
Spark	308	2/18/2014	CA79	Customer wants to switch back to PG&E	Customer is concerned because she stated she was switched to Spark Energy without her permission.	Cancellation Request	* Spark Energy confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract as of 2/20/2014, which is before the date the customer was going to be switched * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Accent	309	2/19/2014	6206227730	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	10755506: Processed Drop 2/27; PG&E Accepted 2/28 for 4/1; Will Not Flow; Slated Start:4/1/14
Vista	310	2/19/2014	9291460871	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	3/2/2014 Account cancelled
Blue Spruce	311	2/19/2014	CA80	Customer wants to switch back to PG&E	Customer is concerned because she stated she felt misled into being switched to Spark Energy.	Cancellation Request	* Customer will return to PG&E's gas service as of 03/14/14 * 02/24/14: Contacted the customer and advised she will return to PG&E's service * Customer stated she is satisfied * Provided CPUC with investigation findings and closed complaint
Accent	312	2/20/2014	6538511293	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	10699671: Processed Drop 2/28/14
NorthStar	313	2/20/2014	9858851648	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dsr on 2/27/2014
Spark	314	2/20/2014	9235146220	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	Cancellation submitted 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) Note	Case Type	CTA Disposition
Vista	315	2/20/2014	9858851648	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	3/3/2014 Account Cancelled
Accent	316	2/20/2014	2949384092	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10727225: Processed Drop 2/27 PG&E Accepted 2/28 for 3/21
Vista	317	2/20/2014	4596451448	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account Dropped on 3/8/2014
Spark	318	2/20/2014	9940728311	customer would like to remain with pge	customer would like to remain with pge	Cancellation Request	Cancellation was submitted on 03/12/2014
Spark	319	2/20/2014	2871882421	customer would like to cancel nad remain with pge	customer would like to cancel nad remain with pge	Cancellation Request	Cancellation was submitted on 03/12/2014
Commerce	320	2/20/2014	CA81	Switched without permission	The customer is requesting to switch back to PG&E's bundled service.	Unauthorized Switch	Customer was returned to bundled service
Blue Spruce	321	2/20/2014	CA82	Switched without permission	Customer is concerned because she stated she was switched to Commerce Energy without her permission.	Unauthorized Switch	<ul style="list-style-type: none"> * Customer returned to PG&E bundled service on 2/14/14 * Emailed Core Transport Agent (CTA) group to provide copy of customer's agreement to switch to Blue Spruce * 2/21/14: CTA contacted Blue Spruce. Blue Spruce provided the signed agreement and recorded call with the customer confirming he switched to Blue Spruce * Spoke with the customer and discussed his concerns. Customer is satisfied he is no longer with Blue Spruce. Blue Spruce has refunded the disputed charges to the customer * Additional information came to light regarding the enrollment of the customer with Blue Spruce: <ul style="list-style-type: none"> * Customer has launched a criminal investigation into Blue Spruce and its marketing practices. The Blue Spruce employee who signed the customer also works as a subcontractor with PG&E's CARE program making outbound calls about the Energy Savings Assistance Program (ESAP) * Customer has concerns about fraudulent use of information by the employee * Customer Relations has forwarded this information and additional details to PG&E's Corporate Security department and CTA group for review and investigation * Customer is satisfied PG&E will investigate this issue further. We provided a copy of the written agreement with Blue Spruce to the customer via email * Customer is still frustrated PG&E has limited control over the third parties. We explained the pending decision for the CPUC to have additional regulatory powers over the third parties. This decision could be implemented in June 2014 * Customer will continue his criminal investigation and work with Blue Spruce * Customer understands PG&E's position
Spark	322	2/20/2014	CA83	Customer wants to switch back to PG&E	Customer states Blue Spruce fraudulently signed him up for service.	Cancellation Request	Customer will stay on bundled service
Spark	323	2/20/2014	CA84	Customer wants to switch back to PG&E	Customer wants to remain with PG&E bundled service and not switch to service with Spark Energy.	Cancellation Request	<ul style="list-style-type: none"> * Customer stated she was confused about the other provider and does not want to switch * Advised customer will contact the other department to investigate * Customer's pending request to switch to another energy provider was cancelled * Contacted customer and advised will not be switching energy provider * Customer stated she is satisfied * Provided CPUC with investigation findings and closed complaint
Blue Spruce	324	2/21/2014	6119649043	customer would like to remain with pge. please cancel	customer would like to remain with pge. please cancel	Cancellation Request	automatica drop
Accent	325	2/21/2014	6119649043	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10668255: Processed Drop 2/27 PG&E Accepted 2/28 for 3/18
Accent	326	2/21/2014	6655149220	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10683008: Processed Drop 3/10/14
Vista	327	2/21/2014	7995323765	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	Account Cancelled on 3/7/2014
Commerce	328	2/21/2014	CA85	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	<ul style="list-style-type: none"> * Customer stated he was lied to by Commerce Energy and does not want to switch * Customer request PG&E intervene and cancel the pending new service agreement * Advised customer will work with the other department to cancel his request * Request was cancelled * Customer stated he is satisfied
Tiger	329	2/22/2014	4449231695	customer would like to cancel	customer would like to cancel	Cancellation Request	Tiger is dropping the account per the customer's request. A Tiger representative contacted and informed the customer of this decision.

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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) Note	Case Type	CTA Disposition
NorthStar	330	2/22/2014	7244627786	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 3/7/2014
Commerce	331	2/22/2014	7244627786	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	The program has been cancelled and that we have waived the applicable early termination fee as a customer service gesture. Unable to reach consumer via telephone so a letter was sent to his address
Commerce	332	2/23/2014	1356296696	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Advised consumer that the enrollment request has been cancelled prior to flow start date
Blue Spruce	333	2/23/2014	2164210007	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	automatica drop
NorthStar	334	2/24/2014	5422335751	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 2/27/2014
Blue Spruce	335	2/24/2014	2016465796	customer has received 2 cancellation numbers and has yet to be brought back to pge. please cancel	customer has received 2 cancellation numbers and has yet to be brought back to pge. please cancel	Cancellation Request	automatica drop
Accent	336	2/24/2014	3759080726	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	10748720: Processed Drop 2/27 PG&E Accepted 2/28 for 3/10; Will Not Flow; Slated Start: 3/10/14
Accent	337	2/24/2014	953301318	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10681261: Processed Drop 2/27 PG&E Accepted 2/28 for 4/14
Accent	338	2/24/2014	6204997925	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10746897: Processed Drop 2/27 PG&E Accepted 2/28 for 3/10; Will Not Flow; Slated Start: 3/10/14
Accent	339	2/24/2014	2980936602	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10618212: Processed Drop 3/10/14; Slated Start: 7/1/14
Accent	340	2/24/2014	491670558	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10747873: Processed Drop 3/10/14
Vista	341	2/24/2014	written request	please cancel. customer would like to return to pge	please cancel. customer would like to return to pge	Cancellation Request	Account Cancelled on 3/7/2014
Spark	342	2/24/2014	1489174824	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Cancellation was submitted on 02/24/2014
Commerce	343	2/24/2014	CA86	Switched without permission	The customer is requesting to switch back to PG&E's service	Unauthorized Switch	<ul style="list-style-type: none"> * Advised customer that she has been returned to PG&E bundled service as of 1/21/2014. * Customer was with Commerce Energy from 2/20/13 - 1/21/14. * Advised that PG&E has no jurisdiction over fees that Commerce is charging and that her issue needs to be directed to Commerce. Provided customer with Commerce Energy phone number. * Customer understands PG&E's position. * Provided CPUC with investigation findings and closed complaint.
Spark	344	2/24/2014	CA87	Customer wants to switch back to PG&E	Customer states she is being charged \$50 by Commerce Energy for breaking her contract and returning back to PG&E bundled service. Customer would like for PG&E to remove these charges.	Cancellation Request	<ul style="list-style-type: none"> * Confirmed that customer will not be switched over to Sparks Energy and customer will remain and PG&E bundled service customer. * Customer called Sparks on 2/21/14 and enrollment cancellation paper work was submitted and processed prior to enrollment date so customer was never officially enrolled in Sparks Energy. * Provided customer feedback to Sparks Energy regarding marketing techniques and cancellation process. * Customer stated she was satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.
Vista	345	2/24/2014	CA88	Switched without permission	Customer would like confirmation that she is not going to be switched over to Sparks Energy and would like to stay with PG&E for her gas service.	Unauthorized Switch	<ul style="list-style-type: none"> Canceled customer pending service agreement with Spark (pending as of 3/28/14) * Canceled service agreement with Vista and customer will be returned to PG&E bundled service as of 3/28/14. * Per customer request, sent CARE application to address. * Customer stated he was satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint.

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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) Note	Case Type	CTA Disposition
Accent	346	2/24/2014	CA89	Customer wants to switch back to PG&E	Customer would like to drop Vista and stop the pending agreement with Spark as soon as possible and return to PG&E bundled service.	Cancellation Request	<ul style="list-style-type: none"> * Customer requests to be switched back to PG&E for gas service * Customer Relations reviewed the account history and notes * Customer Relations discovered that the customer became a customer of Accent Energy effective 12/5/2013 * Customer Relations reaching out to Corporate Account Manager, Energy Service Provider Services * Accent Energy confirmed they are in possession of a signed enrollment form from the customer on 11/14/2013, however, they agreed to cancel the contract as of 2/28/2014 * Accent Energy also agreed to waive the early termination fee and cancel the contract without penalty * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
NorthStar	347	2/24/2014	CA90	Customer wants to switch back to PG&E	Customer is concerned because he stated he was switched to Accent Energy without his permission.	Cancellation Request	Customer returned to bundled service on 11/27/13
Spark	348	2/24/2014	CA91	Customer wants to switch back to PG&E	The customer is requesting a credit of at least 3 months of service from North Star Energy	Cancellation Request	<ul style="list-style-type: none"> * Confirmed that customer will not be switched over to Sparks Energy and customer will remain and PG&E bundled service customer. * Customer called Sparks on 2/21/14 and enrollment cancellation paper work was submitted and processed prior to enrollment date so customer was never officially enrolled in Sparks Energy. * Provided customer feedback to Sparks Energy regarding marketing techniques and cancellation process. * Customer stated she was satisfied with the resolution. * Provided CPUC with investigation findings and closed complaint
Commerce	349	2/25/14	5739917299	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	The program has been cancelled and that we have waived the applicable early termination fee as a customer service gesture. Unable to reach consumer via telephone so a letter was sent to his address
Blue Spruce	350	2/25/2014	8172428777	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	automatica drop
Blue Spruce	351	2/25/2014	4536062648	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	automatica drop
Accent	352	2/25/2014	9912970226	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10629949: Processed Drop 3/10/14
Accent	353	2/25/2014	822473670	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10747271: Processed Drop 3/10/14
Accent	354	2/25/2014	7878190609	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10679061: Inbound Drop from PG&E 2/25 for 3/2
Accent	355	2/25/2014	1374434948	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	10752985: Processed Drop 2/28 PG&E Rejected 3/3; Resubmitted Drop 3/10/14
Spark	356	2/25/2014	9292213155	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	Duplicate request. Cancellation was submitted on 02/28/2014
Spark	357	2/25/2014	7268940558	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Cancellation was submitted on 02/27/2014
Blue Spruce	358	2/25/2014	CA92	Customer wants to switch back to PG&E	Customer would like confirmation that she is not going to be switched over to Sparks Energy and would like to stay with PG&E for her gas service. Customer complains of Sparks marketing techniques and that they led to the customer	Cancellation Request	<ul style="list-style-type: none"> * It was confirmed that the contract was cancelled on all four accounts as of 2/11/2014 * Customer was advised that she was returned to PG&E bundled service as of 2/11/2014 * Provided feedback to Blue Spruce regarding marketing * Customer stated she was satisfied with the resolution * Provided CPUC with investigation findings and closed complaint

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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) Note	Case Type	CTA Disposition
NorthStar	359	2/25/2014	CA93	Customer wants to switch back to PG&E	Customer complains that Blue Spruce Energy is unprofessional and they guaranteed lower bills but the customers bill has skyrocketed. Customer would like for Blue Spruce to be honest with customers and would like to be returned bac	Cancellation Request	* Customer was advised that she was returned to PG&E bundled service as of 2/11/2014
Tiger	360	2/26/2014	6785167972	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Tiger is dropping the account per the customer's request. A Tiger representative contacted and informed the customer of this decision.
Blue Spruce	361	2/26/2014	9951371367	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	automatica drop
Blue Spruce	362	2/26/2014	9194187555	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	automatica drop
Blue Spruce	363	2/26/2014	3879456999	customer would liket to cancel and return to pge	customer would liket to cancel and return to pge	Cancellation Request	automatica drop
Accent	364	2/26/2014	2816519262	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10707029: Processed Drop 3/10/14
Accent	365	2/26/2014	1267199637	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10666824: Processed Drop 3/10/14
Spark	366	2/26/2014	5566045877	2nd request to stop from switching to spark. Would like to remain with pge	2nd request to stop from switching to spark. Would like to remain with pge	Unauthorized Switch	Confirmed that customer re-enrolled and TPV is avilable. Cancellation was submitted on 03/24/2014.
Blue Spruce	367	2/27/2014	452672681	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	automatica drop
Blue Spruce	368	2/27/2014	3369267485	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	automatica drop
Accent	369	2/27/2014	1335351553	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10754817: Processed Drop 2/27 PG&E Accepted 2/28 for 3/26; Will Not Flow; Slated Start: 3/26/14
Accent	370	2/27/2014	2501389002	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	10714791: Processed Drop 2/28 PG&E Accepted 3/3 for 3/18
Accent	371	2/27/2014	6086277198	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	10737920: Processed Drop 3/10/14
Accent	372	2/27/2014	2041996572	customer would like to cancel and be retro'd. please contact customer	customer would like to cancel and be retro'd. please contact customer	Cancellation Request	10706512: Processed Drop 2/24 PG&E Accepted 2/26 for 3/12
Accent	373	2/27/2014	2370090301	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10678418: Processed Drop 3/10/14
Accent	374	2/27/2014	3801511760	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10717110: Processed Drop 3/10/14
Accent	375	2/27/2014	907679931	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	10760958: Processed Drop 3/3 PG&E Accepted 3/5 for 3/28; Will Not Flow; Slated Start 3/28/14
Accent	376	2/27/2014	4445964960	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10694823: Processed Drop 3/10; Slated Start: 11/21/14
Spark	377	2/27/2014	8802292086	customer would like to cancel. cancellation # 02187062	customer would like to cancel. cancellation # 02187062	Cancellation Request	Cancellation was submitted on 03/12/2014 and then again on 03/17/204
Spark	378	2/27/2014	1803498656	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Cancellation was submitted on 02/27/2014

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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) Note	Case Type	CTA Disposition
Spark	379	2/27/2014	7940693392	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation was submitted on 03/12/2014
Spark	380	2/27/2014	1858128274	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	Cancellation was submitted on 03/03/2014
Blue Spruce	381	2/28/2014	161936957	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	automatica drop
Glacial	382	2/28/2014	7688640339	customer would like to cancel and return to pe	customer would like to cancel and return to pe	Questionable Solicitation Activity	Customer dropped
Accent	383	2/28/2014	5940035644	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10647638: Processed Drop 3/17/14
Spark	384	2/28/2014	written request	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancellation was submitted on 03/12/2014
Spark	385	2/28/2014	written request	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation was submitted on 03/12/2014
Spark	386	2/28/2014	7399605466	customer requests to cancel and remain with pge	customer requests to cancel and remain with pge	Cancellation Request	Cancellation has been submitted as requested
Glacial	387	2/28/2014	7688640339	customer would like to cancel and return to pe	customer would like to cancel and return to pe	Questionable Solicitation Activity	Spoke to Mary this morning. She said she has not requested to drop Glacial Energy supply and does not want to return to PGE. We have left her account active with Glacial Energy, per her request today.
Blue Spruce	388	2/28/2014	CA94	Switched without permission	Customer stated she was switched to Blue Spruce Energy without her permission.	Unauthorized Switch	Customer is returning to bundled service on 5/2/14
NorthStar	389	3/1/2014	112222497	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submittted a drop dasr on 3/7/2014
Accent	390	3/1/2014	3968466381	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10709607: Processed Drop 3/10/14
Glacial	391	3/1/2014	1887061611	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Customer dropped
NorthStar	392	3/1/2014	7078731264	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	YEP submittted a drop dasr on 3/17/2014
Accent	393	3/1/2014	6566923538	customer would like to return to pge	customer would like to return to pge	Cancellation Request	10673638: Processed Drop 3/17/14
Accent	394	3/1/2014	5339543988	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10635683: Processed Drop 3/17/14
Glacial	395	3/1/2014	1887061611	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	There is no record for this customer in our system. Looked up SA ID, phone number and name. Can you provide any further identifying details?
NorthStar	396	3/3/2014	CA95	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	* 5/20/2013: Account enrolled with North Star Gas, per customer request * 2/25/2014: Customer contacted North Star Gas to cancel their service, as she was not receiving the discount that they claimed; customer was advised that she would be returned to PG&E within 45 days * Account has an active pay plan to pay \$286.55 (full balance) on 3/18/2014; no CARE or Medical, but customer is on a fixed income * 3/13/2014: Customer Relations advised the customer that the gas service will be returned to PG&E as of 3/20/2014 * Customer stated she is satisfied with the resolution of this issue * Provided CPUIC with investigation/resolution details and closed complaint
NorthStar	397	3/3/2014	7658222913	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submittted a drop dasr on 3/17/2014
NorthStar	398	3/3/2014	27565744	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submittted a drop dasr on 3/17/2014
NorthStar	399	3/3/2014	6956588236	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submittted a drop dasr on 3/17/2014
Spark	400	3/3/2014	3786798032	customer would like to cancel. confirmation #03037041.	customer would like to cancel. confirmation #03037041.	Questionable Solicitation Activity	Cancellation was submitted on 03/03/2014

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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) Note	Case Type	CTA Disposition
Accent	401	3/3/2014	7592415257	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10689280: Processed Drop 3/17/14
Accent	402	3/3/2014	1423078450	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10754394: Processed Drop 3/11; Slated Start: 3/27/14
Blue Spruce	403	3/3/2014	2142616209	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	cancelled acct
Ambit	404	3/3/2014	7805291884	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop sent (CA00000138268356)
Vista	405	3/4/2014	7230031321	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account cancelled 3/17/2014
NorthStar	406	3/4/2014	7230031321	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 3/17/2014
Spark	407	3/4/2014	9005131513	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Accent	408	3/4/2014	3238128984	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10636822: Processed Drop 3/17/14
Accent	409	3/4/2014	5406652925	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10677142: Processed Drop 3/17/14
Accent	410	3/4/2014	1544242037	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10654479: Processed Drop 3/17; Slated Start: 7/2/2014
Accent	411	3/4/2014	5530629248	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10718583: Processed Drop 3/5/14
Blue Spruce	412	3/4/2014	1544242037	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	cancelled acct
Blue Spruce	413	3/4/2014	9954378166	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	cancelled acct
Blue Spruce	414	3/4/2014	9005131513	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	cancelled acct
Blue Spruce	415	3/4/2014	8437000628	customer would like to cancel and return to pge f/s	customer would like to cancel and return to pge f/s	Unauthorized Switch	cancelled acct
Spark	416	3/5/2014	2440155393	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	Cancellation submitted as requested
Spark	417	3/5/2014	5951116512	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancellation submitted as requested
Spark	418	3/5/2014	2110290117	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	Cancellation submitted as requested
Accent	419	3/5/2014	2763744920	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	10758906: Processed Drop 3/17/14
Accent	420	3/5/2014	3200483860	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10728914: Processed Drop 3/17/14
Accent	421	3/5/2014	8459947348	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10763082: Processed Drop 3/5; PG&E Accepted 3/6 for 3/21/14; Will flow
Blue Spruce	422	3/5/2014	1711991730	customer states was signed up without knowledge. please cancel and contact customer.	customer states was signed up without knowledge. please cancel and contact customer.	Unauthorized Switch	already cancelled
Blue Spruce	423	3/5/2014	5731002436	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	already cancelled
Blue Spruce	424	3/5/2014	2110290117	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	cancelled acct
Blue Spruce	425	3/5/2014	4855009049	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	cancelled acct

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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) Note	Case Type	CTA Disposition
Ambit	426	3/5/2014	349597839	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Drop was sent and accepted for 4/7/14 (CA00000137970137)
Vista	427	3/6/2014	2123685012	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account Not Found
Spark	428	3/6/2014	7575691384	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation was submitted on 03/07/2014
Accent	429	3/6/2014	7102701362	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10645165: Processed Drop 3/17/14
Accent	430	3/6/2014	2216629075	customer would like to remain with pge	customer would like to remain with pge	Cancellation Request	10737178: Processed Drop 3/10; Slated Start: 10/2/2014
Accent	431	3/6/2014	4773542665	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10719645: Processed Drop 3/6/14
Blue Spruce	432	3/6/2014	196310551	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	cancelled acct
NorthStar	433	3/6/2014	CA96	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	* Customer will be returned to PG&E bundled service effective 4/10/14. Customer still needs to pay for the North Star services/charges that she received * Left voicemail message for customer detailing this information through language line services * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint
Spark	434	3/6/2014	CA97	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	* Customer will return to PG&E's bundled service as of 04/09/2014 * Contacted customer and was advised she was currently at work
Ambit	435	3/7/2014	9271883727	please cancel and return to pge	please cancel and return to pge	Cancellation Request	Customer dropped
Commerce	436	3/7/14	6481653759	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Customer dropped
Commerce	437	3/7/2014	1414025845	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	Drop request sent on 3/18/2014 effective cancelled program pre-flow.
Ambit	438	3/7/2014	9271883727	please cancel and return to pge	please cancel and return to pge	Cancellation Request	Drop already sent (CA00000138261357) and has been accepted for 4/18/14.
Blue Spruce	439	3/7/2014	6472080805	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Commerce	440	3/7/14	6481653759	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 12/21/13. The agreement was to start with Commerce Energy on 12/8/14. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were able to reach Ms. Thomas and advise the enrollment has been cancelled. She was advised she would remain with her current gas provider and will not receive any charges from Commerce Energy. customer was satisfied with the information provided.
Ambit	441	3/7/2014	CA98	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	* Ambit Energy submitted a drop and customer will be returned to PG&E bundled service as of 4/7/2014 * Customer stated she was satisfied with the resolution of this issue
Commerce	442	3/7/2014	CA99	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	* Customer will return to PG&E's bundled service as of 04/01/14 * Contacted customer and left a message * Customer understands PG&E's position
NorthStar	443	3/7/2014	CA100	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	* Customer stated she was advised her bill would be lower but she has only noticed an increase * Customer requesting to switch back to PG&E's bundled service * Advised will work with the other department for investigation * Contacted customer and advised she will return to PG&E's bundled service as of 04/24/14 * Customer stated she is satisfied
Blue Spruce	444	3/8/2014	5985624995	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Blue Spruce automatica drop
Commerce	445	3/10/2014	6617081812	customer would like to to cancel and remain with pge	customer would like to to cancel and remain with pge	Cancellation Request	Customer dropped

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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) Note	Case Type	CTA Disposition
Xoom	446	3/10/2014	8118938081	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Spark	447	3/10/2014	3419990211	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Accent	448	3/10/2014	6028713156	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	10762167: Processed Drop 3/11 PG&E not yet accepted; Slated Start: 3/20/14
Ambit	449	3/10/2014	written request	please cancel and return to pge	please cancel and return to pge	Cancellation Request	Drop sent (CA00000138407483)
Blue Spruce	450	3/10/2014	9875151145	customer states they cancelled back in nov 2013, please contact customer.	customer states they cancelled back in nov 2013, please contact customer.	Cancellation Request	Already automatica drop
Blue Spruce	451	3/10/2014	4867307376	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Commerce	452	3/10/2014	6617081812	customer would like to to cancel and remain with pge	customer would like to to cancel and remain with pge	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on September 5th, 2013. The agreement was to start with Commerce Energy on June 25th, 2014. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were able to reach customer and advise the enrollment has been cancelled. She was advised she would remain with her current gas provider and will not receive any charges from Commerce Energy. customer was satisfied with the information provided.
Spark	453	3/10/2014	4175150625	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Spark	454	3/10/2014	3419990211	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Vista	455	3/10/2014	2075828174	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	Account was cancelled on 3/13/2014
Vista	456	3/10/2014	4175150625	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Account cancelled 3/25/2014
Xoom	457	3/10/2014	8118938081	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	still no response from customer
Vista	458	3/11/2014	3568347834	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Customer dropped
Spark	459	3/11/2014	6456154790	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Tiger	460	3/11/2014	5424516044	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Accent	461	3/11/2014	3692943475	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Accent	462	3/11/2014	written request	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10704717: Processed Drop 3/25
Accent	463	3/11/2014	written request	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10753869: Processed Drop 3/25
Accent	464	3/11/2014	8066520703	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10754492: Processed Drop 3/5 PG&E not yet accepted; Slated Start: 3/18/14
Accent	465	3/11/2014	3692943475	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10709425: Processed Drop 1/6 PG&E Rejected 1/8 for A83: DA3DAY1; ReSubmitted Drop 3/25
Blue Spruce	466	3/11/2014	4361392233	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Spark	467	3/11/2014	1386016968	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Cancellation submitted as requested
Spark	468	3/11/2014	written request	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancellation submitted as requested
Spark	469	3/11/2014	6456154790	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Tiger	470	3/11/2014	5424516044	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Tiger sumitted a drop request to PG&E, and a Tiger representative has informed the customer of this decision.

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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) Note	Case Type	CTA Disposition
Vista	471	3/11/2014	9337599155	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account cancelled 3/25/2014
Vista	472	3/11/2014	3568347834	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Account was cancelled on 3/14/2014
NorthStar	473	3/12/2014	6681924020	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
NorthStar	474	3/12/2014	4920490765	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Customer dropped
Commerce	475	3/12/2014	6681924020	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Blue Spruce	476	3/12/2014	8327409140	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Commerce	477	3/12/2014	6681924020	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on July 18th, 2013. The agreement was to start with Commerce Energy on April 5th, 2014. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were unable to reach customer to advise the enrollment has been cancelled. customer will remain with his current gas provider and will not receive any charges from Commerce Energy. We have mailed out a No Contact Letter inviting customer to please contact us as his earliest convenience.
NorthStar	478	3/12/2014	6681924020	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 3/24/2014
NorthStar	479	3/12/2014	4920490765	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	YEP submitted a drop dasr on 3/24/2014
Commerce	480	3/12/2014	CA101	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	* 12/16/13: Customer signed up with Commerce Energy * 3/18/14: Customer will return to PG&E service * Customer stated she is satisfied with this resolution * Provided findings to the CPUC and closed the complaint
Xoom	481	3/12/2014	CA102	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	* Xoom attempted to contact the customer but the phone number was not valid for the customer. Xoom submitted drop paperwork as of 3/11/14 * Customer will be returned to PG&E gas service as of 4/25/14 * Customer stated he was satisfied with the resolution * Provided CPUC with investigation findings and closed complaint
Blue Spruce	482	3/13/2014	6261632395	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Blue Spruce	483	3/13/2014	6261632395	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Ambit	484	3/13/2014	6967865395	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Vista	485	3/13/2014	1188436906	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Customer dropped
Vista	486	3/13/2014	913155401	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Vista	487	3/13/2014	6387195726	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Customer dropped
Spark	488	3/13/2014	860347785	customer would like to cancel and return to pge. Please contact customer, they say they made payment directly to CTA	customer would like to cancel and return to pge. Please contact customer, they say they made payment directly to CTA	Cancellation Request	Customer dropped
Spark	489	3/13/2014	1720117808	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Accent	490	3/13/2014	913155401	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped

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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) Note	Case Type	CTA Disposition
Accent	491	3/13/2014	6387195726	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Customer dropped
Blue Spruce	492	3/13/2014	1720117808	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Blue Spruce	493	3/13/2014	3478905497	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Blue Spruce	494	3/13/2014	7353163440	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Customer dropped
Accent	495	3/13/2014	8582273391	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10711688: Processed Drop 3/14 PG&E Accepted 3/15 for 4/28
Accent	496	3/13/2014	913155401	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10763059: Processed 3/5 Drop PG&E not yet accepted; Slated Start: 4/3/14
Accent	497	3/13/2014	6387195726	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10764917: Processed Drop 3/25
Ambit	498	3/13/2014	6967865395	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop sent (CA00000138407820)
Blue Spruce	499	3/13/2014	1720117808	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Blue Spruce	500	3/13/2014	3478905497	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Blue Spruce	501	3/13/2014	7353163440	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
NorthStar	502	3/13/2014	4186848983	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 3/13/2014
NorthStar	503	3/13/2014	655440689	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dasr on 3/18/2014
Spark	504	3/13/2014	8054889713	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Cancellation submitted as requested
Spark	505	3/13/2014	860347785	customer would like to cancel and return to pge. Please contact customer, they say they made payment directly to CTA	customer would like to cancel and return to pge. Please contact customer, they say they made payment directly to CTA	Cancellation Request	Cancellation submitted as requested
Spark	506	3/13/2014	1720117808	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Vista	507	3/13/2014	1188436906	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Account was cancelled on 3/13/2014
Vista	508	3/13/2014	913155401	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account Cancelled 3/25/2014
Vista	509	3/13/2014	6387195726	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Account Cancelled 3/25/2014
NorthStar	510	3/13/2014	CA103	Issue Investigated - Department Not Responsible	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	* Customer stated he feels North Star Energy is a scam * Customer mentioned that he began paying more money once he switched to North Star Energy * Advised customer will provide feedback * Customer stated he is satisfied with the resolution of this issue
Ambit	511	3/14/2014	2498194653	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Customer dropped
NorthStar	512	3/14/2014	8828478315	customer states she called awhile ago to cancel. Please cancel and contact customer	customer states she called awhile ago to cancel. Please cancel and contact customer	Cancellation Request	Customer dropped

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Accent	513	3/14/2014	4460000352	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	10645770: Processed Drop 3/25
Ambit	514	3/14/2014	2498194653	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	Drop sent (CA00000138407826)
Blue Spruce	515	3/14/2014	7845882360	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Commerce	516	3/14/2014	6368950017	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 03/05/14. The agreement was to start with Commerce Energy on 4/7/14. We have sent out a request to cancel the switch to Commerce Energy for natural gas service. We were unable to reach customer and advise that the enrollment has been cancelled. He will remain with his current gas provider and will not receive any charges from Commerce Energy. We have mailed a No Contact Letter out to the customer advising him to call us back at his earliest convenience.
NorthStar	517	3/14/2014	8828478315	customer states she called awhile ago to cancel. Please cancel and contact customer	customer states she called awhile ago to cancel. Please cancel and contact customer	Cancellation Request	YEP submitted a drop dsr on 3/24/2014
Spark	518	3/15/2014	5164882369	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Terminated on 03/18/2014
Tiger	519	3/15/2014	1525787924	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Unauthorized Switch	Tiger submitted a drop request to PG&E, and a Tiger representative has informed the customer of this decision.
Vista	520	3/15/2014	3583885964	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Account Cancelled 3/25/2014
Accent	521	3/16/2014	813630935	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10703372: Processed Drop 3/25
Accent	522	3/17/2014	7119416218	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10670556: Processed Drop 3/25
Accent	523	3/17/2014	7813804108	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10663177: Processed Drop 3/25; Slated Start: 6/24/14
Accent	524	3/17/2014	5182887445	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10642688: Processed Drop 3/25
Blue Spruce	525	3/17/2014	7053748926	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
NorthStar	526	3/17/2014	5257042280	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dsr on 3/24/2014
Spark	527	3/17/2014	3651992123	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Terminated on 03/19/2014
Xoom	528	3/17/2014	5271085115	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Account dropped
Accent	529	3/18/2014	4854785346	customer would like to cancel and return to pge f/s	customer would like to cancel and return to pge f/s	Questionable Solicitation Activity	10681329: Processed Drop 3/25 (per Customer's call)
Accent	530	3/18/2014	9386539165	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10767295: Processed Drop 3/25
Blue Spruce	531	3/18/2014	3070750153	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop
Blue Spruce	532	3/18/2014	1711636380	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce tried calling cust, the cust ph# had a full mail box and couldn't leave a msg.
Blue Spruce	533	3/18/2014	8905363281	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce spoke w/ cust and explained his acct has been cancelled w/ BSE. His start date isn't until 6.27.14.
NorthStar	534	3/18/2014	8905363281	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dsr on 3/24/2014
Commerce	535	3/18/2014	CA104	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	* Confirmed that the customer has never been a customer of Commerce Energy * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint

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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) Note	Case Type	CTA Disposition
Spark	536	3/18/2014	CA105	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	* Spark Energy confirmed they are in possession of a signed enrollment form from the customer, therefore, all charges are valid * Spark Energy agreed to cancel the contract as of 3/19/2014 * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Commerce	537	3/18/2014	CA106	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	Customer is pending to return to bundled service on 5/7/14
Accent	538	3/18/2014	CA107	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	* Advised customer that she will stay with PG&E bundled service for her gas * Accent Energy caught this before the sales affiliate turned the contact into Accent to customer does not have a pending start with Accent * Advised customer of no pending start and that she will be staying with PG&E for her service * Customer stated she was satisfied with the resolution * Provided CPUC with investigation findings and closed complaint
Blue Spruce	539	3/18/2014	CA108	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	* Blue Spruce confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract as of 1/9/2014 * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Ambit	540	3/19/2014	7542933775	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop already sent (CA00000138299092) and has been accepted for 4/22/14
Blue Spruce	541	3/19/2014	8903691689	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Blue Spruce automatica drop
Accent	542	3/20/2014	9314791337	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10764417: Processed Drop 3/10 PG&E not yet accepted; Slated Start: 3/10/14
Accent	543	3/20/2014	6690645444	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10763942: Processed Drop 3/6 PG&E not yet accepted; Slated Start: 4/3/14
Accent	544	3/20/2014	6762086824	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10764396: Processed Drop 3/10 PG&E not yet accepted; Slated Start: 4/15/14
Accent	545	3/20/2014	175244688	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10742665: Processed Drop 3/25
Blue Spruce	546	3/20/2014	1863530251	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	customer already spoke w/ rep named J.Beetar on 3.19.14 to disconnect service
Commerce	547	3/20/2014	3780556130	customer would like cancel and return to pge	customer would like cancel and return to pge	Cancellation Request	Commerce Energy advises that customer, wife of account holder, customer completed an enrollment for the natural gas account on September 17th, 2013. The agreement started with Commerce Energy on November 4th, 2013. We have tried reaching customer Travels to advise of our cancellation request but we have been unsuccessful in reaching her. We were able to leave a message 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 Mrs. Travels which can take from 1-2 cycles for it to go into effect depending on when the utility regains her service. The customer can be billed from 1-2 final invoices which will not include an early termination fee as courtesy.
Spark	548	3/20/2014	785353766	customer would like to cancel and return to pge. Customer refusing to pay charges	customer would like to cancel and return to pge. Customer refusing to pay charges	Unauthorized Switch	Cancellation submitted as requested
Spark	549	3/20/2014	6434692039	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Vista	550	3/20/2014	3780556130	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Account Cancelled 3/25/2014
Accent	551	3/21/2014	8668785699	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Questionable Solicitation Activity	10765523: Processed Drop 3/10 PG&E Accepted 3/25 for 4/28; Will Not Flow; Slated Start: 4/28/14
Accent	552	3/21/2014	4732754270	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10635920: Processed Drop 3/24
Accent	553	3/21/2014	3588595465	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10691291: Processed Drop 3/5 PG&E not yet accepted
Blue Spruce	554	3/21/2014	3089940566	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce automatica drop

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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) Note	Case Type	CTA Disposition
Blue Spruce	555	3/21/2014	3078991820	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce called and left msg explaining her acct has been disconnected from BSE.
NorthStar	556	3/21/2014	2417124371	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	YEP submitted a drop dsr on 3/21/2014
Tiger	557	3/21/2014	5766551351	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	A Tiger representative has contacted the customer to discuss the customer's concerns and reiterate the service agreement terms. Per the agreement, the customer has agreed to send written notice, and the account will be canceled upon receipt.
Vista	558	3/21/2014	2417124371	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Questionable Solicitation Activity	Account cancelled on 3/21/2014
Commerce	559	3/21/2014	CA109	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	3/21/2014: Customer Relations spoke with customer and notified her that gas service is scheduled to return to PG&E on 4/2/2014 * Customer understands PG&E's position * Provided CPUC with investigation/resolution details and closed complaint
Vista	560	3/21/2014	CA110	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	* 3/21/2014: Spoke with customer and advised her that gas service is scheduled to return to PG&E service on 5/5/2014 * Customer understands PG&E's position * Provided CPUC with investigation/resolution details and closed complaint
NorthStar	561	3/21/2014	CA111	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	* North Star Energy confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract as of 3/21/2014, when the customer called to cancel * Customer will return to PG&E's bundled service effective 4/8/2014 * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Accent	562	3/22/2014	7677866931	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10726569: Processed Drop 3/25
Accent	563	3/22/2014	5848228851	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10713445: Processed Drop 3/25
Blue Spruce	564	3/22/2014	6188071207	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Blue Spruce called and left msg explaining her acct has been disconnected from BSE.
Accent	565	3/22/2014	5642016948	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10726541: Processed Drop 4/3
Spark	566	3/24/2014	2709840288	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Duplicate - Cancellation was submitted on 03/25, however was rejected. Resubmitted cancellation
Spark	567	3/24/2014	3282679882	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	Cancellation submitted as requested
Spark	568	3/24/2014	843177453	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Spark	569	3/24/2014	7353758988	customer would like to remain with pge. please cancel	customer would like to remain with pge. please cancel	Cancellation Request	Cancellation submitted as requested
Blue Spruce	570	3/24/2014	3282679882	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	automatica drop
Blue Spruce	571	3/24/2014	7965847474	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	automatica drop
Blue Spruce	572	3/24/2014	2219026502	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	automatica drop
Accent	573	3/24/2014	8876126406	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10765215: Processed Drop 3/26 PG&E Rejected 4/2 for A84; Resubmitted Drop 4/3
Accent	574	3/24/2014	written request	customer disputing closing charges. please contact customer directly	customer disputing closing charges. please contact customer directly	Cancellation Request	10737582: Processed Drop 4/3
Accent	575	3/24/2014	5245182618	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	0691291: Processed Drop 3/5 PG&E Accepted 4/2 for 5/5 (This is the 2nd request. IGS processed PG&E inquiry previously on 3/25/14)

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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) Note	Case Type	CTA Disposition
NorthStar	576	3/24/2014	CA112	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	* Advised the CPUC that the customer will become a PG&E bundled customer once again on 4/7/2014 * Provided CPUC with investigation/resolution details and closed inquiry
Xoom	577	3/24/2014	CA113	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	* Xoom Energy representative contacted customer and confirmed the cancellation as of 04/17/14 * Customer stated he is satisfied * Provided CPUC with investigation/resolution details and closed complaint
Commerce	578	3/25/2014	3191970694	customer would like to remain with pge	customer would like to remain with pge	Unauthorized Switch	Customer's pending start was dropped. Customer will remain on bundled service
Blue Spruce	579	3/25/2014	CA114	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	* 3/25/2014: Customer Relations spoke to the customer and confirmed that the gas service was returned to PG&E on 3/12/2014 * Customer stated she was satisfied with the resolution of this issue * Provided CPUC with investigation/resolution details and closed complaint
Spark	580	3/25/2014	CA115	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	* Spark Energy confirmed they are in possession of a signed enrollment form from the customer, which they shared with PG&E, however, they agreed to cancel the contract as of 3/24/2014 * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Spark	581	3/26/2014	3657877963	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
Ambit	582	3/26/2014	1279082109	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop sent (CA0000013867354).
Accent	583	3/26/2014	4452728251	customer would like to cancel and remain with pge	customer would like to cancel and remain with pge	Cancellation Request	10777135: Processed Drop 4/3
Vista	584	3/26/2014	CA116	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	* Advised customer of account history (Customer has been with Vista since 3/15/13 and was recently returned back to PG&E bundled service on 3/17/14) * Advised customer that he would need to contact Vista directly regarding the terms and conditions * Advised customer that in order for Vista charges to be removed from his bill he will need to pay his account in full. * Advised customer that he can set up a payment arrangement on his account. * Customer understands PG&E's position. * Provided CPUC with investigation findings and closed complaint
Blue Spruce	585	3/26/2014	CA117	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	* Customer Relations discovered that the customer became a customer of Blue Spruce Energy effective 6/21/2012 * Customer Relations also discovered that the customer became a customer of PG&E once again effective 2/21/2014 * Blue Spruce Energy shared a recording with PG&E that confirmed she requested their service, however, they agreed to cancel the contract without penalty * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Ambit	586	3/27/2014	written request	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop sent (CA0000013867262).
Accent	587	3/27/2014	4969147767	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	10668598: Processed Drop 3/10 PG&E Accepted 4/2 for 5/8
Accent	588	3/27/2014	8632639151	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10668493: Processed Drop 4/3
Accent	589	3/27/2014	CA118	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Cancellation Request	Accent Energy confirmed they have a signed contract from the customer * Accent Energy also confirmed that the customer called and cancelled the contract in a timely manner and the cancellation # is 11905932 * Customer will remain a customer of PG&E per his request * Customer satisfied with the resolution of this issue * Provided CPUC with investigation/resolution details and closed complaint
Vista	590	3/28/2014	7798923684	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancelled Account 4/2/2014
Spark	591	3/28/2014	227864289	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Cancellation submitted as requested
NorthStar	592	3/28/2014	9195542210	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dsr on 4/2/2014 & PGE confirmed with an effective date of 5/8/2014

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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) Note	Case Type	CTA Disposition
NorthStar	593	3/28/2014	7961175487	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	YEP submitted a drop dast on 4/2/2014 & PGE confirmed with an effective date of 4/22/2014
Accent	594	3/28/2014	written request	customer would like to cancel and remain with pge.	customer would like to cancel and remain with pge.	Cancellation Request	10764617: Processed Drop 3/10 PG&E Accepted 4/2 with no effective date; Slated Start: 4/25/14
Accent	595	3/28/2014	2025018981	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10778473: Processed Drop 4/2
Accent	596	3/28/2014	7791590312	customer would like to cancel. cancellation #8640306	customer would like to cancel. cancellation #8640306	Cancellation Request	10777666: Processed Drop 3/31 PG&E Accepted 4/2 with no effective date
Accent	597	3/28/2014	2163633997	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	10618212: Processed Drop 4/2
Accent	598	3/28/2014	5058424173	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10669859: Processed Drop 3/31 PG&E Accepted 4/2 for 4/24
Commerce	599	3/28/2014	CA119	Switched without permission	The customer is requesting to switch back to PG&E	Unauthorized Switch	<ul style="list-style-type: none"> * Commerce Energy confirmed they are in possession of a signed enrollment form and a verification call to proceed with the agreement from customer * Commerce Energy agreed to cancel the contract without any exit fees * It was confirmed that the customer will become a customer of PG&E again within 1 - 2 billing cycles * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Vista	600	3/28/2014	CA120	Customer wants to switch back to PG&E	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	<ul style="list-style-type: none"> * Customer will be returned to PG&E bundled service effective 4/22/2014 * Customer stated he was satisfied with the resolution * Provided CPUC with investigation findings and closed complaint
Ambit	601	3/31/2014	4719732675	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	Drop sent (CA00000138677360).
Accent	602	3/31/2014	5788540848	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Cancellation Request	10683349: Processed Drop 4/2
Accent	603	3/31/2014	1909416450	customer would like to cancel and return to pge	customer would like to cancel and return to pge	Unauthorized Switch	10723086: Processed Drop 4/3
Blue Spruce	604	3/31/2014	CA121	Other	The customer is requesting to switch back to PG&E	Questionable Solicitation Activity	<ul style="list-style-type: none"> * Customer stated his wife did not want to sign up with Blue Spruce Energy * Customer mentioned his wife speaks very little English and could not understand the representative * Customer stated he already issued a cancellation but just wanted to make PG&E aware of the situation * Customer understands PG&E's position * Provided CPUC with resolution/investigation details and closed complaint

Below are general definitions of our case types:

Cancellation Request

- Customer wishes to return to bundled service. Customer may not give much explanation why

Unauthorized Switch

- Customer states that they were switched without their permission or knowledge
- Customer states that switch was authorized by someone who is not the head of household
- Customer states that switch was authorized by someone who doesn't have authority over utilities in company/business

Questionable Solicitation Activity

- Customer states that they were tricked (in most cases, over promised savings).
- Customer states that salesperson was PG&E employee.
- Customer states that salesperson was overly aggressive in marketing to them