

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	1	4/1/2014	1308523824	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	10720140: Processed Drop 4/11
IGS	2	4/1/2014	9975955546	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	10763687: Processed Drop 4/2 PG&E Rejected 4/3; Resubmitted 4/11
Blue Spruce	3	4/1/2014	7134953476	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Commerce	4	4/1/2014	5542683547	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 02/01/14. The agreement was to start with Commerce Energy on 12/18/14. We have sent out a request to cancel the switch to 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 of our drop request sent to PG&E. customer will remain with his current gas provider and he will receive no charges from Commerce Energy. A No Contact letter has been mailed out to the customer advising him to call us at his convenience.
Spark	5	4/1/2014	1098857805	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Unable to locate an account for this customer
Blue Spruce	6	4/1/2014	1564077513	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Blue Spruce	7	4/1/2014	CA122	The customer is requesting to switch back to PG&E's bundle service	Cancellation Request	Cancellation Request	Resolved by CTA. Customer returned to bundled service on 5/22/14
Blue Spruce	8	4/1/2014	CA123	Customer states she was switched to Bruce Spruce without her permission.	Unauthorized Switch	Unauthorized Switch	* 10/1/13: Started PG&E service * There is no record of customer's service being switched to Bruce Spruce * 4/1/14: Left message for customer explaining service has not been switched * Provided CPUC with investigation/resolution findings and closed complaint
IGS	9	4/2/2014	9160960553	customer would like to cancel and return to pge	Unauthorized Switch	Unauthorized Switch	10703115: Processed Drop 4/4 PG&E Accepted 4/5 for 5/16
IGS	10	4/2/2014	3299191512	customer would like to cancel and return to pge	Unauthorized Switch	Unauthorized Switch	10724968: Processed Drop 4/4 PG&E Accepted 4/5 for 4/28
IGS	11	4/2/2014	3450379345	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	10722273: Processed Drop 4/4 PG&E Accepted 4/5 for 4/28
Blue Spruce	12	4/2/2014	71404484	customer would like to cancel and return to pge	Unauthorized Switch	Unauthorized Switch	Automatic drop by CTA (Returned to PG&E)
Blue Spruce	13	4/2/2014	5932627435	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Spark	14	4/2/2014	71404484	customer would like to cancel and return to pge	Unauthorized Switch	Unauthorized Switch	Cancellation submitted as requested.
Ambit	15	4/2/2014	10194599859	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Drop sent (CA0000013911373).
Vista	16	4/2/2014	CA124	Customer states his service was switched to Vista Energy without his permission.	Unauthorized Switch	Unauthorized Switch	* Per Vista Energy, customer's account submitted for cancellation as of, 4/3/2014 * Customer notified and satisfied * Provided findings to the CPUC and closed the complaint

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	17	4/3/2014	6827528898	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	10772446: Processed Drop 4/4 PG&E Rejected 4/5 for A13: CURDISC1; Resubmitted Drop 4/11
Blue Spruce	18	4/3/2014	3470899449	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
NorthStar	19	4/3/2014	1789885024	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 4/7/2014 & PGE confirmed with an effective date of 5/14/2014
IGS	20	4/3/2014	CA125	Customer states he was switched to IGS Energy without his permission.	Unauthorized Switch	Unauthorized Switch	<ul style="list-style-type: none"> * PG&E service since 7/15/13 * 10/29/13: Customer switched to IGS Energy * IGS Energy worked with the customer and the Better Business Bureau (BBB) regarding the same issue * The BBB investigation resulted in a credit in the amount of \$46.29 * IGS Energy re-rated the account back to PG&E's rate in order to resolve the BBB complaint, which allowed the customer to pay for service from 10/30/2013 to 1/31/2014 as if the enrollment with IGS Energy never occurred * Customer Relations advised IGS Energy to cancel the customer's contract with them allow the customer to return to PG&E's bundled service * Customer returned to PG&E service as of 4/2/14 * Customer satisfied * Provided findings to the CPUC and closed the complaint
Spark	21	4/3/2014	CA126	Customer stated Spark Energy misled her into signing a contract to receive their service.	Questionable Solicitation Act	Questionable Solicitation Act	<ul style="list-style-type: none"> * CPUC requested PG&E callback customer with a Spanish interpreter * Customer Relations contacted the customer to discuss her concern * Customer stated Spark Energy misled her into signing a contract to receive their service * Advised customer since she issued stop service on her gas service agreement it also cancelled her service agreement with Spark Energy * Customer stated she does not need the gas service since her water heater/boiler for the apartment is not connected to her home * She also does not use the gas heater installed since she does not like to use it * Customer Relations verified that there was no gas usage since customer moved in back in 2012 * Customer stated she is satisfied with the resolution of this issue * Provided CPUC with investigation/resolution details and closed complaint
Glacial	22	4/3/2014	CA127	Customer claims that he never signed up with Glacial Natural Gas for his gas service and would like for the Glacial charges to be removed from his account	Unauthorized Switch	Unauthorized Switch	<ul style="list-style-type: none"> * Advised customer that he was with Glacier Natural Gas from 8/23/2013 - 3/26/2014 * Customer has been returned to PG&E for his gas service effective 3/26/2014 * Advised customer that the gas charges are valid and they will not be removed from his account until they are paid in full * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	23	4/3/2014	CA128	Customer requests to return to PG&E from IGS Energy.	Cancellation Request	Cancellation Request	* Customer states an IGS Energy Representative came to his home on 3/7/14 and convinced him to switch his gas service with IGS * Customer states he called IGS on 3/8/14 to cancel his contract * 4/1/14: PG&E explained to the customer that his service with IGS was canceled * Customer satisfied * Provided findings to the CPUC and closed the complaint
Blue Spruce	24	4/4/2014	CA129	Customer requests a refund of Blue Spruce charges after 1/20/14 initial stop request. Customer complains of deceptive marketing practices by Blue Spruce stating they are wearing PG&E t-shirts claiming to PG&E endorsed.	Questionable Solicitation Act	Questionable Solicitation Act	account is scheduled to be returned to PG&E on 4/15/14 * Customer states she contacted Blue Spruce Energy on 1/20/14 and was provided a ticket # 21674 confirming her stop request; customer is requesting Blue Spruce and PG&E to honor her 1/20/14 initial stop request * Customer Relations advised we will contact Blue Spruce regarding the stop date dispute, which led to additional charges * Blue Spruce confirmed that the customer stopped service on 1/20/14; customer will be refunded the overcharges for service from February 2014 - April 2014 * Customer stated she is satisfied with the resolution * Provided the CPUC with the resolution and closed the complaint
Spark	25	4/5/2014	5961146949	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Cancellation request has been submitted.
IGS	26	4/7/2014	5555953729	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	10735736; Processed Drop 4/17
Ambit	27	4/7/2014	6801268242	customer has called 2xs to cancel. please cancel	Unauthorized Switch	Unauthorized Switch	Drop sent (CA00000139109745).
Commerce	28	4/7/2014	6836734422	customer would like to cancel and remain with pge	Cancellation Request	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 3/26/14. The agreement was to start with Commerce Energy on 4/29/14. A request to cancel the switch to Commerce Energy for natural gas service was sent out on 4/11/14 after a notice of cancellation was received by mail. We were unable to reach customer directly but a voicemail message was left advising her the enrollment has been cancelled and she will remain with her current gas provider. For her convenience a No Contact Letter has been mailed out to her. Resolution of the cancellation request and our phone number were left in voicemail.
NorthStar	29	4/7/2014	9587651059	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 4/16/2014
Spark	30	4/7/2014	5555953729	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Cancellation request has been submitted.
Tiger	31	4/7/2014	7545650997	customer would like to cancel and return to pge	Cancellation Request	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 to send written notice, and the account will be canceled upon receipt.
Vista	32	4/7/2014	8820836071	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Utility Drop on 10/21/2013

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
North Star	33	4/7/2014	CA130	Customer is concerned because he stated he was switched to North Star Gas without his permission.	Unauthorized Switch	Unauthorized Switch	<ul style="list-style-type: none"> * Customer Relations reviewed the account history and notes * Customer stated that he called North Star Gas to cancel the contract and was told it would take approximately 30 - 45 days to return to PG&E bundled service * Customer was not satisfied with the response he received from North Star Gas and decided to close his PG&E account immediately * Customer Relations discovered that the customer became a customer of North Star Gas effective 9/9/2013 * Customer Relations reaching out to Corporate Account Manager, Energy Service Provider Services * Customer requesting a copy of the signed contract * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Commerce	34	4/7/2014	CA131	Customer states that her husband (who has hearing issues) was switched to Commerce Energy and she is requesting the Commerce Energy charges be removed from the account.	Questionable Solicitation	Questionable Solicitation Act	<ul style="list-style-type: none"> * Advised customer of account history (customer signed up with Commerce Energy effective 10/24/2013) * Customer will be returned to PG&E bundled service effective 4/28/2014 * Advised customer that agreement is between Commerce and customer and customer needs to contact Commerce directly regarding dispute of the bills * Provided customer with Commerce Energy contact information * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint
Ambit	35	4/7/2014	CA132	Customer is requesting to switch back to PG&E's bundled service.	Cancellation Request	Cancellation Request	<ul style="list-style-type: none"> * Customer requested a Cantonese interpreter * Customer Relations contacted Language Line and spoke with interpreter ID#13572 who contacted the customer * Customer stated she received a letter from PG&E that she had been switched to Ambit Energy, but does not remember signing up * Advised the pending start with Ambit Energy will be cancelled * Customer stated she is satisfied * Provided CPUC with investigation/resolution details and closed complaint
IGS	36	4/8/2014	written request	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	10678455: Processed Drop 4/16; Waiting on PG&E to Accept
NorthStar	37	4/8/2014	written request	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 4/16/2014
Spark	38	4/8/2014	written request	customer was given a cancellation number #01027078 on jan 3. please retro service going back to 2/21/14	Cancellation Request	Cancellation Request	Cancellation was resubmitted and a re-rate for \$9.39 was processed.
Tiger	39	4/8/2014	written request	customer would like to cancel and remain with pge	Cancellation Request	Cancellation Request	Tiger submitted a drop request to PG&E, and a Tiger representative has informed the customer of this decision.
Spark	40	4/8/2014	written request	customer was given a cancellation number #01027078 on jan 3. please retro service going back to 2/21/14	Cancellation Request	Cancellation Request	Duplicate Request - Cancellation was submitted on 04/04/2014

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	41	4/8/2014	CA133	Customer is concerned because he feels he was misled into being switched to Commerce Energy.	Questionable Solicitation Act	Questionable Solicitation Act	<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 Commerce Energy effective 5/22/2012 * Customer Relations reached out to Corporate Account Manager, Energy Service Provider Services * Commerce Energy confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract * Commerce Energy confirmed that the customer contacted their Customer Service Office on 1/29/2014 requesting to cancel the contract * Due to an inadvertent error, the cancellation was not processed * Commerce Energy also confirmed that an early termination fee will not be charged to the account and all invoices from February 2014 will be re-rated * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Commerce	42	4/9/14	1362237418	would like to cancel and return to pge	Cancellation Request	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 1/24/13. The agreement started with Commerce Energy on 12/3/13. We have tried reaching customer to advise of our cancellation request but we have been unsuccessful in reaching him. We were able to leave a message for the customer requesting him to call us back at his earliest convenience. A No Contact letter has also been mailed out to the customer. We have sent a drop request for customer which can take from 1-2 cycles for it to go into effect depending on when the utility regains his service. The customer can be billed from 1-2 final invoices which will not include an early termination fee.
Spark	43	4/9/2014	902517677	customer would like to cancel and remain with pge	Unauthorized Switch	Unauthorized Switch	Unable to locate an active account for this customer
Blue Spruce	44	4/9/2014	6973609507	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 4/22
IGS	45	4/9/2014	CA134	Customer upset that he was not informed that PG&E would a delivery charge in addition to IGS Energy's gas charges.	Questionable Solicitation Act	Questionable Solicitation Act	<ul style="list-style-type: none"> * 4/24/14: Customer will return to PG&E service * PG&E explained billing and delivery charge * Customer understands PG&E's position * Provided findings to the CPUC and closed the complaint
Ambit	46	4/9/2014	CA135	Customer is frustrated that it took 2 months to cancel with Ambit Energy.	Cancellation Request	Cancellation Request	<ul style="list-style-type: none"> * Advised customer that it can take up to 2 billing cycles to switch back to PG&E's bundled service * Advised customer when she cancelled she was in the middle of a billing cycle and also she is billed one month behind * Advised customer once she brings her account current she will no longer owe money to Ambit Energy * Customer understands PG&E's position * Provided CPUC with investigation/resolution details and closed complaint

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Blue Spruce	47	4/9/2014	CA136	Customer would like to return to PG&E's bundled service.	Cancellation Request	Cancellation Request	<p>* Customer recently cancelled with Blue Spruce Energy and returned to PG&E's bundled service as of 02/03/14</p> <p>* Recently the customer was notified that she will switch to Vista Energy</p> <p>* Customer would like to remain with PG&E</p> <p>* Advised will work with the other department for resolution</p> <p>* Cancellation was submitted with Vista Energy and customer will remain with PG&E</p> <p>* Customer stated she is satisfied</p> <p>* Provided CPUC with investigation/resolution details and closed complaint</p>
North Star	48	4/9/2014	CA137	Customer believes he was misled into switching to North Star Gas, due to their unfulfilled offer of lower rates. Customer is requesting a refund of \$62.51 from North Star Energy. Customer requests to return to PG&E.	Questionable Solicitation Act	Questionable Solicitation Act	<p>* 3/31/14: Returned to PG&E service</p> <p>* 4/17/14: Customer Relations spoke to the customer and explained that the CTA is authorized to market customers using call outs and door to door sales; the contracts between PG&E and the CTA are made to encourage the gas market for competition</p> <p>* Customer Relations confirmed that the customer was enrolled via the phone and not by a door to door solicitor and Northstar gas will not provide the requested refund</p> <p>* Customer understands PG&E's position, but believes that the CTA should be overseen by the CPUC; customer also believes that the CTA should provide a refund since he did not receive his guaranteed savings</p> <p>* Customer has been returned to PG&E will have to work with Northstar regarding his refund request</p> <p>* Provided the CPUC with the company findings and closed the complaint</p>
Blue Spruce	49	4/9/2014	CA138	Customer disputes signed up with United Energy for gas service.	Unauthorized Switch	Unauthorized Switch	<p>* 4/24/14: Customer will return to PG&E service</p> <p>* 4/3/14: Sent customer requested apology letter</p>
Commerce	50	4/10/2014	2668586483	customer would like to cancel	Cancellation Request	Cancellation Request	<p>Commerce Energy advises that completed an enrollment for the natural gas account on 3/5/14. The agreement started with Commerce Energy on 4/15/14. We have sent out a request to have services cancelled with Commerce Energy on 4/22/14. PG&E has confirmed customer will be switched back to PG&E on 5/15/14. We were able to speak to customer and advise of the cancellation request. customer was advised she would only receive one invoice that would cover service provided from 4/15/14 to 5/15/14. She was also advised the early termination fee would be waived. Customer was satisfied with the information provided</p>
North Star	51	4/10/2014	CA139	Customer is concerned because she was switched to North Star Energy without her permission. Customer would like to be returned to PG&E bundled service immediately.	Unauthorized Switch	Unauthorized Switch	<p>* Advised customer that she is being returned to PG&E for her gas service effective 5/2/2014</p> <p>* Customer stated she was satisfied with the resolution</p> <p>* Provided CPUC with investigation findings and closed complaint</p>
Spark	52	4/11/2014	6940903267	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Cancellation submitted as requested
Vista	53	4/11/2014	6940903267	customer would like to cancel and return to pge	Cancellation Request	Cancellation Request	Cancellation submitted 4/22/2014
Ambit	54	4/13/2014	CA140	Customer states Ambit Energy switched his gas service without his knowledge or authorization.	Unauthorized Switch	Unauthorized Switch	<p>* 5/12/14: Returning to PG&E's bundled service per the customer's request</p> <p>* Customer satisfied with the resolution of this issue</p> <p>* Provided findings to the CPUC and closed the complaint</p>
IGS	55	4/14/2014	3579647030	cust called IGS to cancel their contract because of hi costs. wants to make sure that this is done.	Cancellation Request	Cancellation Request	10716970: Per CUST 4/14 Call, IGS Processed Drop and PG&E Accepted 4/19 for 6/2/14

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	56	4/14/2014	7502833676	customer requests termination effective 4-14-2014, cust was advised to call directly but wants pge to put in termination req for xoom energy, wants to terminate asap	Cancellation Request	Cancellation Request	We have no record of this account #, phone # or name. PG&E notes reference XOOM Energy.
IGS	57	4/14/2014	4170552334	correction needed, has contacted IGS twice and should have been cancelled from cta as of 02/24/2014, and is still showing up on bill.	Cancellation Request	Cancellation Request	10713234: Per 2/14 Customer (roommate of CUST Name) call, IGS Processed Drop and PG&E Accepted 2/19 for 3/26; The account final invoice reflects usage through 3/27 and is due 4/26
IGS	58	4/14/2014	2665387789	cor states telephone #866-684-4648 calls 3 x's a week claiming they are pg&e and can help cut costs/lower bills; cor states that she has pressed #2 several times to be removed from the call list, unsuccessfully; today, cor pressed #1 to speak to a rep; when cor attempted to confirm if company was pg&e, rep up on cor; cor did not have name of third party company at the time of this call, however, states she would call back with it.	Cancellation Request	Cancellation Request	We have no record of this account #, phone # or name. We have no third party telemarketing campaigns active in California.
Blue Spruce	59	4/14/2014	9305609369	cust attempted to cancel w/united energy & switch bck to pge but no lck;cta told cust they didn't have spani spking reps;pls submit cancel req on behalf of cust	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Xoom	60	4/14/2014	CA141	Customer states that he disputes his Xoom charges and that he is refusing to pay them and never signed up with Xoom.	Unauthorized Switch	Unauthorized Switch	* Customer has been returned to PG&E service effective 3/12/14. * Advised that contract is between customer and Xoom and that customer was billed correctly and is responsible for these charges. * Advised customer to contact Xoom directly to dispute the charges and the contract. * Customer understands PG&E's position. * Provided CPUC with investigation findings and closed complaint.
IGS	61	4/14/2014	CA142	Customer upset that IGS Energy misrepresented themselves as PG&E	Questionable Solicitation Act	Questionable Solicitation Act	CTA dropped customer before drop date.
Blue Spruce	62	4/15/2014	7750116845	correction needed. second call from cust to blue spruce, conf# 32025.	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Vista	63	4/15/2014	4530048174	states he has contacted vista energy 2 times now at the phone number of 888-508-4782 and vista tells him he needs to contact pge to cancel the vista gas service/cant get them to cancel for the switch back to pge	Cancellation Request	Cancellation Request	Cancellation submitted 4/22/2014
IGS	64	4/15/2014	CA143	Customer would like to terminate service with IGS Energy and return to PG&E.	Cancellation Request	Cancellation Request	* There is no record of customer being switched to another service provider
IGS	65	4/15/2014	CA144	Customer is disputing IGS Energy charges on his account and is expecting a refund because IGS promised him a lower rate.	Questionable Solicitation Act	Questionable Solicitation Act	* Customer has been returned to PG&E service as of 2/14/14 * CPUC advised the customer that he is responsible for the billing/charges from IGS * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	66	4/16/2014	1033228411	customers states that he did not sign up for IGS gas services, he has called requested that they stop the service with no response back from them. i advised the customer to call IGS back and make the request again.	Unauthorized Switch	Unauthorized Switch	10746602: Per CUST 4/22 Call, IGS Processed Drop; Waiting on PG&E to Accept
Commerce	67	4/16/2014	447327199	calling about commerce energy coming to house in march 2014. states her sister was babysitting and the people from commerce asked her for bill-states they represented themselves as pge-advsd cust although she didnt auth- to call commerce as sa-pending to start 4-17-2014	Unauthorized Switch	Unauthorized Switch	Commerce Energy advises that customer completed an enrollment for the gas account on 3/26/14. A verification call was also completed on the same day wherein the details of the program were confirmed along with the fact that the signee confirmed they were the account holder customer. The agreement started with Commerce Energy on 4/17/2014. We have sent a request to have the service cancelled with Commerce Energy. We were able to speak with customer and advised that we have cancelled the account and it will be cancelled in 1-2 billing cycles. customer stated that she did not want to pay Commerce Energy. We advised that we will re rate her account once the program ended . customer had no further questions.
Commerce	68	4/16/2014	6250717878	customer keeps getting run around from cta company in regards to stopping with them; wants to discontinue with them and return to pge bundled service; advised cust we would request cancellation on his behalf but unable to guarantee anything	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy advises that customer completed an enrollment for the natural gas account on 11/8/12. The agreement started with Commerce Energy on 12/7/12. On April 22nd, 2014, customer called into our customer service and requested services to be cancelled .customer was advised we would be sending a cancellation request on his behalf to PG&E and it could take from 1-2 cycles for the drop to be accepted depending on the date PG&E provides. He was also advised he would receive a final invoice up to the last day of service with our company. He will not be charged an early termination fee as courtesy . We were unable to reach customer at the phone number listed on the account , but A No Contact Letter has been mailed out to the customer advising him to call us back at his earliest convenience.
Spark	69	4/16/2014	5979228108	was told by spark energy rep she could cancel service anytime if not satisfied, did not mentioned there would be a fee. elderly lady very upset about fee felt she should have been told up front. says called back to cancel in less than 30 days	Cancellation Request	Cancellation Request	Account terminated on 01/31/2014. ETF was not applied to the account.
Spark	70	4/16/2014	3801465306	customer requests termination effective 4/16/2014	Cancellation Request	Cancellation Request	Cancellation submitted as requested
Spark	71	4/16/2014	1473481071	had a rep saying he was fr pg&e solitciting their service; igs insisted on obtaining a bill to confirm providing a "lower" price; she called igs & cancelled their serv but wants to make sure it was cancelled she provided a cancellation confirmation #180344; thank you	Questionable Solicitation Activity	Questionable Solicitation Activity	Unable to locate an account
Vista	72	4/16/2014	1790751440	customer requests termination effective 04-16-2014. thank you.	Cancellation Request	Cancellation Request	Cancellation submitted 4/22/2014
IGS	73	4/17/2014	2064363547	stated signed with IGS energy yesterday 04/15/14 & then cancelled today ref cancellation#180483 wants to make sure he does not get switched to cta	Cancellation Request	Cancellation Request	10787298: Per CUST 4/15 Call, IGS Processed Drop and PG&E Accepted 4/19 for 5/19; Will Not Flow; Slated Start: 5/19/14

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	74	4/17/2014	6745696160	cta telemarketer advsd cust they were a pg&e employeethe rep stated the cust had to give information to sign up for the service. the rep stated they were working for pg&e. the rep stated to continue to receive service and for a discount to apply he needed to switch over. george stated the rep was very misleading and he felt as though he had to give the info. when he cldd pg&e the rep told him he did not and the igs rep hung up the phone.	Questionable Solicitation Activity	Questionable Solicitation Activity	We have no record of this account #, phone # or name. We have no third party telemarketing campaigns active in California.
Ambit	75	4/17/2014	7602426922	cor was signed up for ambit energy. he is cantonese speaking and spoke with the help of a social worker. he says he never wanted to be put onto ambit energy. he would like to be removed. they called ambit directly, but they had no interpreters the way we do.	Questionable Solicitation Activity	Questionable Solicitation Activity	Drop sent (CA00000139269399).
Blue Spruce	76	4/17/2014	924613846	contacting pge to make complaint against cta blue spruce. blue spruce rep came to her door-spoke w/boyfriend and led them to believe that he was w/pge and that they would have to select a gas provider to continue their service. pls adv if we can provide any further assistance contact: upset that she is required to pay blue spruce charges-has already contacted blue spruce to try to resolve / blue spruce had confirmed on 2/11/2014 that they would refund charges to her, she followed up again w/them in march and will follow up again this week.	Questionable Solicitation Activity	Questionable Solicitation Activity	Automatic drop by CTA (Returned to PG&E)
Blue Spruce	77	4/17/2014	3300561120	cust states that was erroneously enrolled to blue spruce/ states that she called and cancelled/ req to note her acc w conf # 181711	Unauthorized Switch	Unauthorized Switch	Automatic drop by CTA (Returned to PG&E)
Commerce	78	4/17/2014	9717324886	per customer cancel cta asap thank you	Cancellation Request	Cancellation Request	Commerce Energy advises that customer completed an enrollment for the natural gas account on 4/2/13. The agreement started with Commerce Energy on 5/16/13. We have tried reachingcustomer 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 customer which can take from 1-2 cycles for it to go into effect depending on when the utility regains his service. The customer can be billed from 1-2 final invoices which will not include an early termination fee.
Commerce	79	4/17/2014	3501661171	telemarketer adv customer they were representing pge	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy records does not indicate that customer has any agreement with Commerce Energy. We were able to speak with customer who advised that the person who called her indicated they were with Commerce Energy not PG&E. She stated they advised they can offer her an agreement for her PG&E bill. customer indicated she contacted PG&E to validate this as she did not know how choosing a supplier worked. She indicated she wanted to remain with PG&E. Commerce Energy advised since she did not agree to anything we will not be her supplier. customer was satisfied and had no further questions.

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	80	4/17/2014	1544468356	customer contact blue spruce to cancel svcs on 02-10-201 at 4:10pm conf no 24856. contacted them again 04-17-2014. which they said no order and they needed to contact pge. cust wts them off her pge bill.	Cancellation Request	Cancellation Request	As per follow up email this case was meant for another supplier Blue Spruce.
Spark	81	4/17/2014	6540261308	wants to terminate cta 04/17/14. says has called several times before to have done. longer than 12 mo w/ cta	Cancellation Request	Cancellation Request	Cancellation submitted as requested
Vista	82	4/17/2014	6518087080	wants to terminate cta as of 4/17/14	Cancellation Request	Cancellation Request	Cancellation submitted on 4/17/2014
Vista	83	4/17/2014	9474112984	customer called and cancelled the other gas company. wants it off her account	Cancellation Request	Cancellation Request	Cancellation submitted 4/22/2014
North Star	84	4/17/2014	CA145	Customer disputes North Star Energy's gas charges.	Cancellation Request	Cancellation Request	* 4/23/14: Customer will return to PG&E per his request / customer notified * Customer stated he is satisfied with this resolution * Provided findings to the CPUC and closed the complaint
Xoom	85	4/17/2014	CA146	Customer is concerned because she stated she was switched to Xoom Energy without her permission.	Unauthorized Switch	Unauthorized Switch	* Xoom Energy confirmed they are in possession of an email from the customer approving the switch, however, they agreed to cancel the contract as of 3/14/2014 * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Ambit	86	4/18/2014	9045798160	uses tty/ca relay is requesting to be returned to pg&e from ambit. states tried last year but nothing happened. on service with ambit over a year.	Cancellation Request	Cancellation Request	Drop sent (CA00000139214549).
Tiger	87	4/18/2014	6862253026	received an email from energy choice center with documents from rightsignature.com advising if did not sign the documents her service with pg&e would be interrupted; signed the documents via rightsignature and is now concerned that her signature will be used without her permission. pat can forward the email as needed. the email came from documents@rightsignature.com. pat not able to provide the name of the person or telephone number she spoke with at this time but can provide that information as needed since the energy choice center contact info is at her home. the website referred to in the email is energychoicecenter.org.	Questionable Solicitation Activity	Questionable Solicitation Activity	A Tiger representative has contacted the customer to discuss her concerns. We have submitted a drop DASR to PG&E on this account. The account is scheduled to remain with PG&E and will not begin service with Tiger.
Ambit	88	4/18/2014	7796065661	cust states that she has contacted ambit, making 2 attempts to cancel service	Cancellation Request	Cancellation Request	Drop sent (CA00000139382719).

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	89	4/18/2014	7177808111	(cta/esp) telemarketer advised customer they were a pg&e employee * third party name - commerce energy * summary of situation - commerce energy rep came to cust's door & introduced himself as "working for pg&e"	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy advises that an agreement was executed by customer on April 18th 2014. A verification call was also completed on the same day, wherein the details of the program were confirmed. Including the fact the Commerce Energy is not affiliated with PG&E. Commerce Energy further advises that on April 22nd customer established contact with our customer service department requesting cancellation of the program. As per his request the account was cancelled and Commerce Energy will not be customer's supplier. Commerce Energy attempted to establish contact with customer to address his concerns albeit without any success. A detailed message was left on April 28th 2014 advising of the aforementioned and inviting customer to contact us. Please note the alleged Independent Contractor has been advised of the allegation and addressed accordingly.
Ambit	90	4/19/2014	8038558920	says she called ambit 3 months ago to get them taken off her bill, yet she is calling today inquiring how to get them off and that she didnt remember signing up with them, their charges still appear on her bill	Unauthorized Switch	Unauthorized Switch	Drop sent (CA00000139423018)
Blue Spruce	91	4/19/2014	6025087320	states she has called 3rd party gas provider to cancel, is upset that she is still being billed by them, wants resolution	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 4/19
Vista	92	4/19/2014	5378150665	customer would like to cancel the pending switch to vista. she sites she was given incorrect info by vista agent	Questionable Solicitation Activity	Questionable Solicitation Activity	Cancellation Submitted on 4/28/2014
Vista	93	4/19/2014	3350095006	customer says she called 3 times to go back to pge but they kept saying someone would call her back but no one ever returned her calls. first call was in jan. then went over the bill with them and wanted to come back to pge. they said she needs to send something in writing and download a form to send to them.	Cancellation Request	Cancellation Request	Cancellation Submitted on 4/28/2014
Blue Spruce	94	4/21/2014	7337840878	customer states he keeps calling spruce, and never signed up with them. called and provided cancellation # 122755	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 4/8
Blue Spruce	95	4/21/2014	7327031487	representative advised customer they were a pg&e employee; uet dba blue spruce energy states lst yr a person cme to hme advsng hr that thy wre frm pge & that thy were thre to advse hr of a switch of gas serv to a co called blue sprce . states thy mde it seem like it was mandatory to sign the document thy presented to her as an awcknowledgment of the co chnge. states they advsd it was a company change through pge that all customers were being affected by. alyce states will be contacting thm to cancel tdy	Questionable Solicitation Activity	Questionable Solicitation Activity	Automatic drop by CTA (Returned to PG&E) 4/21
Blue Spruce	96	4/21/2014	6418151180	wanting to cancel da, was told to contact us to do so. conf#32423	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 4/21

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Entrust	97	4/21/2014	2237809145	SAYS THAT ENTRUST ENERGY CAME TO HOME SAYING THEY WERE FROM PG&E. CUSTOMER WAS MIS-LED FOR THE CTA SERVICE AND WANTS TO FILE COMPLAINT AND IF POSSIBLE WANTS TO CANCEL ENTRUST SERVICE AND KEEP TIGER ENERGY AS SERVICE PROVIDER. PLEASE CALL CUSTOMER W/ RESULTS	Questionable Solicitation Activity	Questionable Solicitation Activity	* On 4/21/2014 Customer contacted our call center and requested a drop. We processed a drop on 4/21/2014. *on 4/28/2014 Our Call Center called customer twice and left a message for customer to contact us back. *4/29/2014 contacted the customer to explain we received their complaint and they were satisfied and had no further questions or concerns
Entrust	98	4/21/2014	7126193311	CUST STATED THAT SOME1 WENT TO HER HOME AND ASKED FOR HER BILL AND TOLD HER NOT TO ASK ANY QUESTIONS BUT JUST ANSWER YES TO CONSENT // THIS CUST HAS BEEN SLAMMED PLS // BLOCK HER ACCT FROM BEING SWITCHED TO ENTRUST CTA // SHE IS CALLING THE NUMBER TO TELL THEM SHE DOESNT WANT THEIR SVC BUT IT'S ONLY GOING TO A VOICEML // PLS HELP BLOCK SWITCH	Cancellation Request	Cancellation Request	* on 4/12/2014 the sales agent contacted our TPV partner to provide them with the enrollment details, our TPV vendor could not reach the customer when they tried to contact the customer and enrollment was process as a bad sale. We did not proceed with an enrollment. *On 4/28/2014 Our Call Center called customer twice but there is not voice mail. We will make another attempt to reach out to the customer tomorrow *Call the number provided and it has been disconnected
IGS	99	4/21/2014	4108260030	advised customer they were a pg&e employee; IGS energy , per ernesto cta came to his house when customer was not present son who is a minor (14 yrs old)was told it was pg&e and that it was to lower the bill and son told them cor was not home they told him he could pose as the customer when they called to verify change, now when he is calling them is unable to contact them since they do not have a spanish option and he does not speak english	Questionable Solicitation Activity	Questionable Solicitation Activity	10721362: Per CUST call of 4/21 Processed Drop and PG&E Accepted 4/23 for 5/12/14
IGS	100	4/21/2014	7885573340	terminated cta service with IGS energy on 2-12-2014;she spoke with alexis cancellation #181861zd;stated pge rejected the termination request the day the request was submitted 2-12-2014;stated she's going to send a copy of the termination that says pge rejected cancellation;jody is requesting to speak with someone about not paying IGS energy the balance owed;request to pay pge as she stated the account should have never been switched to IGS energy aecall-wr has an active da with sa xxxxxxxxx	Cancellation Request	Cancellation Request	10747778: Per CUST call 2/12 Advised Enrollment Rejected; PG&E Accepted Enrollment 2/15 for 3/14 Slated Flow Date; Per CUST 2nd Call 4/18 Processed Drop and PG&E Accepted 4/23 for 5/14/14

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	101	4/21/2014	8326994592	came to home and said he was sent by pge he was showing customer a bill with highlighted information for pge. customer felt pressured from rep adv that he was pge and he didnt want to sign up for services adv ricky he already had pge services and that he would contact the hotline	Questionable Solicitation Activity	Questionable Solicitation Activity	We have no record of this name/contact information being enrolled with IGS
NorthStar	102	4/21/2014	2868666700	states he contacted north star a few months ago to have their service removed and to return to pge full service, north star is still on the acct, please send another request to north star. thank you.	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 3/13/2014
NorthStar	103	4/21/2014	9392274880	customer stated she was mislead with information she never wanted to switch from pge, she has try several times cancelling services but according to north start gas company they dont have anything to do with her account she is been told she has the wrong phone number , withc was verify with pge many times.	Questionable Solicitation Activity	Questionable Solicitation Activity	YEP submitted a drop dasr on 4/21/2014
Spark	104	4/21/2014	6016280806	customer (senior citizen 80 yrs old) upset that spark energy will be his gas supplier - they went to his door & signed him up without explanation; he called spark to cancel & requested by letter as well;	Questionable Solicitation Activity	Questionable Solicitation Activity	Cancellation was submitted on 04/21/2014
Vista	105	4/21/2014	7409431301	customer states direct access going around neighborhood scamming people. states they are collecting information for pg&e. 1) ischis ram (vista energy). texas phone number 18885084782 with oregon license plate number... states also reported to local authorities.	Questionable Solicitation Activity	Questionable Solicitation Activity	Marketer Notified of Complaint from resident 4/29/2014
Xoom	106	4/21/2014	796346031	customer says advsd xoom about 30 days ago wanting to cancel service with them. no notes on account saying so. please contact customer if done or needs more info.	Cancellation Request	Cancellation Request	Customer called 02.25.2014 into customer care requesting the account be cancelled. It was submitted that day, customer returned back to PGE 4/10/2014
Glacial	107	4/21/2014	7208680334	Cust states he has contacted Glacial Natural Gas to cancel service, effective 5/6/14; He then said they advised him to contact us; Plz assist, Correction needed	Cust states he has contacted Glacial Natural Gas to cancel service, effective 5/6/14; He then said they advised him to contact us; Plz assist, Correction needed	Cancellation Request	Customer's enrollment request was rescinded prior to start.

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Glacial	108	4/21/2014	7208680334	Cust states he has contacted Glacial Natural Gas to cancel service, effective 5/6/14; He then said they advised him to contact us; Plz assist, Correction needed	Cancellation Request	Cancellation Request	Customer's enrollment request was rescinded prior to start.
Vista	109	4/21/2014	CA147	Customer is concerned because he stated he felt like he was misled into switching to Vista Energy.	Questionable Solicitation Activity	Questionable Solicitation Activity	* Vista Energy confirmed they are in possession of a signed enrollment form from the customer, however, they agreed to cancel the contract as of 3/12/2014 * Customer is once again a PG&E bundled customer * Customer understands the resolution of this issue * Provided CPUC with investigation/resolution details and closed the complaint
Ambit	110	4/22/2014	6728727564	called in to ambit to reqst to cancel pending start on his moms acct. ambit adv him that he in not allowed to reqst to stop bc he is not on pge acct. he is, however listed on the acct and needs assistance w reqsting to stop ambit. his mom only speaks majority of cantonese and she was not aware that she was signing up w ambit when they contacted her	Unauthorized Switch	Unauthorized Switch	Drop sent (CA00000139383383).
Ambit	111	4/22/2014	3574952020	her son saw these letters from us and ambit that she had been signed up for their service. they do not want this service. he tried to call them and cancel but they will not cancel with him because it is not him as the mcor. they do not have a translator for him to get it cancelled. they refered him to their website to cancel and he has no password to log in with because they never signed up. please cancel the ambit energy for this customer. his mother speaks cantonese. fred speaks english please follow with him. they feel they were signed up fraudlently.	Questionable Solicitation Activity	Questionable Solicitation Activity	Duplicate
Commerce	112	4/22/2014	946993309	upset that jose from commerce energy misrepresenting himself stating that he was from pg&e and he had on a pg&e shirt and that required to sign forms to switch to commerce energy due to a new law being pass and if they did not sign pg&e would not be able to provide their gas service	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy advises that an agreement was executed by customer on July 27th 2013. A verification call was also completed on the same day, wherein the details of the program were confirmed. Including the fact the Commerce Energy is not affiliated with PG&E. Commerce Energy further advises that on February 26th 2013 customer Spouse of the account holder contacted our customer service department to cancel the program. Cancellation was processed with exit fees and customer was advised of the 1-2 billing cycles processing timeframe. Commerce Energy confirms that customer's account is back with the utility and as a customer service gesture we will refund the exit fees that were charged to the account. Commerce Energy attempted to establish contact with customer to address his concerns albeit without any success. A detailed message was left on April 28th 2014 inviting him to contact us. Please note the alleged Independent Contractor has been advised of the allegation and addressed accordingly.

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	113	4/22/2014	2622802301	customer states that commerce energy came to his home, he says that he told the representative that they did not want to sign up with them or change gas suppliers but yet they received a letter stating that they were being signed up with the new company, he says that he has been trying to contact the cta but continually receives a message stating to call during normal business hours even though he is calling during regular hours.	Unauthorized Switch	Unauthorized Switch	Commerce Energy has reviewed this matter and advises that an enrollment was submitted for customer's account on April 3rd 2014. Commerce Energy further advises that the program was scheduled to begin on April 28th 2014. We have processed customer's cancellation and sent out a drop for the account we will monitor if we receive any usage for customer's account and rerate accordingly. Commerce Energy has attempted to establish contact with customer to address his concerns, albeit without any success. A detailed voice message was left reiterating the above information and inviting customer to contact us. Please note the alleged Independent Contractor involved is no longer marketing for Commerce Energy.
Entrust	114	4/22/2014	3191200035	STATED THAT ENTRUST ENERGY CAME AND SIGNED THEM UP. CUST ONLY SPKS VIETNAMESE. WOULD LIKE TO CANCEL BOTH VISTA AND ENTRUST ENERGY AND COME BACK TO PGE. WHEN HE CALLED THEY ONLY SPK ENGLISH WHIM. JUST ANSWERED YES AND NO TO THEIR QUESTIONS WHEN THEY CAME AND DIDNT KNOW WHAT THEY WERE SIGNING UP FOR. PLS ASSIST WITH THIS RQST.	Questionable Solicitation Activity	Questionable Solicitation Activity	* On 4/25/2014 we processed a drop per customers request. *On 4/28/2014 Our Call Center called customer twice but there is no voice mail available, we will make another attempt to reach out the customer again tomorrow. We also received a response back from our channel partner after they listed to the TPV; they informed us they recognize there was a language barrier and performed more training with the agents. *4/29/2014 contact the customer and spoke to Mr Ho; explained to him we received the complaint and processed a drop ; customer had no further questions or concerns
Spark	115	4/22/2014	207237631	was told by spark energy rep that they were send on behalf of pge because pge and spark energy had merged. olga was also told by spark energy rep that pge gas and electric rates were going to be hire in future months and that they would offer her a fix rate.	Questionable Solicitation Activity	Questionable Solicitation Activity	Cancellation was submitted on 04/22/2014
Spark	116	4/22/2014	9011095949	says that someone from sparks came to her home last year and she told them that she didnt want to change- she then gets a letter from pge stating that she is going to be switched to spark gas as of 5/13/14 however cust says she never signed up w/ spark -- she contacted spark directly and told them that she did not want their service -- spark gas should be sending pge something notifying us that cust does not want to switch (cust wants to remain with pge) cust wanted to call and let us know	Unauthorized Switch	Unauthorized Switch	Cancellation was submitted on 04/22/2014
Xoom	117	4/22/2014	3571594803	not paying charges from xoom energy; says he left messages with the alabama' s state attorney ofc; that there is poss fraud on behalf of this company;	Questionable Solicitation Activity	Questionable Solicitation Activity	Customer called in to cancel due to pricing 02.20.2014. He was offered a fixed product and declined. Drop was submitted that day and return to PGE as of 4/2/2014

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Xoom	118	4/22/2014	2759198683	request to stop with xoom by the end of feb 2014. we sent letter to her for return to pge bundle service on 03-05-2014. as of the bill date 04/17/2014 for service 3-13-2014 to 4-10-2014 xoom is still on the. she called them again and they are still not honoring her request please assist with what we can. do.	Cancellation Request	Cancellation Request	Customer called 03.04.2014 to drop. It was submitted that day and accepted back by PGE on 04.11.2014
Commerce	119	4/23/2014	871619058	signed up with commerce energy but now feels like it is a scam...says he was misinformed by rep and was told his power would be turned off if he did not sign up...pls call cst, he says he does not want to go with commerce	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy advises that an agreement was executed by customer on April 22nd 2014. On April 23rd 2014 customer established contact with our customer service department to cancel the program. Agreement was cancelled as per customer's request and Commerce Energy will not become his supplier. Commerce Energy further advises that we take all matters regarding the marketing activity of the Independent Contractor very seriously, please note the behavior outlined above is contrary to our training and marketing practices and has been addressed with the Independent Contractor involved. Commerce Energy was able to establish contact with customer on April 28th and advised of the aforementioned. Commerce Energy has also placed customer's address on our internal "no solicitation list". customer was satisfied and had no further questions or concerns.
Commerce	120	4/23/2014	6247740970	says commerce energy called her & and asked 4 service agreement # and misrepresented thierself by saying they are working with pge and asked for her service agreement # she does not want to change her gas provider to commerce energy	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy advises that our records does not indicate any enrollments was submitted for customer's account. We were able to contact customer to address her concerns. During this call customer confirmed that she did not proceed with the enrollment. customer was advised that we are not affiliated with PG&E and that we are alternative supplier and that the telesales representative should have advised of the same. Additionally we have sent a request to have customer to be removed from our call list. She was satisfied and had no further concerns. Feedback has also been sent to our telesales department regarding this matter.
Commerce	121	4/23/2014	265939275	claims she does not have service with commerce and they too have confirmed that she does not have service. commerce has also informed cust that charges are not hers and that they are for her neighbors who's address is and that only pge can correct. customer insists they are giving her correct info.	Cancellation Request	Cancellation Request	Customer returned to PG&E on 6/11/14
Spark	122	4/23/2014	6228107782	ates that spark did not get her permission to become her cta -- did this once before about 4 months ago, and she had to cancel then -- adv. to ensure cancellation through spark... please ensure on our end that this does not process, has stated that she would like to remain a pge customer for gas procurement	Unauthorized Switch	Unauthorized Switch	Cancellation was submitted on 04/23/2014

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Spark	123	4/23/2014	2848562636	called in to notify us that he didnt sign up for spark energy. he received a letter from us dated 4-15-14 to notify him of the change after a rep from spark visited his home. he does not want to be switched to their company and would like to file a complaint against them,please call him	Unauthorized Switch	Unauthorized Switch	Cancellation was submitted on 04/23/2014
Spark	124	4/23/2014	CA148	The customer complains of abusivemarketing tactics and would like to return to PG&E.	Questionable Solicitation Activity	Questionable Solicitation Act	* Customer will be returned to PG&E as of 6/5/14; early termination fee will be waived
Vista	125	4/23/2014	CA149	Customer states that she never signed up with Vista Energy and would like to be returned to PG&E bundled service as soon as possible.	Unauthorized Switch	Unauthorized Switch	* Advised customer that they have been with Vista since 4/10/14 and that it could take 1-2 billing cycles to return to PG&E service * Advised customer that they will be returned to PG&E bundled service effective 5/12/14 * Customer stated she was satisfied with the resolution * Provided CPUC with investigation findings and closed complaint
Blue Spruce	126	4/24/2014	9838824835	contacted blue spruce to void contract with them. was advsd by blue spruce rep to contact us to info that contract is void. contract was signed 04/15 and voided 04/17. cherly was advsd to call us this week and then call blue spruce back	Cancellation Request	Cancellation Request	not in system
Vista	127	4/24/2014	5123082166	states that he has called tiger on 4/14/2014 called and spoke to casey at the corpotate office requested to cancel there services and be returned to pge bundled service; was told someone would contact him; heard nothing back called again on 4/16/2014 and was told someone would call him back that day has still not heard anything back; pls process his request to be returned to pge as tiger is not processing this requests to return to pge; pls contact customer by phone once the request is processed	Cancellation Request	Cancellation Request	A Tiger representative has contacted the customer and negotiated a revised contract with terms more favorable to the customer. The customer indicated satisfaction with these new terms and was invited to contact his Tiger direct representative directly with any additional questions or concerns.
Blue Spruce	128	4/24/2014	7382106171	cust would like to cancel serv with blue spruce	Cancellation Request	Cancellation Request	Already automatically dropped by CTA (Returned to PG&E)
Blue Spruce	129	4/24/2014	4887246863	called in because 2 woman came to his door saying they were pge & they had pge lanyards & he said they had badges that had pge logo on it as well. they said he could get discounts on his pge bill and they left paperwork with his brother and said they would call back in 3 days about the discount information. the name of the paperwork for this person	Questionable Solicitation Activity	Questionable Solicitation Activity	Already automatically dropped by CTA (Returned to PG&E)
NorthStar	130	4/24/2014	9173105781	customer says didn't not want any other provider besides pg&e	Cancellation Request	Cancellation Request	YEP sumbitted a drop dasr on 5/2/2014

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Vista	131	4/24/2014	3911171336	stated they were a discount company for pg&e;customer has tried to contact vista energy various times and has not been able to speak to an actual agent. states an automated system advised they will call him back in 40min and no one gets back to him. customer wants to cancel	Questionable Solicitation Activity	Questionable Solicitation Activity	Cancellation submitted 5/2/2014
Blue Spruce	132	4/24/2014	CA150	Customer states that Blue Spruce fraudulently got his account information and he would like to be returned to PG&E service immediately.	Unauthorized Switch	Unauthorized Switch	* Advised customer that he has been dropped from Blue Spruce and has returned back to PG&E bundled service effective 4/3/2014 * Provided feedback to Blue Spruce regarding marketing tactics * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint
Commerce	133	4/25/14	3891784086	she tried to cancel her 3rd party gas provider but they said they would drop her in Jan	Cancellation Request	Cancellation Request	customer completed a switch enrollment to Commerce Energy on 7/17/2013 which completed on 8/6/2013. Commerce Energy has reviewed our records and confirm a cancellation request was not received. Attempts to reach customer by telephone were unsuccessful, therefore notification was sent by mail to the billing address on file asking customer to contact Commerce Energy . The cancellation request was submitted on 5/5/2014 requesting PGE to regain the natural gas account within a 1-2 billing cycle timeframe. customer will not be assessed an early termination fee.
IGS	134	4/25/2014	9392599696	customer stated that she recvied a visit from a representative from igs solutions company. cor advsd the rep that she wasnt interested, and the rep stated that they will sign her up anyway. cor is upset and rqsted to submit a complaint.	Unauthorized Switch	Unauthorized Switch	We have notified our third party sales team and requested the take action in retraining sales agents, regarding this concern. If the sales date can be provided, we could inquire further with our 3rd party sales vendor
IGS	135	4/25/2014	1751296047	states he didnt sign paperwork, but srvc id # was written by representative. he wants to ensure that he isnt switch to igs. states paperwork was partially filled out but not signed. representative took paperwork w/ him.	Unauthorized Switch	Unauthorized Switch	We have notified our third party sales team and requested the take action in retraining sales agents, regarding this concern. If the sales date can be provided, we could inquire further with our 3rd party sales vendor
Spark	136	4/25/2014	6568920076	customer requested to cancel da provided her confirmation code . it is still showing on her account.	Cancellation Request	Cancellation Request	Cancellation submitted as requested
Tiger	137	4/25/2014	CA151	Customer is with Tiger now and would like to be returned to PG&E service.	Cancellation Request	Cancellation Request	* Tiger will return the customer to PG&E bundled service once they are able to contact the customer * Customer understands PG&E's position * Provided CPUC with investigation findings and closed complaint
Spark	138	4/26/2014	4153908878	customer requests termination for cta for gas	Cancellation Request	Cancellation Request	Cancellation submitted as requested
Vista	139	4/26/2014	4153908878	customer requests termination for cta for gas	Cancellation Request	Cancellation Request	Cancellation submitted 5/2/2014

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	140	4/28/14	2957540612	customer attempted to contact commerce energy 2x number disconnected or no answer, would like to cancel as of 04/26	Cancellation Request	Cancellation Request	customer completed a switch enrollment to Commerce Energy on 4/23/2014 with 5/15/2014 as the scheduled start date. In speaking with customer on 5/2/2014, it was confirmed due to the use of an incorrect contact number she was unable to reach Commerce Energy. The correct contact information for our customer service department was provided and the cancellation request was submitted. As the cancellation has been requested prior to the scheduled start date, 5/15/2014, the natural gas account will not be switched to Commerce Energy.
NorthStar	141	4/28/2014	7080348898	cust trying to return to pge. wants to cancel cta .	Cancellation Request	Cancellation Request	YEP submitted a drop dsr on 3/14/2014 and PGE confirmed with effective date of 4/7/2014
Tiger	142	4/28/2014	5672969586	customer saying she has received several calls from energy choice center saying she is representing pg&e through the energy trade commission;the phone number she provided for call back was 1-855-427-7764 ext 137;customer was very concerned about providing any information to her	Questionable Solicitation Activity	Questionable Solicitation Activity	Tiger has not enrolled this customer. A Tiger representative has made an attempt to contact the customer to discuss her concerns and inform her of the relationship between ECC and Tiger Natural Gas.
Ambit	143	4/29/2014	1039978154	tried cancelling serv with ambit and would like to have pge as gas provider as of today 04-29-14 but they wouldn't allow her to cancel since they have no record of her being the trustee; very frustrated and would like to cancel ambit and not get the run around	Cancellation Request	Cancellation Request	Drop sent (CA00000139515776).
Ambit	144	4/29/2014	969782225	per cust, would like services canceled with 3rd party gas provider, ambient. cust is deaf and does not want to have to try and make phone calls to try and cancel service. per cust, is unsure how services were signed up. no phone #	Unauthorized Switch	Unauthorized Switch	Drop sent (CA00000139515469).
Blue Spruce	145	4/29/2014	9085885532	customer requests termination of cta	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Commerce	146	4/29/14	6950388657	requested cancelation with commerce energy. states she signed up with 3rd party to save money; she is on a very fixed income. since she enrolled with them her billing has more than doubled. wishes to return to pge as gas customer asap; requested termination	Questionable Solicitation Activity	Questionable Solicitation Activity	customer completed a switch enrollment to Commerce Energy on 5/24/2013 which completed on 7/23/2013. Commerce Energy offered an introductory commodity rate lower than PGE's commodity charge for the first 2 bill cycles, after which the commodity rate would be a variable charge. The above information was communicated to customer on 5/5/2014 along with the cancellation timeframe of 1-2 billing cycles for completion. customer's original cancellation request was received and submitted to PGE on 4/29/2014. PGE will complete the cancellation request and regain the natural gas account on 6/3/2014.
IGS	147	4/29/2014	494189243	customer wants to cancel service w/IGS	Cancellation Request	Cancellation Request	10709009: Per CUST 4/29 call, Processed Drop 5/1. Waiting on PG&E to Accept.
IGS	148	4/29/2014	2173525079	states called and sent notification to IGS to cancel 3rd party service wants to make sure this is confirmed states canceld 24 hours after she signed up.please confirm	Cancellation Request	Cancellation Request	10746614: Per CUST 2/10 call, we attempted to process the Drop. PG&E rejected the enrollment 2/12/14, then accepted the enrollment on 2/15/14. We assume the timing canceled out the drop request. Can you see why the enrollment was rejected? and why the account was allowed to flow with IGS supply? So far the account has flowed for 1 month, 3/18 - 4/16/14. Per CUST 4/29 call, re-Processed Drop 5/1. Waiting on PG&E to Accept.

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	149	4/29/14	6950388657	wishes to return to pge as gas customer asap; requested termination	Cancellation Request	Cancellation Request	10704024: Processed Drop 5/2/14; Slated Start: 7/2/14
Spark	150	4/29/2014	4476482740	cust upset about spark energy says they told him they would reverse all their charges adv cust spark energy charges are still showing on 2/23/14 & 3/25/14 bills - cust wants these reversed - referred back to spark energy	Cancellation Request	Cancellation Request	Service terminated on 03/24/2014. Adjustments are being processed for this account.
Vista	151	4/29/2014	2802315637	customer doen not want to be with vista.....cust advs me he would like to return to pge. cust is feels like he is getting run around and questions vaility of contract. please provide copy of contract and tpv.	Questionable Solicitation Activity	Questionable Solicitation Activity	Cancellation Submitted on 5/1/2014
Vista	152	4/29/2014	9539051645	COR STATED SHE CONTACTED VISTA ENERGY TO STOP SERVICE BUT WAS TOLD TO PAY \$41 AND ADVSD SHE WOULD GO WITHOUT GAS FOR 30-45 DAYS IF SHE CANCELLED. COR STATED SHE WAS NOT GIVEN THE OPTION TO CANCEL. COR STATED THAT SHE WAS VERY UNHAPPY WITH THE CSR AT EXT 08. COR STATED HIS NAME WAS MARIO.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	153	4/29/2014	7564196950	customer calling to cancel a/o 4/29/14 she no longer wants CTA gas service	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	154	4/29/2014	641397684	customer requests to cancel a/o 4/29/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Ambit	155	4/30/2014	2579263416	customer speaks mandarin says called ambit and received an english recording says she never auth change to ambit she would like to cancel ambit and to stay with pgSe	Unauthorized Switch	Unauthorized Switch	Drop sent (CA00000139531471).
Glacial	156	4/30/2014	6116050164	STATES A REP FROM Glacial Natural Gas, Inc. STATED HE WAS FROM PGE AND HE MISREPRESENTED HIMSELF HE. SHE STATES SHE WOULDN'T HAVE SWITCHED IF SHE HAD KNOWN. SHE IS VERY UPSET STATES SHE HAS BEEN WITH PGE HER WHOLE LIFE. SHE REQUESTED INFO TO CANCEL. UPSET ABOUT HER BILL BALANCE	Questionable Solicitation Activity	Questionable Solicitation Activity	Drop was initiated on 2/12/14, and effective on 3/21, per the date set by PGE. Follow up calls to her messages went to a FULL voicemail box.
IGS	157	4/30/14	2766296236	states that he contacted IGS energy within 3 days of signing up and cancelled svc with them, he was provided confirmation# 10746331p from IGS, however IGS is on bill dated	Cancellation Request	Cancellation Request	10746331: Per CUST 2/10 call, we attempted to process the Drop. PG&E rejected the enrollment 2/12/14, then accepted the enrollment on 2/15/14. We assume the timing canceled out the drop request. Can you see why the enrollment was rejected? and why the account was allowed to flow with IGS supply? So far the account has flowed for 1 month, 3/26 - 4/25/14. Per this inquiry, will Process Drop 5/2/14
IGS	158	4/30/14	9410879219	cust states that she rec a letter from igs stating her application was denied by pge;	Cancellation Request	Cancellation Request	10793453: Our records show PG&E rejected the enrollment on 4/26 with reason "A13:SPRATE1". We are happy to faciliate making the contract retroactive. Would you like us to re-send the enrollment request?

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Vista	159	4/30/2014	2830262734	states that he has made several attempts to cancel his service with vista energy and he has been unable to get through. (i did call vista energy's customer service number at approximately 2:40pm. the automated system indicated the call center was closed and was opened from 8am to 4pm monday through friday pacific time. it appeared that the call center was closed about an hour and a half before scheduled.) mr. reliford wants to return to pg&e full service and he does not want to pay a cancellation fee.	Cancellation Request	Cancellation Request	Utility Drop on 4/5/2014
Ambit	160	4/30/2014	2430705177	customer requests termination 4/29/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	161	4/30/2014	8234040865	CUST REQUESTS TO CANCEL XOOM. BEEN ENROLLED WITH THEM SINCE 01/2013	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	162	4/30/2014	506408771	has called and inquired about her gas service agreemtn with vista . she stated she has called several times during normal business hours and is being advised that they are closed. Please contact susan regarding her billing. She is trying to request cancellation.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	163	4/30/2014	6146334124	REQUESTING TO BE SWITCHED BACK TO PG&E FOR GAS SERVICE. HE STATED THAT HE HAS TRIED TO CALL VISTA ENERGY BUT NO ANSWER	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	164	4/30/2014	7150968493	VERY UPSET THAT VISTA IS NOW HIS GAS PROVIDER. HE STATED NO ONE EVER GAVE ANY TYPE OF PERMISSION FOR THE CHANGE. HE STATED HE HAS TRIED TO CONTACT VISTA MANY TIMES BUT NO ONE WILL CALL HIM BACK OR CANCEL FOR HIM. HE IS NOW ASKING FOR PGE TO HELP WITH THE ISSUE	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	165	4/30/2014	6144938381	customer cancelled with spark energy cancel # 04307050, spark advised her to contact pge as well	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
IGS	166	5/1/14	1657408717	called IGS to cancel services with them prior to 02/14/14. he cancelled on 02/11/2014. theresa would like some assistance with us communicating w/IGS to help terminate with them, at this point, the mcor did his part to cancel.	Cancellation Request	Cancellation Request	10748194:Per CUST 2/11 call, we attempted to process the Drop. PG&E rejected the enrollment 2/12/14, then accepted the enrollment on 2/15/14. We assume the timing canceled out the drop request. Can you see why the enrollment was rejected? and why the account was allowed to flow with IGS supply? So far the account has flowed for 1 month, 3/22 - 4/23/14. Per this inquiry, will Process Drop 5/2/14
Spark	167	5/1/2014	9267601299	decided to cancel da provider, she called spark to make her request, she said they adv her back to us, sa is pending at this time,	Cancellation Request	Cancellation Request	Cancellation submitted as requested

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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	168	5/1/2014	6501753671	states she has tried calling cta tiger to cancel service 3x and has been unsuccessful getting through to a rep. she is req for pge to pls help her. said has a lot of med issues and needs to go back to just pge. said jus had a recent eye operation and this is stressing	Cancellation Request	Cancellation Request	A Tiger representative has contacted the customer to inform her that her account is being returned to PG&E.
Xoom	169	5/1/2014	7146788165	cust stated rec an email or phone called from xoom energy who stated the cust still owed \$102.37 and cust called xoom stated that they still owed	Cancellation Request	Cancellation Request	Customer Dropped
Vista	170	5/1/2014	6653167099	customer requests termination 5/1/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	171	5/1/2014	5874497044	REQUESTING TO STOP THIRD PARTY GAS SERVICE AS OF 5/1/14 AND RETURN TO FULL PG&E GAS SERVICE	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	172	5/2/2014	9767302035	req to return to pge, has been trying to contact esp provider blue spruce has enter the prompt s on the automated and and the end when it asked for her ser id# she enters it and it does not recognized it and the call ends, customer is getting frustrated and would like to cancel.	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 5/20
IGS	173	5/2/2014	4335696797	trying reaching cta for several months unable to get contract terminated.	Cancellation Request	Cancellation Request	10693803: We have no record of contact from CUST. Processed Drop PG&E 5/12/14
Ambit	174	5/2/2014	3991658798	CUSTOMER STATES HE HAS CALLED AMBIT MULTIPLE TIMES TO CANCEL SERVICE AND THEY HANG UP ON HIM. HE IS VERY FRUSTRATED BECAUSE THEY REFUSE TO HELP HIM AND HE DOESNT KNOW WHAT ELSE TO DO. PLEASE REVIEW AND HELP IF POSSIBLE	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Commerce	175	5/2/2014	2832981665	customer would like to return to pge as a full time customer	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	176	5/2/2014	5658046731	customer requests termination effective 5/2/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	177	5/2/2014	3716892095	customer would like to cancel xoom over 1yr	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	178	5/2/2014	2499084791	customer requests xoom termination 5/2/14.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	179	5/2/2014	5638613557	customer requests to stop third party gas a/o 5/2/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	180	5/3/2014	9182502474	called extremely frustrated about letter rec'd stating she is going to be getting gas procuremnt chrgs frm united energy. states that she never signed a contract nor did anyone in her home. advsd to call united to discuss options and to discontinue services if she wishes. cust also wishes to be contacted to see if possible to stop this from taking place.	Unauthorized Switch	Unauthorized Switch	Already automatically dropped by CTA (Returned to PG&E) 3/13/2014

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	181	5/3/2014	9258611549	callback required had contacted IGS energy and the advised they would cancel her service and now customer just recvd a confirmation letter that she is now enrolled in interstate gas supply and this was to get her care discount back, customer does not want igs. customer not sure id=f she signed a 12 month contract. please assist and thanks	Cancellation Request	Cancellation Request	10653636: We have no record of contact from CUST. Processed Drop 5/12/14.
Vista	182	5/3/2014	4642892789	customer request to terminated with vista a/o 5/3/14. ok to contact after 5pm mon-fri	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	183	5/5/2014	1595256677	states she did not sign up with united energy and has tried to contact them to unenroll in their services. has not been successful in doing that. customer is very upset with united/commerce energy that they lied to her about pge running short on natural energy. brenda would like to return to pge for her gas service.	Unauthorized Switch	Unauthorized Switch	Automatic drop by CTA (Returned to PG&E) 5/20
Blue Spruce	184	5/5/2014	2412157025	cust stated she called blue spruce to cancel services. cust states she did receive letter from pg&e she was being switched to pg&e bundle	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 5/20
Blue Spruce	185	5/5/2014	7967248115	customer states he is refusing to pay the charges from blue spruce. says he never authorized them to start they tricked his secretary into showing them a bill and from there they got the info to change his over to them. he feels that they lied and he shouldnt be charged for something he personally did not authorize. he believes that because pg&e takes part in it and includes the charges on the pg&e bill then pg&e has some responsibility in allowing customers to be robbed by other companies. he says he contacted blue spruce and was given a cancelation #33587. he thinks pg&e should be able to remove the feels charged byt the 3rd party. he is very upset and wants to be contacted if there is a problem with those fees being removed	Unauthorized Switch	Unauthorized Switch	Automatic drop by CTA (Returned to PG&E) 5/29/2014
IGS	186	5/5/2014	178905653	mcor called IGS energy and told them he wanted to cancel. they told him pge had to cancel they could not. mcor would like to only be with pge	Cancellation Request	Cancellation Request	10687173: Per CUST 5/5 call, Processed Drop; PG&E Accepted 5/9 for 5/28/14
IGS	187	5/5/2014	3583840145	IGS energy started 2/5/14 conf # 8473553 - customers son signed up, customer tried to cancel the next day. said IGS tried to cancel on 2/11/14 but pg&e "rejected" the request. 5/5 said they are processing request for cancellation, and that it would take 1-2 billing cycles to be removed from their acct. customer does not want to be with IGS at all.	Cancellation Request	Cancellation Request	10744387: Per CUST 2/5 Call, Processed Rescission Drop, PG&E accepted enrollment 2/11 for 3/5 before accepting Rescission Drop; Per CUST 5/5 Call, Processed Drop, PG&E Accepted 5/9 for 6/4/14

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
North Star	188	5/5/2014	9174175701	advised yep energy stated they pge was goign to a third party to sell gas for a better rate he feels he was le d to beleive they were pge and they were not never disclosed transportation fees	Questionable Solicitation Activity	Questionable Solicitation Activity	YEP sumbitted a drop dasr on 5/7/2014 and PGE confirmed with effective date of 5/23/2014
Ambit	189	5/5/2014	6882157144	customer informed us that she has tried to cancel but they are giving her the run around	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	190	5/5/2014	7644891965	customer would like to cancel vista immediatley 5/5/14.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Tiger	191	5/5/2014	6658779691	customer requests termination effective 5/5/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	192	5/5/2014	797770316	customer calling to terminate CTA	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	193	5/5/2014	4371551537	marketer advised customer they were a pg&e employee and asked for his bill stating they were there to give him his pge discount. cust thought he was pge rep and gave bill. spark energy signed him up and cust very upset because he was lied to and this person has his personal information.	Questionable Solicitation Activity	Questionable Solicitation Activity	Cancellation Submitted
Spark	194	5/5/2014	5235455443	cust says she spoke with spark requested to cancel their service over 1 month ago but still not done	Cancellation Request	Cancellation Request	Cancellation Submitted
Blue Spruce	195	5/6/2014	2196226127	mcor calling regarding terminating wth cta, says she has called 6 times and has left 2 voice mail messges to cancel, no one returns the call	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 5/12
Blue Spruce	196	5/6/2014	1233243803	CTA /ESP REP ADV CUST THAT THEY WERE A PG&E EMPLOYEE;SPRUCE ENERGY REP;CUST WAS APPROACHED AT HER HOME AND ADV THAT HE WAS THERE TO INSPECT HER SMARTMETER DUE TO MISSED METER READS AND REQUESTED TO SEE HER BILLS AND STATED THAT HE WAS A PG&E EMPLOYEE; CUSTOMER STATES HE WAS WEARING A SPRUCE ENERGY SHIRT AND HAD NO PG&E BADGE TO SHOW;AGENT WAS VERY AGGRESSIVE ABOUT THE CUSTOMER SHOWING HIM A COPY OF THE HER BILL TO THE POINT SHE DID NOT FEEL SAFE AND ASKED HIM TO LEAVE. CUSTOMER WOULD LIKE TO STOP SOLICITATIONS FOR CTAS/ESP AT HER ADRESS	Questionable Marketing Activity	Questionable Marketing Activity	No Acct set
IGS	197	5/6/2014	6532177849	customer req multiple time to cancel service.	Cancellation Request	Cancellation Request	10658404: Per CUST 5/2 Call, Processed Drop; PG&E then sent inbound Drop 5/7/14 with no effective date; Will credit rate difference (if any)

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
North Star	198	5/6/2014	9224451181	customer has been with cta since may 2013. according to her account it shows a request to cancel the cta was submitted 01-31-2014, however, the same day there is another note mentioning "esp cancel pend sw to da-g", which seems as if her request was canceled. the customer states she has called the company in march 2014 as well but still no drop has been done. p/ gen ref i do see that customer's under 12 mos cannot be dropped however, if this is the case, why was she told otherwise	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 5/12/2014
North Star	199	5/6/2014	722373607	please cancel 3rd party gas company calc his and he paid \$50.19 and \$38.65 would have been the bill;	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 5/12/2015
North Star	200	5/6/2014	4605143145	customer requests termination	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Commerce	201	5/6/14	1624505969	customer called cta 3xs to cancel and they kept putting her on hold and wouldn't pick up. please cancel	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	202	5/6/2014	7215995440	customer request to cancel vista a/o 5/9/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	203	5/6/2014	9168408691	customer wants to unenroll from spark energy gas. unable to contact company to unenroll states they are not open during the hours he can contact them with time difference. would like assistance in unenrolling and stopping service with spark energy	Cancellation Request	Cancellation Request	Cancellation Submitted
Commerce	204	5/7/2014	1946090171	STATES THAT HE CALLED COMMERCE ENERGY SEVERAL MONTHS AGO TO CANCEL THE AGREEMENT WITH THEM, HE STATES HE RECEIVED A LETTER IN THE MAIL INDICATING THAT HE WOULD RETURN TO PGE, BUT IT HASN'T HAPPENED AND THE CHARGES FROM COMMERCE ARE STILL ON HIS BILL. I ADV HIM TO CALL COMMERCE DIRECTLY, HE WANTS TO KNOW IF THERE IS ANY WAY WE CAN HELP HIM BECAUSE HE'S ALREADY SPOKEN TO THEM REGARDING THIS	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Commerce	205	5/7/2014	7414884412	customer requests termination from 5/7/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	206	5/7/2014	5573342615	customer requests to cancel service with xoom ASAP.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	207	5/7/2014	2911440188	customer requests termination a/o 5/7/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	208	5/8/2014	9680574703	upset states never signed with third party company blue spruce	Unauthorized Switch	Unauthorized Switch	Automatic drop by CTA (Returned to PG&E) 5/12
Glacial	209	5/8/2014	5848562655	PLEASE REMOVE GLACIER 3RD PARTY CUSTOMER WANTS TO BE A FULL SERVICE PG&E CUSTOMER AGAIN	Cancellation Request	Cancellation Request	Customer's account has been requested to be dropped back to PGE supply.

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	210	5/8/2014	2213085805	stated called IGS to cancel would like to make sure they did it and please send letter when complete wants to be full service pg&e	Cancellation Request	Cancellation Request	10658876: We have no record of CUST requesting to cancel. Processed Drop 5/12/14
IGS	211	5/8/2014	8524524052	advsd that they have attempted calls to IGS energy several times to cancel service . also have sent a letter stating same. wants to make sure that they are only with pg&e	Cancellation Request	Cancellation Request	10729540: Processed Drop 5/12/14; Will credit rate difference (if any)
IGS	212	5/8/2014	6320058324	states IGS told her that pge didnt forward any paperwork or documentation so they didnt cancel it. she states they gave her a confirmation # of cancellation but she no longer has it anymore. customer doesnt want to pay for the cta charges as she cancelled timely prior to goin into effect please call to resolve as she already contacted IGS numerous times to no resolution	Cancellation Request	Cancellation Request	10745888: Processed Drop 5/12/14; Will credit rate difference (if any)
North Star	213	5/8/2014	6776824324	stated that she has requested to cancel with northstar and come back to pg&e bundled service.	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 5/12/2016
Commerce	214	5/8/2014	3634334211	customer would like to cancel commerce from her account asap	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	215	5/8/2014	1242605929	Customer states that she has been trying to get hold of Xoom to cancel and she is having no luck doing so, would like to have the Xoom energy removed and come back to PGE, very frustrated please help is possible	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	216	5/8/2014	1572914004	customer requests termination 5/8/14 has tried to cancel 4xs	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	217	5/8/2014	3078482505	customer wants to cancel CTA but they are not responding	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	218	5/8/2014	4158592729	COR SAID THAT SHE HAS MADE SEVERAL CALLS TO VISTA ENERGY TO CANCEL SERVICE WITH THEM AND SHW WOULD LIKE TO RETURN TO PG&E . HOWEVER SHE SAID THAT VISTA HAS ADVISED HER THAT THEY WILL CANCEL AND THEN THE FOLLOWING MONTH THEY ARE STILL BILLING HER ACCOUNT. CUSTOMER REQUEST TO CANCEL DA AS OF 05/08/2014	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	219	5/8/2014	2823459744	cor has made the required (2) requests with 'vista' to opt-out;	Cancellation Request	Cancellation Request	Auto Drop
Ambit	220	5/9/2014	3195666203	cantonese speaking call in. does not want ambit. very adamant she wants to stay with pge. she asked if we can call for her. says she never agreed to that.	Cancellation Request	Cancellation Request	Drop sent (CA00000139714471).

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Blue Spruce	221	5/9/2014	4557355932	cst is 87 yrs old and wants to continue with pg & e.. pls follow up with cst.. he is ill and has health issues.. cst very upset this was done to him	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 5/12
Blue Spruce	222	5/9/2014	2214147079	customer sent in letter requesting to cancel service with uet	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 5/12
IGS	223	5/9/2014	2580329010	customer sent letter requesting to cancel service w/igs	Cancellation Request	Cancellation Request	10791319: Processed Drop 5/12/14; Slated Flow Start: 6/3/14
Xoom	224	5/9/2014	3358216633	customer request to cancel xoom services	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	225	5/9/2014	7857971368	customer request to cancel xoom services	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	226	5/9/2014	6339631921	cust says she did not authorize switch	Cancellation Request	Cancellation Request	Dropped account
North Star	227	5/10/2014	9473295517	customer request to cancel with north star gas as of 05-09	Cancellation Request	Cancellation Request	YEP submittted a drop dasr on 5/19/2014
Tiger	228	5/10/2014	6202629235	state that she was contacted by a person; she advs cust she was w/ pge and asked for sa # and tld cust gas rates are going up; cust gave info thinking it was pge; cust was given phone #888-505-3637 x240 or 888-500-1380; cust do not wnt to switch to any other company	Questionable Solicitation Activity	Questionable Solicitation Activity	Resolved by Tiger
Xoom	229	5/10/2014	7485346578	customer does not want zoom energy	Cancellation Request	Cancellation Request	Resolved by Xoom
Vista	230	5/10/2014	4210151686	michelle would like to cancel with vista energy; has been with them since 2012. gas sa is xxxxxxxxxx. please make pge full service starting today 5-10-2014. vista energy gas sa is xxxxxxxxxx	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Commerce	231	5/12/2014	7761938243	states he did not authorize to be enroll with direct access- commerce energy inc.	Unauthorized Switch	Unauthorized Switch	Commerce Energy has reviewed the above and advises that customer executed an agreement with Commerce Energy via our telesales channel on April 14th 2014. customer' agreement was scheduled to start on May 22nd 2014. Commerce Energy further advises that the cancellation of customer' account has been processed and Commerce Energy will not become customer' supplier. We have attempted to contact customer to address his concerns albeit without any success. A detailed voice mail was left for customer inviting him to contact us.
Commerce	232	5/12/2014	7602551241	says she has tried to call commerce energy to cancel but is not able to get ahold of the company. says she wants this company cancelled asap	Cancellation Request	Cancellation Request	Commerce Energy has reviewed customer's concern and provided a resolution on 5/20/14. customer acknowledged providing her authorization during the TPV on 4/23/14 for a switch enrollment to Commerce Energy. customer also confirms her attempts to contact Commerce Energy for the cancellation request were outside of Commerce Energy's business hours. The switch request was scheduled to start with Commerce Energy as of 5/19/2014 and a request to PGE was submitted on the same date to cancel the enrollment with Commerce. The standard timeframe for the cancellation request is 1-2 billing cycles to complete and an early termination fee will not be applied to the account. customer has been informed of the cancellation timeframe, possible billing charges from Commerce Energy as well as our hours of operation and is satisfied with the resolution.

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	233	5/12/2014	411674197	cst has called IGS energy twice about terminating their service. cst says she received a letter from us stating that she has been switched back to pg&e bundled service at the end of march when she initially canceled the service, but there is no record of that on her account.	Cancellation Request	Cancellation Request	10763505: Per CUST 3/6 Call, Processed Rescission Drop, PG&E accepted enrollment 3/13 for 4/1 before accepting Rescission Drop; Per CUST 5/12 Call, Processed Drop, PG&E Accepted 5/15 for 6/2/14
Spark	234	5/12/2014	5425053191	Customer requests termination effective 05/12/2014 from Spark, states he called them earlier to cancel but it still has not cancelled from account	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Tiger	235	5/12/2014	5853420351	customer requests termination effective 5/12/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	236	5/13/2014	1454624773	cust canceled contract with blue spruce dec 2013; 3rd party initiated second contract jan 2014; cust does not want to continue with blue spruce;	Cancellation Request	Cancellation Request	Robin spoke w/ cust and explained the disconnect process
Commerce	237	5/13/2014	5758344756	cust says no knowledge of signing up and feels slammed/does not want anything changed/wants to stay with pge	Unauthorized Switch	Unauthorized Switch	Commerce Energy is unable to locate any account under the name ans SA ID provided. We have tried contacting the customer but have not been able to contact them.
IGS	238	5/13/2014	5676105773	customer is requesting termination with cta IGS energy	Cancellation Request	Cancellation Request	10713579: Processed Drop 5/19/14
Spark	239	5/13/2014	8550394945	states she signed for spark and now wants to cancel service	Cancellation Request	Cancellation Request	Dropped Account
Vista	240	5/13/2014	2132282880	customer requests termination 5/13/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	241	5/13/2014	1310145433	received a notice from Spark Energy advising that she has a balance owing and is in danger of service interruption although she has a credit on her PG&E account. At the SA for Spark, it is showing that she has a balance owing of \$156.80 and at the PG&E gas SA it reflects a balance owing of \$9.07. However, the electric SA reflects a credit of \$305.18. So, her real balance is actually a credit of \$139.31. Please reallocate these funds to reflect the correct balance and to avoid any future past due notices from Spark.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	242	5/14/2014	982791235	cust states that she has already contacted spark energy to cancel service and it hasn't been done	Cancellation Request	Cancellation Request	Dropped Account
Ambit	243	5/14/2014	1090923766	customer request termination 5/14/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	244	5/14/2014	5480387573	CUST CALLING TO REQ TO RETURN BACK TO PGE FULL SERVICE.. REQUESTING TO TERMINATE SERVICE WITH VISTA EFFECITIVE DATE 5/14/14 IF POSSIBLE.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	245	5/14/2014	7740240851	customer requests to cancel a/o 5/14/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	246	5/15/2014	217880885	customer would like to cancel effective 5/15/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Commerce	247	5/15/14	4617275918	customer request termination 5/15/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	248	5/15/2014	361810724	please cancel vista energy effective 5/15/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	249	5/15/2014	8221991135	customer would like to terminate ASAP	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	250	5/15/2014	8526048185	CUSTOMER HAS BEEN TRYING TO CANCEL 3RD PARTY GAS SUPPLIER. THEY JUST TOLD HER THAT 03/20/2014 IT WAS CANCELLED. SHE HAS BEEN TRYING TO CANCEL FOR SOME TIME ALREADY, THE CANCELLATION # THEY GAVE WAS 29741. PLEASE INVESTIGATE AND HELP CANCEL	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	251	5/15/2014	1375642337	customer request termination 5/15/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Ambit	252	5/15/2014	9620840321	cor said has contacted ambit energy and there was a reced in price been made on ambit behalf as of april 2nd and cor states that ambit is saying that we were not able to accomidate the pricing change and it should reflect a lesser amount than was billed cor would like some clarification	Questionable Solicitation Activity	Questionable Solicitation Activity	Call customer and explain that he was charged two different rates as his service period was from 3/27/14-4/28/14.
Commerce	253	5/15/2014	5280561454	Commerce rep called stating they were PGE, Customer questioned it, caller was insistent. They said she would qualify for discount, she said she was ok, but they were insistent. Right before they hung up and they said thank you for signing up with commerce. She just received a conf letter.	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy advises that an agreement was executed by customer on April 7th 2014, via telephone verification. The program started with Commerce Energy in June. Commerce Energy has cancelled the program will not become customer's supplier. We will also provide appropriate feedback to our telesales department. A detailed voice message was left for customer advising her of the above resolution.

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Spark	254	5/15/2014	2038465821	<p>CALLED VERY UPSET ABOUT SPARK ENERGY. SAID THEY HAVE A FEMALE REP WAKING THE WHOLE COMPLEX WHO IS SWITCHING EVERYBODY OVER BUT SHE'S MISREPRESENTING HERSELF. SAID SHE WAS WEARING A BRIGHT ORANGE SHIRT AND NEVER DISCLOSED THAT SHE WAS WITH A 3RD PARTY. SHE WAS TELLING ALL THE RESIDENTS THAT CA STATE LAW IS REQUIRING HER TO GIVE THIS "DISCOUNT" AND IS GETTING THE SERVICE ID #'S FROM ALL THE RESIDENTS SO THEY CAN GET SAID DISCOUNT, EMPLOYEE ID# 50045. REBECCA CALLED HER EMPLOYER & HANDED THE PHONE TO GREG. GREG ASKED A SERIES OF QUESTIONS, SOME OF WHICH THE SPARK PHONE REP HAD TO PLACE HIM ON HOLD TO ASK A "SUPERVISOR" BUT EVEN THEN, NONE OF GREG'S QUESTIONS WERE ANSWERED DIRECTLY. WHILE GREG WAS ON THE PHONE, ASKING YET AGAIN IF THE GAS WAS COMING FROM PGE OR NOT, THE PHONE REP KEPT SAYING HE COULDN'T SAY... BUT THE SALES REP REBECCA WROTE DOWN ON HER NOTEPAD "NO" AND THEN WALKED AWAY. GREG FEELS HE WAS BEING SCAMMED AND KNOWS THERE'S A \$100 FEE FOR TERMINATING THE CONTRACT W/ SPARK.</p>	Questionable Solicitation Activity	Questionable Solicitation Activity	Added to Rescind Queue
Spark	255	5/15/2014	3081307100	HAS MADE A MINIMUM OF (3) ATTEMPTS;WANT TO BE EXCLUSIVELY WITH PGE, AS SOON AS POSSIBLE	Cancellation Request	Cancellation Request	DROPPED ACCOUNT
Blue Spruce	256	5/16/2014	7810159699	<p>CALLED STATIG THAT SHE CONTACTED BLUE SPRUCE ENERGY TO DISCONTINUE SERVICE AND WAS TOLD THAT SHE COULDNT. CUST IS UPSET AND WANTS TO REC GAS PROC CHRGES FRM PGE. WISHES TO SEE IS WE CAN CONTACT BLUE SPRUCE TO EXPIDITE PROCESS</p>	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
North Star	257	5/16/2014	5618856122	CUSTOMER WANTS TO RETURN TO PGE COMPLETELY IT HAS BEEN MORE THAN 12 MONTHS.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Spark	258	5/16/2014	306138390	UPSET THE SPARK ENERGY WANTS TO CHARGE A 100.00 TO BE TAKEN OFF OF SPARK ENERGY - SHE STATES THEY CAME TO HER DOOR A REPRESENTED THEMSELVES AS PGE AND WANTED TO GIVER A DISCOUNT IF SHE SIGNED SOME PAPERWORK	Questionable Solicitation Activity	Questionable Solicitation Activity	Dropped Account
Spark	259	5/16/2014	9818008337	STATES CNTCTD 3RD PRTY PRVDR TO CNCL SVC, NOT WLLNG TO PY FR THEIR CHRGS, STATES WS A SCAM AND A LIE, PLSE CNCL 3RD PRTY IF PSSBLE, INSISTS SHE WLL ONLY B PYNG PGE CHRGS	Cancellation Request	Cancellation Request	Dropped account
Spark	260	5/16/2014	9898210344	SPARK ENERGY, PRESENTED THEMSELF AS PGE AND WOULD LIKE TO LOWER CUSTOMERS BILL. BY VIEWING THE CUSTOMER'S BILL. ONCE REP SAW BILL HE SAID HE WAS W/SPARK. CUSTOMER COMPLAINING ABOUT MISREPRESENTIONS.	Questionable Solicitation Activity	Questionable Solicitation Activity	Unable to locate an enrollment
IGS	261	5/17/2014	9155055998	IGS SIGNED CUSTOMER UP WITH THEIR SERVICE AND TOLD HIM HE HAD 3 DAYS TO CANCEL,HE CALLED THEM THE NEXT DAY SAT TO CANCEL BUT THEY TOLD HIM NO NEED TO BECAUSE PG&E REJECTED IT;RECIEVED LETTER IN MAIL EXPLAING HE HAS BEEN SIGNED UP WITH IGN AND SA PENDING FOR 6/10	Cancellation Request	Cancellation Request	10796770: Per CUST call, Processed Drop, PG&E Accepted 5/24 with NO EFFECTIVE DATE; RE-Processed Drop 5/30
IGS	262	5/17/2014	6664228017	SAYS SHE CALLED IGS WITHIN 3 DAY TIMEFRAME TO CANCEL 3RD PARTY PROVIDER IGS,SHE NOW RECEIVED LETTER FROM PGE PGE INDICATING CTA PENDING, SHE WANTS TO MAKE SURE IT DOES NOT START, MAY HAVE ISSUE WITH IGS DUE TO LANGUAGE BARRIER, CAN YOU PLEASE CANCEL FOR HER. SHE DID NOT GET CONF # BUT CALLED PH # PROVIDED BY PGE AND CALLED IN 2 DAYS FROM SIGNED CONTRACT, SHE INDICATED THAT SHE ASKED SALES PERSON SEVERAL TIMES IF HE WAS WITH PGE, SHE THOUGHT HE WAS WITH CARE DEPT BECAUSE SHE HAD CALLED ABOUT HIGH BILL AND NO CARE ON ACCT AT THAT TIME. FEELS HE CHEATED HER	Cancellation Request	Cancellation Request	10797877: Per CUST call, Processed Drop, PG&E Accepted 5/10 for 5/28

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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	263	5/17/2014	3737006740	advised customer they were a PG&E employee, called advised that a group from ECC Energy Choice Center and they connected her with Tiger Gas company to sign up and lock in thier rates, customer states that they told her they were calling her from PG&E to offer her lower rates for gas due to a CPUC filing that will raise rates 33% over then next 3 years. She said she is going to call CPUC	Questionable Solicitation Activity	Questionable Solicitation Activity	I called and spoke with Customer and apologized for the confusion over our service. I explained to her that she is not currently signed up with Tiger.
Blue Spruce	264	5/19/2014	7440266193	states that neither her, her husband, or any employees agreed to sign up for service with Blue Spruce. The only thing she can remember happening is someone coming to the business about 3 months ago (around the time the switch was made) asking to see the bill but she told them she did not have a bill and no information was given to them. She has contacted Blue Spruce multiple times and told them that they did not sign up for their service but they keep insisted that someone did and will not cancel the service. She told them she would not be paying them and they told her she had to.	Unauthorized Switch	Unauthorized Switch	Already automatically dropped by CTA (Returned to PG&E)
Blue Spruce	265	5/19/2014	5691608068	CALLED TWICE & EMAILED TWICE TO BLUE SPRUCE ENERGY CTA TO STOP GAS SVC BLG.NEVER ANSWERED PHONE OR RESPONDED TO EMAILS.WAS PROMISED NO CANCELLATION FEE	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
IGS	266	5/19/2014	3616991076	STATES THAT IGS CAME TO HER HOME AND SHE SIGNED A CONTRACT WITH THEM ON 5/7/14 AND SHE CALLED LATER THAT SAME DAY AFTER RE READING THE CONTRACT, TO CANCEL, HOWEVER, SHE STILL RECEIVED A LETTER IN THE MAIL FROM US STATING SHE WILL BE SWITCHING TO IGS. SHE HAS ATTEMPTED TO CONTACT THEM AT THE NUMBER LISTED ON THE LETTER (VERIFIED THROUGH GEN REF) AND SHE SAYS THAT SHE IS UNABLE TO REACH ANYBODY AT THAT NUMBER	Cancellation Request	Cancellation Request	10799125: Processed Drop 5/30; Slated Start: 6/11/14
IGS	267	5/19/2014	8132420509	CUST CANCELLED WITH IGS EFF 4/26/14 CANCELLATION NUMBER 8721625 WITH RODA	Cancellation Request	Cancellation Request	10793318: Processed Drop 5/30; Slated Start: 6/13/14
IGS	268	5/19/2014	2226177972	CUSTOMER IN L/O ADV HE HAS CALLED CTA 2 TIMES ALREADY TRYING TO CANCEL CUSTOMER SAYS HE WAS ILL AND DIDN'T REALIZE WHAT HE WAS DOING IGS ADV HIM HE COULD CANCEL WITHIN 30 DAYS OF SIGN-UP WITH NO FEE	Cancellation Request	Cancellation Request	10792305: Per CUST calls, Processed Drop, PG&E Accepted 5/22 with NO EFFECTIVE DATE; RE-Processed Drop 5/30

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	269	5/19/2014	8321868515	THE IGS WORKER ADVISED THIS CUSTOMER THAT HE WAS HIRED BY THE CPUC TO MAKE SURE THAT HER RATES WE WERE CHARGING HER WERE CORRECT AND TO SEE IF MAYBE HE COULD GET THEM LOWERED. WHEN SHE CHECKED HIS EMPLOYEE ID SHE STATED THAT PGE'S LOGO WAS ON THE BACK OF IT AS WELL. THEN SHE TOLD HIM SHE DIDN'T WANT THE SERVICES. SHE IS UPSET THAT HE IDENTIFIED HIMSELF AS BEING HIRED BY CPUC	Questionable Solicitation Activity	Questionable Solicitation Activity	No Account: Advised 3rd Party Sales Marketer of the complaint
IGS	270	5/19/2014	117865059	IGS CAME TO HER DOOR ON 5/7 AND ASKED HER TO SIGN UP/ SHE SAID HER HUSB RELUCTANTLY SIGNED HER UP AND SHE WAS TO CANCEL	Cancellation Request	Cancellation Request	10799197: Per CUST Aunt calls, Processed Drop, PG&E Accepted 5/24 with NO EFFECTIVE DATE; RE-Processed Drop 5/30
North Star	271	5/19/2014	794308454	HAS ATTEMPTED TO CONTACT DA YEPENE-WR NO ANSWER WOULD LIKE TO CANCEL - DID NOT AUTH CHANGE	Unauthorized Switch	Unauthorized Switch	YEP submitted a drop dasr on 5/27/2014
Ambit	272	5/19/2014	6074786489	requests termination effective 08/12/2014 service with cta has been over 12months 03-13-2013	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	273	5/19/2014	5145323944	CALLING BECAUSE HE HAD CONTACTED SPARK IN MID MARCH TO CANCEL AND LOST CANCELLATION NUMBER THAT WAS PROVIDED TO HIM. HE CALLED SPARK AGAIN TODAY TO CANCEL AND THEY PROVIDED HIM CANCELLATION # 05197040. HE IS SKEPTICAL THAT SPARK WILL CANCEL SINCE THEY HAVE NO RECORD OF HIM CANCELLING IN MARCH. PLEASE VERIFY FOR CUSTOMER THAT SPARK HAS RECEIVED HIS REQUEST TO RETURN TO PG&E. CUSTOMER IS CONSIDERING STARTING SERVICES IN HIS WIFE'S NAME TO CANCEL WITH SPARK.	Cancellation Request	Cancellation Request	Dropped Account
Spark	274	5/19/2014	4483518398	ADVSD CUSTOMER THEY WERE A PG&E EMPLOYEE; SPARK ENERGY;THE REP SHOWED UP A PG&E EMBLEM (STICKER) ON HIS SHIRT. HE STATED HE WAS A REP FOR PG&E. CUSTOMER STATED HE FOCUSED ON THE FACT THAT HE WAS IN THE MILITARY AND KEPT GIVING HIM COMPLIMENTS TO SIGN UP. THE REP WAS GOING DOOR TO DOOR. THE CUSTOMER IS UPSET BECAUSE THE REP MISREPRESENTED HIMSELF BECAUSE THE REP SAID HE WAS ABLE TO BE ON THE PROPERTY WHEN HE WAS NOT SUPPOSE TO BE AND MISLEAD HIM ON SIGNING UP.	Questionable Solicitation Activity	Questionable Solicitation Activity	Enrollment cancelled

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Spark	275	5/19/2014	5691608068	CALLED TWICE & EMAILED TWICE TO CTA TO STOP GAS SVC BLG.NEVER ANSWERED PHONE OR RESPONDED TO EMAILS.WAS PROMISED NO CANCELLATION FEE	Cancellation Request	Cancellation Request	Dropped Account
IGS	276	5/20/2014	9929393569	states that she has tried to cancel her gas service with IGS, she states she had called to cancel within the 36 hour cancellation period. She states she has called multiple times to cancel, the last time being on 05-16	Cancellation Request	Cancellation Request	10795001: Per CUST Call, UT rejected enrollment; Per CUST Call, Processed Drop, PG&E Accepted 5/22 with NO EFFECTIVE DATE; RE-Processed Drop 5/30
IGS	277	5/20/2014	5438979968	A REPRESENTATIVE FR IGS CAME TO HER DOOR ON SUNDAY, MAY 18,2014 ISSISTING HE HAD AN APPT WITH HER ON BEHALF OF PGE. I DESCRIBED THE APPT AS " NATURAL GAS AGREEMENT". REPSRESENTATIVE WAS VERY INSISTANT TO THE POINT WHERE CUSTOMER SIGNED. CUSTOMER WOULD LIKE TO CANCEL	Questionable Solicitation Activity	Questionable Solicitation Activity	10804801: Per CUST Call, Processed Drop, PG&E Accepted 5/22 with NO EFFECTIVE DATE; RE-Processed Drop 5/30
IGS	278	5/20/2014	8478393975	WENT TO CUSTOMERS HOME AND CONFUSED CUSTOMER STATING THEY WHERE PGNE TO SIGN THE PAPERS. CUSTOMER CALLED TO CANCEL BUT RECEIVED A PAPER STATING THAT AS OF MAY 29 SHE WILL HAVE HER GAS SERVICES UNDER THE DA. CUSTOMER WOULD LIKE TO CANCEL	Questionable Solicitation Activity	Questionable Solicitation Activity	10794215: Processed Drop 5/30; Slated Start: 5/29/14
IGS	279	5/20/2014	6736663406	has called CPUC and 3rd party IGS Energy because she has been signed up without her or Customer's consent. She would like this removed	Unauthorized Switch	Unauthorized Switch	10751705: Per CUST wife call, Processed Drop, PG&E Accepted 5/24 with NO EFFECTIVE DATE; RE-Processed Drop 5/30
North Star	280	5/20/2014	9880475543	CALLED TO ADVISE THAT SHE WANTS TO RETURN TO PG&E AS A GAS SERVICE PROVIDER.	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 5/27/2014
Tiger	281	5/20/2014	9929393569	states that she has tried to cancel her gas service with Tiger, she states she had called to cancel within the 36 hour cancellation period. She states she has called multiple times to cancel, the last time being on 05-16	Cancellation Request	Cancellation Request	I left a message for Customer explaining to her that she is currently not a customer of Tiger and we did not enroll her account. I apologized for any confusion or trouble and left my contact number for her to call me with any questions she has.
IGS	282	5/21/2014	167472524	STATES THAT SHE WOULD LIKE TO CANCEL SERVICES W IGS AND WOULD LIKE TO BE BACK W PGE	Cancellation Request	Cancellation Request	10800673: Per CUST assistant call, Processed Drop, PG&E Accepted 5/22 with NO EFFECTIVE DATE; RE-Processed Drop 5/30
IGS	283	5/21/2014	1016127943	HE TRIED TO CANCEL HIS 3RD PARTY PROVIDER -LAST TIME HE TRIED WAS 1 WEEK AGO--HE ONLY WANTS TO BE WITH PG&E	Cancellation Request	Cancellation Request	10682996: No record of contact from customer. Processed Drop 5/30/14

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	284	5/21/2014	6036888235	did not give auth to switch. claims that they just asked for her bill and now she has service with IGS- she told Sales Representative that she will need to research first and he said he would return to explain further and never came back and now she has rec welcoming letter.	Unauthorized Switch	Unauthorized Switch	10764442: Per CUST wife call, Processed Drop, PG&E Accepted 5/24 for 6/24/14
Commerce	285	5/21/2014	2864548402	customer requests to terminate service 5/21/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	286	5/21/2014	3707356281	customer requests termination effective 5/21/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	287	5/21/2014	1397631290	states has called to stop vista energy yet they are still on her acct pls assist adv for her to call them again since she s=has signed up and cancelled them several times	Cancellation Request	Cancellation Request	Cancellation Submitted 5/27/2014
Ambit	288	5/22/2014	1779563307	states he never signed up for Ambit. Want to cancel service and does feel he should Ambit charges	Unauthorized Switch	Unauthorized Switch	Drop sent (CA00000140028232).
North Star	289	5/22/2014	5854130326	customer request cancellation would like to be with pge only a/o 5/23/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	290	5/22/2014	5351714160	CALLED IN STATED SHE CALLED XOOM TO CANCEL AROUND 3 MONTHS AGO. NO STOP HAS BEEN CREATED. OVER 12 MONTHS SERVICE. Customer requests termination effective ASAP.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	291	5/22/2014	4551840927	per cust request pls cancel vista gas service	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	292	5/22/2014	1092482308	STATES SHE TRIED CALLING VISTA'S PHONE NUMBER 1-888-508-4782 TO CANCEL WITH THEM BUT PHONE NUMBER IS NOT VALID. THAT IS THE ONLY PHONE NUMBER LISTED ON BILL AS WELL AS ON VISTA'S WEBSITE. CUSTOMER NO LONGER WANTS TO PURCHASE GAS FROM VISTA AND WOULD LIKE TO SWITCH BACK TO BUNDLED SERVICE WITH PG&E.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	293	5/22/2014	9074446612	cust request termination a/o 5/22/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	294	5/22/2014	2127396324	customer would like to cancel asap	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	295	5/22/2014	9501632163	HAS CALLED VISTA SINCE APRIL OF CANCELLING SVC TO RETURN TO PGE. PLEASE RETROACTIVELY CANCEL IF POSS.	Cancellation Request	Cancellation Request	Cancellation submitted customer has not contacted Vista Energy to cancel. Cancellation submitted today 5/27/2014

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	296	5/23/2014	7693092386	SAYS COMMERCE SAID THEY WERE GONNA TAKE OFF BALANCE SHE OWED THEM BECAUSE THEY SIGNED HER UP AND ROSE CANNOT READ OR WRITE YET CHARGES STILL SHOW ON THE BILL.	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy advises that an agreement was executed by customer on December 20th 2013. The program started with Commerce Energy on February 8th 2014. On April 25th 2014 customer established contact with our customer service department to cancel the program due to price. The program was cancelled with exit fees, however the customer indicated that they were elderly. Therefore exit fees should have been waived. However due to an inadvertent error exit fees were applied. Commerce Energy will be reversing the exit fees charged on customer's account and it will take 1-2 billing cycles. Commerce Energy established contact with customer to relay the above resolution, however she requested we speak with her daughter, we were able to contact and advised of the aforementioned and she was satisfied.
Vista	297	5/23/2014	5945870483	cust request to cancel vista asap. Cust has been enrolled with them since 2009	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	298	5/23/2014	9005130459	customer requests termination 5/23/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	299	5/24/2014	5806413192	Marketer advised customer they're working with PG&E; Vista Energy; Customer upset that a representative came to her home offering a 10% discount & asked for PGE bill. Adv cust they're not from PG&E offered Vista's phone #.	Questionable Solicitation Activity	Questionable Solicitation Activity	I will contact Maketer, the Marketer are dressed in Vista Energy uniform
IGS	300	5/27/2014	8826761085	customer request CTA IGS Energy cancelled	Cancellation Request	Cancellation Request	10675115: Processed Drop 5/30/14
IGS	301	5/27/2014	9132876342	WANTS TO REMOVING IGS ON ACCT	Cancellation Request	Cancellation Request	10735807: Processed Drop 5/30/14
IGS	302	5/27/2014	written request	CUST STS THAT SHE CALLED IGS WITHIN THE 3 DAY CANCELATION PERIOD TO ADVSD THEM THAT SHE DID NOT WANT TO HAVE IGS ENERGYS SERVICE AND WOULD LIEK TO STAY WITH PGE	Cancellation Request	Cancellation Request	10806636: We have no record of request to rescind. Per CUST 5/23 call, Processed Drop, PG&E Accepted with NO EFFECTIVE DATE; ReProcessed Drop 5/30
North Star	303	5/27/2014	7018509303	HAS BEEN TRYING TO CONTACT NORTH STAR TO CANCEL- THE RECORDING STATES THAT THE NUMBER IS DISCONNECTED. SHE HAS CALLED TIME AND TIME AGAIN AND IT IS STILL DISCONNECTED. SHE WOULD LIKE TO CANCEL HER CONTRACT WITH NORTH STAR	Cancellation Request	Cancellation Request	YEP submittid a drop dasr on 5/30/2014 & PGE confirmed with effective date:6/20/2014
Spark	304	5/27/2014	2274206953	SAYS SHE DOESNT WANTS SPARKS AS HER CTA, ADVSD HER TO CALL SAID SHE DID AND THEY TOLD HER THEY R STILL GONNA CARRY ON WITH THE PROCESS, ADVSD THERES NOT MUCH ELSE WE CAN DO BUT INSISTS THAT WE HELP HER CUZ SHE DIDNT WANT TO SIGN UP FOR THIS	Cancellation Request	Cancellation Request	Dropped Account
Spark	305	5/27/2014	745182144	HE DID GIVE THEM HIS GAS ID # BUT DIDNT KNOW WHAT HE WAS DOING AND DOES NOT WANT TO TRANSFER HIS GAS TO THEM	Cancellation Request	Cancellation Request	Dropped Account

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Spark	306	5/27/2014	6590531804	HAS ATTEMPTED MULTIPLE TIMES TO CANCEL SVC , ONLY RECVD VOICE MAIL IN ENG, SHE IS SPAN SPKING	Cancellation Request	Cancellation Request	Dropped Account
Xoom	307	5/27/2014	6414021510	CUSTOMER IS REQUESTING TO TERMINATE SERVICE WITH CTA. STATED THAT SHE HAS TRIED TO CONTACT THEM DIRECTLY AND HAS NOT BEEN ABLE TO SPEAK TO ANYONE AND WHEN SHE ENTERS ACCT NUMBER IN SYSTEM IT SAYS NOT VAILD ACCT. SHE IS FRUSTRATED AND WOULD LIKE TO TERMINATE THE SERVICE. SHE STATED THAT SHE NEVER SIGNED UP FOR THIS AND DOES NOT REMEMBER ANYONE COMING TO HER HOUSE.	Cancellation Request	Cancellation Request	Phone
North Star	308	5/27/2014	1634455989	CONTACTED NORTH STAR GAS AND HAS NOT RECEIVED ANY RESPONSE. WHEN CUST CALLS HE GETS ANSWERING SERVICE. HIS 1ST CALL WAS LAST MONTH AND HE HAS NOT RECEIVED A CALL BACK. CUST WOULD LIKE TO STOP SRVC WITH 3RD PARTY GAS SUPPLIER AND COME BACK TO PGE.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
North Star	309	5/27/2014	8447298458	PLEASE CANCEL NORTH STAR ENERGY. STATES HAS TRIED TO CONTACT THE COMPANY AND HAS BEEN GIVEN NUMBERS AND TRANSFERED. HE WOULD LIKE NORTH STAR CANCELED ASAP.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
North Star	310	5/27/2014	9685687516	CUSTOMER WOULD LIKE TO CANCEL SVC WITH NORTH STAR GAS EFFECTIVE IMMEDIATELY. WOULD LIKE TO HAVE BUNDLED SVC WITH PGE.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	311	5/27/2014	4487894141	CANCEL HER DA SA ID:xxxxxxxxxVISTA,S HSE STATES SHE CANCELS A LONG TIME GAON, HAS BEEN OVER ONE YEAR	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	312	5/27/2014	3149184737	customer would like to cancel with vista	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	313	5/27/2014	5267744262	customer would like to cancel with vista	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	314	5/27/2014	2228017899	customer request termination effective 5/27/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Glacial	315	5/27/2014	9615150342	customer request termination effective 5/27/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	316	5/28/2014	3932349141	BADGE #469415 W/ COMMERCE ENERGY KNOCK ON DOOR SAYING HE WAS PG&E SO CUSTOMER WOULD OPEN DOOR BUT WHEN SHE OPENED THE DOOR HE SAID HE WAS WITH COMMERCE	Questionable Solicitation Activity	Questionable Solicitation Activity	Thank you for bringing this matter to our attention. Commerce Energy takes all matters regarding the Independent Contractors marketing activity seriously. Please note the behavior described is against our training and we do not condone such behavior. The alleged Independent Contractor has been addressed accordingly in regards to the allegation. We have attempted to establish contact with customer to address her concerns, albeit without any success a detailed message was left inviting customer to contact us.
North Star	317	5/28/2014	7418800576	customer states this is second call and no resolution from provider. correction needed, cust states she has called cta requesting cancelation	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 5/30/2014 & PGE confirmed with effective date:7/7/2014
Spark	318	5/28/2014	9954028264	says didnt auth. wants call back to confirm was cancelled	Unauthorized Switch	Unauthorized Switch	Dropped Account
Ambit	319	5/28/2014	5735623119	customer requests termination effective 5/28/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Vista	320	5/28/2014	8242504923	REQUEST TERMINATION EFFECTIVE ASAP 05-28-14. ADV OF TIMELINE FOR CANCELTION.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	321	5/28/2014	8037069434	customer requests termination effective 5/28/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Tiger	322	5/28/2014	4121356022	CUST REQ TO CANCEL SERVICE W/TIGER.. SHE STATED ATTEMPTED CALLED TIGER SEVERAL TIMES AND PER TIGER REP SHE NEED TO CALL PGE	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Tiger	323	5/28/2014	CA152	Customer states they were switched to Tiger Energy without their permission.	Unauthorized Switch	Unauthorized Switch	* There is no record of the customer being switched to Tiger Energy * Customer has been with PG&E's bundled service since 04/02/84 * 06/02/14: Customer stated she did not intend to send a complaint against PG&E however, her issue was with Tiger Energy * Advised customer she has not been switched to Tiger Energy * Customer stated she received a letter from PG&E stating she will not be switched to Tiger Energy * Customer stated her complaint was not with PG&E * Customer stated she was satisfied
Vista	324	5/29/2014	2953759533	WANTED VISTA REMOVED FROM HER ACCOUNT; STATED SHE DOESN'T REMEMBER AUTHORIZING THEM ON HER ACCOUNT. HAS BEEN WITH THEM SINCE 1-16-13	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	325	5/29/2014	6201956772	please cancel spark energy	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Tiger	326	5/29/2014	8973952248	SAID SHE CALLED SERV PROV ABOUT A YR AGO AND THOUGHT SHE WAS SWITCHED BACK TO PGE. ADV HER SHE IS NOW W/ TIGER. SHE SAID SHE NEVER SIGNED UP W/ THEM. TOLD HER WE DIDN'T SIGN HER UP. SHE DEMANDS WE SWITCH HER BACK ASAP.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Glacial	327	5/29/2014	959341987	STATES SHE CALLED 2X IN MARCH TO STOP SVC WITH GLACIER NATURAL GAS AND HAS GOTTEN CONF THAT SVC WAS STOPPED BUT IT IS STILL SHOWING AS ACTIVE	Cancellation Request	Cancellation Request	Spoke to Gail and confirmed that we now have an Expected End date as scheduled by PGE, of 7/11/2014.
IGS	328	5/29/2014	2388773004	NEVER SIGNED UP WITH IGS -Interstate Gas Supply,ESP. NOT SURE HOW THEY GOT HIS INFO. ELDERLY MAN, REQUEST TO STAY WITH PG&E	Cancellation Request	Cancellation Request	10806528: Our records show enrolled with 3rd Party Sales Marketer; Per CUST 5/28 Call, Processed Drop PG&E Accepted w/o an Effective Date; Re-Processed Drop 6/9; Slated Start: 6/17/14
Blue Spruce	329	5/30/2014	8501537527	CUSTOMER STATES HAS AREADY SPOKEN WITH UET BLUE SPRUCE 2 MNTHS AGO TO CANCEL AND WAS ADV CANCELLATION WOULD BE ISSUED; CUSTOMER CONCERNED BECAUSE SERVICE HAS NOT BEEN CANCELLED	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 6/9
Entrust	330	5/30/2014	9260871719	MARKETER FROM ENTRUST ADVISED CUSTOMER HE WAS FROM PGE AND REQUESTED TO SEE HIS BILL TO MAKE SURE THE CUSTOMER WAS "RECEIVING ALL ELIGIBLE DISCOUNTS" CUSTOMER REQUESTED TO SEE ID AND THEN HE REVEALED HIMSELF AS BEING FROM ENTRUST ENERGY, CUSTOMER DID NOT LIKE THAT HE MISREPRESENTED HIMSELF	Questionable Solicitation Act	Questionable Solicitation Act	We contacted the customer and they did not want to speak to our customer care rep; he asked our rep not to contact him again. Spoke to our Sales team on 6/09 and 6/10; no resolution due to not having any sales data, no address to provide to the sales team. I requested the service address from PGE on 6/10/2014
North Star	331	5/30/2014	5384491028	CALLED YEP AND NORTHSTAR TO HAVE THEM REMOVED FROM ACCT. COR UPSET THAT STILL NOT REFLECTING ON THE ACCT	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 6/9/2014
Commerce	332	5/30/2014	4264548033	requests to return to pge effective 5/30/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
North Star	333	5/31/2014	8771120515	CUSTOMER REQUESTED TO STOP NORTHSTAR GAS IMMEDIATELY; START DATE WITH NORTHSTAR WAS 5-28-13.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Commerce	334	5/31/2014	4349645628	Customer wants to return to PGE	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	335	5/31/2014	5881144318	CALLED TO ADV THAT SHE SENT A CANCELLATION TO SPARKS AND SHE STATED THAT SHE ONLY ENROLLED FOR 3 MONTHS. SHE WANTS THEM CANCELLED ASAP	Cancellation Request	Cancellation Request	DROPPED ACCOUNT
Glacial	336	5/31/2014	4169652620	requests termination a/o 5/31/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	337	6/2/2014	8709054148	STATED THAT SHE DIDNT SIGN UP FOR ANOTHER GAS PROVIDER // STATED SHE TOLD THEM SHE DIDNT WANT TO SWITCH AND TOLD THEM NO AND SOME1 IN HER HSEHLD PROCEEDED WTH WITH CTA DISPIE THIS PERSON NOT BEING ON ACCT	Unauthorized Switch	Unauthorized Switch	Automatic drop by CTA (Returned to PG&E) 6/9
Blue Spruce	338	6/2/2014	4060511627	TRYING TO CANCEL THIRD PARTY GIVING CUST FEELS GETTING RUN AROUND	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 6/9

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	339	6/2/2014	4060511627	TRYING TO CANCEL THIRD PARTY GIVING CUST FEELS GETTING RUN AROUND	Cancellation Request	Cancellation Request	Commerce Energy is currently the 3rd party gas provider and has complied with the cancellation request received. The gas account will be placed back with PGE in 1-2 billing cycles without an early exit fee applied. Commerce Energy reached out to customer on June 10th, 2014 to provide account resolution and it was discovered customer was attempting to contact Blue Spruce for account cancellation. customer verified she inadvertently enrolled with Blue Spruce, who is a different third party gas provider in the market, and requested account cancellation within the 3 day rescission period but had not received a response back. She has been advised to make another attempt to Blue Spruce to ensure the account is cancelled or to request account cancellation directly through PGE.
North Star	340	6/2/2014	8723181779	never auth North Star to take his gas service and never wanted or auth another party to take over acct. cust very upset stating that is illegal and doesnt want anyone else.	Unauthorized Switch	Unauthorized Switch	YEP submitted a drop dsr on 6/9/2014
Xoom	341	6/2/2014	9345356008	request be removed from cta has waited more than 3 months to have cta remove themselves, they have been neglectful. States has been taken advantage of, she is a single elder person and refuses to pay their rates for gas that was used due to the slow process of having themselves removed from her account.	Cancellation Request	Cancellation Request	Cancellation submitted in April and not acceptance date back to the utility. Sent to have researched why cancellation not completed yet.
Ambit	342	6/3/2014	1501939072	DOES NOT WANT TO SWITCH TO AMBIT-SHOWS A SA WITH AMBIT-BUT DIDNT KNOW THEY WERE SWITCHING OVER TO THEM-THEY DIDNT MAKE IT CLEAR THEY WERENT WITH PGE	Unauthorized Switch	Unauthorized Switch	Drop sent (CA00000140497346).
Blue Spruce	343	6/3/2014	9275656825	CUSTOMER SIGNED UP FOR BLUE SPUCE, THEN CALLED BLUE SPUCE CANCELLED SAME DAY, THEN GOT LETTER VERIFYING THE CHG, WANTS TO MAKE SURE HE DOESN'T GET SWITCHED	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 6/9
Smart One	344	6/3/2014	9508483729	CUSTOMER SAYS HAS CALLED MANY TIMES TO CANCEL CTA SMART ONE ENERGY AND NOTHING HAS BEEN DONE	Cancellation Request	Cancellation Request	Customer returned to PGE
Spark	345	6/3/2014	8004386993	REP STATED THEY WERE SENT BY PGE TO PERFORM AN ENERGY SAVING COST ANALYSIS W/ THE CUSTOMER. THE PERSON WAS WEARING A PGE SHIRT ON BUT THE ID BADGE WAS FROM SPARKS. HER ROOMMATE IS THE ONE WHO ANSWERED THE DOOR, AND W/ IT BEING SO LATE, DIDNT FEEL COMFORTABLE W/ HIM IN THE HOUSE & ADV THE PERSON WOULD NEED TO COME BACK ANOTHER TIME.	Questionable Solicitation Activity	Questionable Solicitation Activity	not found

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Spark	346	6/3/2014	9142555060	STATES WHEN RECEIVED PAPERWORK EACH PAGE OF CONTRACT WAS DIFFERENT.FEELS CONTRACT LANGUAGE WAS NOT DISCLOSED THAT WOULD HAVE AN EARLY TERMINATION FEE. FULL DISCLOSURE WAS NOT PROVIDED. SHE IS ELDERLY FEELS SHE WAS TAKEN ADVANTAGE OF	Questionable Solicitation Activity	Questionable Solicitation Activity	DROPPED ACCOUNT
Vista	347	6/3/2014	9654850160	PLEASE STOP COLLECTION NOTICES, KEEPS GETTING COLLECTION CALLS, STOP CTA SERVICE	Cancellation Request	Cancellation Request	This customer has been dropped, but we will continue to urge them to pay balance to PG&E.
Vista	348	6/3/2014	365639284	Customer is elderly and was misinformed that Vista is part of PGE this occurred last week, she chased the person down in the vehicle and he gave her the paperwork back she called and received a cancellation #191194	Questionable Solicitation Activity	Questionable Solicitation Activity	A drop was submitted to PGE for this customer on 5/8.
Commerce	349	6/3/2014	7578697796	customer would like to return to pge and cancel commerce	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	350	6/3/2014	2197283373	customer would like to return to pge f/s	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	351	6/4/2014	8577704834	HAS ATTEMPTED TO CONTACT THIRD PARTY GAS PROVIDER(UET) IN ORDER TO CANCEL AGREEMENT. STATES EACH TIME SHE HAS CALLED SHE HAS BEEN HUNGUP ON BY REPS, HAS BEEN TRYING TO CANCEL FOR THE PAST MONTH	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 6/9
Spark	352	6/4/2014	9668062265	DAUGHTER (WHO WAS A MINOR) SIGNED A PAPER WHEN A SPARK REP CAME TO THE DOOR- DAUGHTER DISCLOSED SHE WAS A MINOR TO REP BUT ACCT WAS SWITCHED SPARK ANYWAYS. SHE HAS CONTACTED SPARK SEVERAL TIMES TO CANCEL CONTRACT BUT THEY ARE NOT CANCELIGN IT	Unauthorized Switch	Unauthorized Switch	DROPPED ACCOUNT
Spark	353	6/4/2014	378180403	CALLED IN SAID HE CANCELLED SPARK ENERGY AND NOW THEY ARE ON THE BILL HAS CONTACTED THEM TWICE DOES NOT WANT THIRD PARTY SERVICE	Cancellation Request	Cancellation Request	DROPPED ACCOUNT
Tiger	354	6/4/2014	809139813	CALLED VERY UPSET GOT A PHONE CALL FROM ECC Energy Choice Center (ECC) is a sales affiliate for Tiger Natural Gas, Inc ADVISING HER P/CPUC AND PGE MUST SIGN UP W/THEM TO PROTECT GAS PRICES	Questionable Solicitation Activity	Questionable Solicitation Activity	Tiger Representative has made several unsuccessful attempts to speak with the customer Name: Her voicemail was "memory full". Tiger is continuing to contact the customer until he is able to reach her to address her concerns.
Commerce	355	6/4/14	5403822237	customer wants to go back to pge directly, does not want 3rd party and wants to be switched back asap	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Blue Spruce	356	6/5/2014	4815932621	STATES WOULD LIKE UNITED GAS TO BE CANCELED. STATES HE HAS REPEATEDLY CONTACTED THE COMPANY SEVERAL TIMES AND THEY HAVE NOT CANCELED	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E) 6/9
Blue Spruce	357	6/5/2014	2682124587	BLUE SPRUCE CAME TO CUSTOMERS HOME AND STATED THEY WERE WITH PGE AND THEY COULD SAVE MONEY ON THEIR BILL; STATES AGENT NEVER STATED HE WAS WITH BLUE SPRUCE AND WHEN ASKED IF HE WAS WITH PGE THE AGENT SAID "YES"	Questionable Solicitation Act	Questionable Solicitation Act	No account setup
Commerce	358	6/5/2014	69645301	STATES HAS TRIED TO CANCEL BUT IS TOLD REPEATEDLY THAT THERE IS NO ONE TO ASSIST IN SPANISH. PLES CANCEL ASAP	Cancellation Request	Cancellation Request	Commerce Energy advises that after review a cancellation request has been submitted. According to our updated records no inbound call requesting nor attempting cancellation was ever received. Furthermore, customer's Commerce Energy gas services will be cancelled and gas services returned to PG&E within 1 -2 bill cycles. I can confirm that no early termination fee with this cancellation will apply. Several outbound attempts were made to the only phone number on file with no success, however, a very detailed VM inviting customer customer to contact Commerce Energy regarding cancellation and providing full complaint outcome/solution was left. In addition a cancellation confirmation letter will be mailed to mailing address on file.
Entrust	359	6/5/2014	470247594	Customer is calling stating a gentleman from Entrust Energy, is walking around her apt complex wearing the pge logo on his shirt with the company name below it. Customer is also stating he is with another female asking for ssn and bank acct #'s from the people who live in the complex	Questionable Solicitation Act	Questionable Solicitation Act	We contacted the customer and they did not want to speak to our customer care rep;once the customer heard our company name they disconnected. Spoke to our Sales team on 6/09 and 6/10; no resolution due to not having any sales data, no address to provide to the sales team. I requested the service address from PGE on 6/10/2014
Spark	360	6/5/2014	1699013628	RECIEVED LETTER OF TERM FROM SPARK ENERGY, WANTING TO MAKE SURE WE CANCEL WITH THEM AND BUNDLE W/ PGE	Cancellation Request	Cancellation Request	DROPPED ACCOUNT
North Star	361	6/5/2014	8655087227	STATES HE HAS CALLED NORTH STAR GAS COMPANY TO CANCEL SERVICES BUT EACH TIME HE CALLS THEY HANG UP ON HIM. I CALLED THE PHONE NUMBER 1877-418-5872 LISTED ON STATEMENT AND ON WEBSITE AND A RECORDING ANSWERS SAYING THE NUMBER IS TEMPORARLY NOT WORKING.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	362	6/5/2014	9013974674	customer requests termination effective 6/5/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	363	6/5/2014	5680092374	customer received termination notice from spark. Please return to bundled	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	364	6/5/2014	7918995626	customer requests termination effective 6/6/14	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Spark	365	6/6/2014	3910425895	fraudently had his wife sign paper work signing them up for service. it took about 20 min to cancel the set up, he is upset that they acted like they were discusted with him for not signing up with them. he feels he was illegally signed up for something he does not want	Unauthorized Switch	Unauthorized Switch	DROPPED ACCOUNT
Tiger	366	6/6/2014	2854123561	TIGER telemarketer advised customer they were a PG&E employee; Customer is concerned that they were slammed.	Questionable Solicitation Activity	Questionable Solicitation Activity	Tiger representative contacted to inform her Tiger is not enrolling her account. The customer said the initial sales call came in when she had a lot of things going and she may have been confused by what was said to her.
IGS	367	6/6/2014	CA153	Customer states his gas service was switched to IGS Energy without his permission.	Unauthorized Switch	Unauthorized Switch	* There is no record of the customer's gas service being switched from PG&E to IGS Energy
IGS	368	6/7/2014	5331183577	IGS energy went to home and spoke with owners daughter and told her they were from pge and she had to sign to save on her bills, would not let up until she signed the contract	Questionable Solicitation Activity	Questionable Solicitation Activity	No Account: We have no record of an enrollment for this service address
Xoom	369	6/7/2014	CA154	Customer concerned because he has been requesting that Xoom Energy return him to PG&E bundled service for months.	Cancellation Request	Cancellation Request	Customer returned to bundled service on 5/8/14
Spark	370	6/8/2014	5840547269	IS ADV THAT HE CALLED IN 3 MONTHS AGO TO HAVE CCA SPARK CANCELLED FROM ACCT. HE IS ADV THAT HE WAS TOLD THAT IS WAS CANCELLED FROM ACCT. HE IS REQUESTING OUR ASSISTANCE TO CANCEL SPARK FROM ACCT.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	371	6/9/2014	6206549620	Also cor was contacted by VISTA ENERGY stating that she owed them money from billing years of 2012 to 2013. However, cor current account has had Sparks on this acct sine 2011. Researched cor past acct# and has never had any 3rd party on that account. Please contact her to discuss and she does not understand why Vista would say she owes them money	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	372	6/9/2014	4711118892	Customer requests termination of blue spruce effective 06/09/2014.	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
IGS	373	6/9/2014	1857564023	cust is 88yrs old and said that igs told them they were part of pge. she tried to call them to ask if they were with us and they hungup on her her. she would like to canc their srv.	Questionable Solicitation Activity	Questionable Solicitation Activity	No Account: We have no record of an enrollment for this service address
Spark	374	6/9/2014	989378256	HAS TRIED CANCELLING WITH SPARK ENERGY THREE TIMES WITH NO AVAIL. SHE WAS TOLD IT WAS AN ELECTRICITY DISCOUNT AND NOT AN ACTUAL GAS SERVIE. SHE WOULD LIKE TO CANCEL EFFECTIVE IMMEDIATELY	Questionable Solicitation Activity	Questionable Solicitation Activity	Drop submitted as requested

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	375	6/10/2014	1778574749	spanish speaking; cust would like to cancel her serv with commerce energy; she already completed 12 months of serv with them. She would like to cancel the serv as of 06/10/2014	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	376	6/10/2014	486214475	CUSTOMER STATES HE CONTACT HIS THIRD PARTY PROVIDER TO CANCEL SERVICE WITH THEM AND RETURN AS A BUNDLED CUSTOMER	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Blue Spruce	377	6/10/2014	1847955890	CUST STATED THAT SHE HAS CALLED BLUE SPRUCE AND THEY ARE GIVING HER THE RUN AROUND AND WILL NOT CANCEL HER GAS CONTRACT // THEY HAVE STATED THAT THEY WERE PGE WHEN THEY WENT TO HOME // AND THEY TOLD HER WITHOUT THEM SHE WLDNT ANY GAS BZ WE GET IT FROM THEM.	Questionable Solicitation Activity	Questionable Solicitation Activity	Automatic drop by CTA (Returned to PG&E)
Blue Spruce	378	6/10/2014	3703848935	CUSTOMER SYS NEVER AGREED TO CHANGE GAS PROVIDERS. SD THEY KEEP GETTING SWITCHED.	Questionable Solicitation Activity	Questionable Solicitation Activity	Automatic drop by CTA (Returned to PG&E)
Commerce	379	6/10/2014	1212233703	never signed anything or gave permission has been happy with PG&E over 20yrs with res and coml accounts wants to remain with PG&E	Unauthorized Switch	Unauthorized Switch	Commerce Energy has reviewed this matter and advises that an enrollment was submitted for account on March 28th 2013. Commerce Energy further advises that the program commenced in November 2013. We have processed cancellation and it will take effect in 1-2 billing cycles. Additionally we will be reimbursing for the time he has been enrolled on the program. Commerce Energy has attempted to establish contact with to address his concerns, albeit without any success. A letter was mailed to inviting him to contact us.
Entrust	380	6/10/2014	3703848935	CUSTOMER SYS NEVER AGREED TO CHANGE GAS PROVIDERS. SD THEY KEEP GETTING SWITCHED.	Questionable Solicitation Activity	Questionable Solicitation Activity	Customers start date is 4/30/2015 No identifiable issues to highlight during the inbound call; Customer care team contacted customer and the phone number provided is not working, we processed a drop request for them and received confirmation they are dropped as of 6/21/14. TPV was conducted with Customer and revealed no issues.
Entrust	381	6/10/2014	1212233703	never signed anything or gave permission has been happy with PG&E over 20yrs with res and coml accounts wants to remain with PG&E	Unauthorized Switch	Unauthorized Switch	Customers start date is 11/7/2014; Sold by EE CA No identifiable issues to highlight during the inbound call; Customer care team contacted customer, left a voice message for them to contact us; we processed a drop and received confirmation they are dropped as of 6/21/14. TPV was conducted with Customer and revealed no issues.
Spark	382	6/10/2014	4178691536	CUSTOMER HAS INDICATED THAT SHE DOES NOT WANT SPARK ON HER ACCOUNT & HAS NOTIFIED THEM-SHORTLY AFTER SIGNING UP WITH THEM. WANTS THEM REMOVED FROM ACCT	Cancellation Request	Cancellation Request	Drop submitted as requested

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Vista	383	6/10/2014	6393710873	CUSTOMER HAS MADE MULTIPLE ATTEMPTS TO CANCEL WIT ESP. HAS NOT BEEN ACLE TO GET AHOLD OF ANYONE FROM FISTA AFTER SEVERAL TIMES CALLING. CUST IS HARD OF HEARING AND IS ON A VERY LIMITED INCOME. SHE FEELS THAT IS TAKEN ADVANTAGE OF AND OVER CHARGING HER FOR HER SERVICE. SHE IS REQUESTING ASSISTANCE IN CANCELLING AND RETURNING TO PGE BUNDLED SERVICE.	Questionable Solicitation Activity	Questionable Solicitation Act	Cancelled on 6/20/2014
Entrust	384	6/10/2014	3703848935	CUSTOMER SYS NEVER AGREED TO CHANGE GAS PROVIDERS. SD THEY KEEP GETTING SWITCHED.	Questionable Solicitation Activity	Questionable Solicitation Activity	Customers start date is 4/30/2015; sold by EGC agent No identifiable issues to highlight during the inbound call; Customer care team contacted customer and the phone number provided is not working, we processed a drop request for them and received confirmation they are dropped as of 6/21/14. TPV was conducted and revealed no issues.
Entrust	385	6/10/2014	1212233703	never signed anything or gave permission has been happy with PG&E over 20yrs with res and coml accounts wants to remain with PG&E	Unauthorized Switch	Unauthorized Switch	Customers start date is 11/7/2014; Sold by EE CA, agent id EESJ1169 No identifiable issues to highlight during the inbound call; Customer care team contacted customer, left a voice message for them to contact us; we processed a drop and received confirmation they are dropped as of 6/21/14. TPV was conducted and revealed no issues.
Ambit	386	6/11/2014	2809432783	customer would like to cancel service with ambit immediately	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	387	6/11/2014	4377293048	customer would like to return to pge f/s	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	388	6/11/2014	4748377349	PER REQ RECVD, WOULD LIKE TO CANCEL CTA WUET. ADV UNABLE TO GTY, EFFECTIVE DATE 4-21-2014	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Spark	389	6/11/2014	7472051928	A SPARKS ENERGY REP SHOWED UP AT THE CUSTOMER'S HM ON 05.23.14 WHILE SHE WAS AT WORK. SOMEONE AT THE HM SIGNED UP FOR THE SERVICE B/C THERE WERE TOLD THAT PG&E WAS PRICE GAUGING THEIR CUSTOMER'S AND THEY WOULD GET REBATE THROUGH THEIR COMPANY FOR PG&E PRICE GAUGING THEIR CUSTOMER'S. SHE CLLD THEM WHEN SHE WAS INFORMED OF THE TRANSFER WHEN SHE ARRIVED HM, BUT WHEN SHE CLLD THE SPARKS ENERGY CUSTOMER SERVICE REP STATED THEY DID NOT HAVE THE INFORMATION AND TO CLL BCK LATER. SHE HAS TRIED CLLNG SEVERAL TIMES, BUT IS UNABLE TO GET THROUGH	Cancellation Request	Cancellation Request	Drop submitted as requested

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Blue Spruce	390	6/12/2014	9612399067	CALLED BLUE SPRUCE 5 TIMES TO TERMINATE SERVICE WITH THEM BECAUSE THEY HAVE NOT SAVED HIM MONEY. HE GOT THEIR VOICE MAIL, LEFT A MESSAGE EACH TIME AND YET HIS ACCAOUNT STILL HAS BLUE SPRUCE AS A CTA. HIS FIRST ATTEMPT TO TERMINATE THE CTA WAS AROUND JULY 2013 AND MOST RECENT CALL WAS FEB 2013. HE DOESN'T WANT THE CTA AS HIS PROVIDER. HE WANTS TO RETURN TO PG&E BUNDLED SERVICE IMMEDIATELY.	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Entrust	391	6/12/2014	56576324	CALLED STATING THAT SHE REC'D A LETTER FRM US SAYING THAT SHE IS GOING TO BE SWITCHED TO Entrust Energy Inc, TO REC PRC CHRGS. CUST STATES THAT NEITHR SHE NOR ANYONE IN HME SIGNED CONTRCT AND IS REQ TO SEE IF WE CAN STOP TRANSITION FROM TAKING PLACE. ADVSD CUST TO CALL AND CANCEL BUT CUST DOES NOT SPEAK ENGLISH	Unauthorized Switch	Unauthorized Switch	Customers start date is 6/23/2014; sold by EGC, Agent EGCJ1003 : No identifiable issues to highlight during the inbound call; Customer care team contacted customer and there was no answer, they were not able to leave a message; we processed a drop and received confirmation they are dropped as of 6/21/14. TPV was conducted with Customer and revealed no issues but we have reinforced with our Sales team the need to be sensitive to potential foreign language issues.
Entrust	392	6/12/2014	6218740487	WANTED TO SUBMIT A COMPLAINT BECAUSE NAME SUBTENANTS THAT ALSO LIVE ON THE PROPERTY SIGNED UP FOR THIRD PARTY GAS WITHOUT COR'S SIGNATURE. TENANTS LIVE IN A SUBHOUSE ON PROPERTY AND THIRD PARTY HAD TENANTS SIGN UP EVEN THOUGH THEY WERE NOT ON THE ACCOUNT. TENANTS DO NOT HAVE THEIR OWN PG&E ACCOUNT BECAUSE HOMES SHARE SAME METER	Unauthorized Switch	Unauthorized Switch	Customer has already been dropped; they contacted our call center to proces a drop on 6/13/2014/ They were sold by Strategic Energy Marketing Stockton; agent Id SMCS1009; No identifiable issues to highlight during the inbound call. TPV was obtained from Name (same last name as customer) and revealed no issues. We would like confirmation from PGE that this account is on a master meter and not eligible for switch, and if so we will counsel our Sales team about this building.
Commerce	393	6/13/2014	7805515813	CALLED COMMERCE ENERGY 2-3 MNTHS AGO TO CANCEL SRVCS, STTS THEY ADVSIED HIM THEY WOULD HAVE TO INVESTAGE AND CALL HIM BACK, NEVER HEARD ANYTHING FROM THEM. STTS THEY TOLD HIM HE AGREED TO A 5YR CONTRACT, BUT HE DIDNT KNOW WHAT HE AGREED TO DUE TO HE CANT READ	Cancellation Request	Cancellation Request	Commerce Energy advises that after review customer established contacted with our customer service department on March 24th 2014, requesting cancellation due to an inadvertent error the account was not cancelled at this time. Commerce Energy has processed the cancellation now and gas services returned to PG&E within 1 -2 bill cycles. We can also confirm that no early termination fee with this cancellation will apply. After speaking with account holder customer on 6/20/2014 and providing full detail of the outcome, customer is now satisfied and understands issue has been resolved. In addition a cancellation confirmation letter will be mailed to the mailing address on file.
Commerce	394	6/13/2014	1935035578	Customer was approached by Commerce Energy last year and they were claiming to be PGE. She indicated that they were very misleading when signing her up and she was forced to stay with them for over a year. Customer wanted to file a formal complaint about Commerce Energy	Questionable Solicitation Activity	Questionable Solicitation Activity	Commerce Energy has reviewed this matter and advises that customer's account will be cancelled effective July 1st 2014. Additionally we have waived applicable exit fees on his account. A detailed message was left advising customer of the aforementioned and inviting him to contact us back. Please note that the alleged independent contractor is no longer marketing for Commerce Energy.

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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	395	6/13/2014	8970484843	RECEIVED A LETTER FROM ENERGY CHOICE CENTER AND WOULD LIKE TO REMAIN A PGE CUST	Cancellation Request	Cancellation Request	Tiger representative contacted Customer to discuss her concerns and inform her we were returning her account to PG&E's service.
Ambit	396	6/14/2014	3176839805	requesting to return to pge without a 45 day wait.	Cancellation Request	Cancellation Request	Drop sent (CA00000140613756).
Xoom	397	6/14/2014	6698823254	cor would like to cancel xoom energy eff 6/14/2014 per charles	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
NorthStar	398	6/16/2014	4635302296	WANTS TO COME BACK TO PGE AS GAS CUSTOMER STARTED WITH NORTH STAR IN 6/2013 WANTS TO COME BACK EFFECTIVE 06/21/2014	Cancellation Request	Cancellation Request	YEP submitted a drop dasr on 6/20/2014
North Star	399	6/16/2014	1894506301	REQUESTING TO BE REMOVED FROM NORTH GAS AS SOON AS POSSIBLE. SHE HAS BEEN WITH NORTHSTAR SINCE 2012. PLEASE CONTACT NORTH STAR GAS TO CANCEL FOR HER	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Commerce	400	6/16/2014	355865078	PER CUSTOMER CANCEL CTA ASAP THANK YOU	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Xoom	401	6/16/2014	6148835925	COR REQUESTS TERMINATION EFFECTIVE 06/16/2014	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Blue Spruce	402	6/16/2014	5145277486	CUSTOMER REQUESTING TERMINATION AS OF 06/16/2014	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Glacial	403	6/16/2014	4575563308	mcor would like glacial cancelled has been with them over one year	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
IGS	404	6/17/2014	1858338569	customer wanting to make a complaint against IGS Energy- she signed a the cancellation paperwork on 06/09/2014- and she sent it to IGS and PGE- she recently received a letter advised that the new CORE provider will be IGS even though she cancelled- she is contacting them directly again- but wants to file a complaint against them	Questionable Solicitation Activity	Questionable Solicitation Activity	10816181: Per CUST 6/16 call, Processed Drop, PG&E Accepted 6/19 with no effective date; Re-Processed Drop 6/23; Slated to start flow 7/17
Spark	405	6/17/2014	6781494207	Customer request to cancel	Cancellation Request	Cancellation Request	Resolved by CTA
Spark	406	6/17/2014	(559) 346-9706	COR STATES HE CANCELLED SERVICES W/SPARK WITH IN THE 1ST WEEK THAT SPARK WENT TO HIS HOUSE	Cancellation Request	Cancellation Request	Drop submitted as requested
Glacial	407	6/18/2014	478761421	CUST LIKE TO BE REMOVED FROM GLACIER CUST CALLS THERE NUMBER AND GETS A BUSY SIGNAL AND THE CALL DISCONNECTS	Cancellation Request	Cancellation Request	We have spoken to customer and confirmed they DO NOT WANT TO CANCEL. She will stay on with us through her Fixed Rate Agreement. She left a vmail saying the same.
IGS	408	6/18/2014	4663978983	UNABLE TO READ OR WRITE AND SERVERAL 3RD PARTY GAS PROVIDERS HAVE GONE TO HIS HOME AND HAVE ASKED HIM TO SIGN UP WITH THR COMPANY, TO PAY LESS MONEY FOR GAS, CST REQ TO STAY WITH PG&E ONLY AND WILL NO LONGER SIGN UP WITH ANY OTHER 3-PARTY GAS PROVIDERS.	Cancellation Request	Cancellation Request	10769964: Processed Drop 6/23; Will Not Flow; Slated Flow Start: 12/23/14

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Xoom	409	6/18/2014	7662056280	PLEASE CANCEL XOOM ENERGY.....COR HAS HAD THEM FOR A FEW YEARS	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Ambit	410	6/19/2014	7554666599	REQING TO CANCEL SERVICE WITH AMIBIT CALIFORNIA. SHE DOES NOT SPEAK ENGLISH AND IS REQING HELP TO CANCEL. SHE STATED WHEN SHE CALLS SHE ONLY GETS A VOICE MAIL AND CAN NOT SPEAK WITH ANYONE	Cancellation Request	Cancellation Request	Drop sent (CA00000140768489).
Blue Spruce	411	6/19/2014	8997361096	STATING THAT SHE CANCELLED THE SERVICES BACK IN JANUARY 2014 W UNITED-SR (BLUE SPRUCE) BACK IN JANUARY AND SHOULD NOT HAVE ANY SERVICES W/THEM. HAS CALLED THEM 2X	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Blue Spruce	412	6/19/2014	8628431748	STATE THAT SHE WAS SUPPOSED TO HAVE BLUE SPRUCE REMOVED OFF OF HER ACCT SINCE 12/24/2014 - STATES THAT SHE HAS CONTACTED US AND BLUE SPRUCE MANY TIMES TO HAVE THIS RESOLVED	Cancellation Request	Cancellation Request	Automatic drop by CTA (Returned to PG&E)
Commerce	413	6/19/2014	6938991458	was unaware that commerce energy was a third party provider. i adv him to contact them to cancel. signed up on 06-13-2014 and wants to stop.	Cancellation Request	Cancellation Request	Commerce Energy advises that after review a cancellation request has already been submitted. customer's Commerce Energy gas services will not start/flow as enrollment was cancelled within 3 business days. After speaking with account holder customers on 6/20/2014 and providing full detail of the outcome, customer is now satisfied.
Commerce	414	6/19/2014	909532104	HE DIDNT WANT ANY 3RD PARTY GAS SUPPLIER & HE WANTED TO CONTINUE WITH PG&E	Cancellation Request	Cancellation Request	Commerce Energy advises that after review, a cancellation request has already been submitted on 6/19/2014. customer's Commerce Energy gas services will be cancelled and gas services returned to PG&E within 1 - 2 bill cycles. We can also confirm that no early termination/cancellation fee will apply. Several outbound attempts were made to the only phone number on file with no success. Unfortunately, no voicemail option was available, however, a no contact/cancellation confirmation letter will be mailed to mailing address on file
IGS	415	6/19/2014	1792053488	STATED THAT IGS CAME TO HIS HOME AND THAT HE DIDNT AGREE TO SIGN UP W/THEM. CAME TO L/O IN MAY TO GET PH# TO IGS TO CANCEL AND WAS UNABLE TO GET IN CONTACT W/IGS. MENTIONED THAT WHEN SALES REP WAS AT HIS HOME, HE DECLINED TO SIGN UP BUT SALES REP STATED THAT SHE NEEDED HIM TO SIGN SOMETHING TO SHOW THAT SHE CAME TO HIS HOUSE AND HE WAS PROMISED A 50.00 GIFT CARD. PLS ASSIST IN CANCELLING IGS, STATED HE AND WIFE ARE UNEMPLOYED AND CTA CHARGES ARE HIGHER THAN PGE	Questionable Solicitation Activity	Questionable Solicitation Activity	10731549: Processed Drop 6/23
NorthStar	416	6/19/2014	written request	SAID HE NEVER SIGNED UP FOR NORTHSTAR, STARTED 2-14-2014. HE IS ALSO REQ A CREDIT	Unauthorized Switch	Unauthorized Switch	YEP sumbitted a drop dasr on 6/17/2014 & PGE confirmed with effective date of 7/11/2014

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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	417	6/19/2014	6046777155	ABOUT A NOTICE AS A FINAL REQUEST TO CANCEL SERVICES CEASE AND DECEASED, ALSO TO PUT PHONE ON DO NOT CALL LIST AND STOP MARKETING, ITS REQUESTED A SIGNATURE AND HAS NO PHONE NUMBER TO CALL BUT CUST IS CONCERN WHAT THAT REALLY IS??	Questionable Solicitation Activity	Questionable Solicitation Activity	Tiger representative contacted the customer to notify him that his natural gas supply will continue to stay with PG&E.
Tiger	418	6/20/2014	8655302226	CUSTOMER WOULD LIKE TO STOP SERVICE WITH TIGER/HAS CONTACTED THEM TO STOP AND IS UPSET THAT HE WAS CALLED AND LED TO BELIEVE HER WAS SAVING MONEY AS THEY REPRESENTED THEMSELVES AS PGE WAS TOLD HE IS NOT HAVING TO PAY A CANCELLATION FEE/PLEASE RETURN TO BUNDLED CUSTOMER ASAP	Cancellation Request	Cancellation Request	Tiger has already sent a response to PG&E regarding Customer
Blue Spruce	419	6/20/2014	CA155	The customer states his gas service was changed to Blue Spruce without their permission.	Unauthorized Switch	Unauthorized Switch	Customer returned to bundled service on 7/9/14
Ambit	420	6/21/2014	3242898838	CUSTOMER STATES SHE WANTS TO CANCEL CTA HAS CALLED BEFORE TO RQST IT AND IS JUST NOW FINDING OUT SHE STILL HAS THEM SINCE SHE REVICIEVED A LETTER FROM THEM STATES SHE HAS CALLED CTA MULTIPLE TIMES AND IS UNABLE TO SPEAK WITH SOMEONE	Cancellation Request	Cancellation Request	Drop sent (CA00000140945805).
Spark	421	6/21/2014	2003508664	CALLBACK REUIRED STATES SHE WAS TALKED INTO SIGNING UP FOR SPARKS ENERGY 06/19/2014 BY A DOOR TO DOOR SPARKS REP AND SHE HAS TRIED TWICE TO CANCEL AND SPARKS ENERGY APPEARS NOT TO BE WORKING WITH HER. PLEASE ASSIST AS CUSTOMER DOESN'T WANT SPARKS ENERGY AS GAS SERVICE PROVIDER WNATS TO STAY WITH PGE	Cancellation Request	Cancellation Request	unable to locate the account. No Enrollment processed
Tiger	422	6/21/2014	6578403523	CUSTOMER WOULD LIKE TO STOP SERVICE WITH TIGER/HAS CONTACTED THEM TO STOP AND IS UPSET THAT HE WAS CALLED AND LED TO BELIEVE HER WAS SAVING MONEY AS THEY REPRESENTED THEMSELVES AS PGE WAS TOLD HE IS NOT HAVING TO PAY A CANCELLATION FEE/PLEASE RETURN TO BUNDLED CUSTOMER ASAP	Cancellation Request	Cancellation Request	Tiger has already sent a response to PG&E regarding Customer

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Vista	423	6/21/2014	8184453399	STATED THAT SHE DIDNT AUTH A SWITCH AND DIDNT SIGN UP FOR ANOTHER GAS PROVIDER / SHE STATED THAT HER DAUGHTER SAID SOME1 CAME TO THE HOME SAYING THEY WLD SAVE MONEY BUT TOLD HER DAUGHTR SHE DIDNT WANT TO CHANGE // SHE STATED THAT HER UNDERAGE TO AUTH CHANGE AND IS NOT ON ACCT // SHE CLD THEM BUT THEY TOLD HER SHE NEEDED TO PAY A FEE AND THEY NEVER SIGND OR AUTH A CONTRACT	Unauthorized Switch	Unauthorized Switch	Cancellation submitted today 7/3/2014
Blue Spruce	424	6/23/2014	4164842528	CUSTOMER INDICATES THAT HE HAS LEFT MULTIPLY MESSAGES FOR CTA UNITED TO CANCEL CTA CUSTOMER INDICATED THAT HE WAS MISSINFORMED	Questionable Solicitation Activity	Questionable Solicitation Activity	Automatic drop by CTA (Returned to PG&E) 6/27
Spark	425	6/23/2014	7112034340	STATES HAS NEVER SIGNED UP FOR THIS PROGRAM- SHE NEVER KNEW ABOUT THIS PROGRAM	Unauthorized Switch	Unauthorized Switch	Enrollment Cancelled
Spark	426	6/23/2014	780877678	CALLING TO REQ DA SPARK ENERGY CANCELLATION AS OF 06/21/2014	Cancellation Request	Cancellation Request	Dropped Account
Tiger	427	6/23/2014	5229421335	customer request to return to full bunldc svc - states she has attempted to contact tiger but sa have not been canceled	Cancellation Request	Cancellation Request	Tiger representative contacted the customer with the following explanation: "Explained to her agreement period is over 10/12/2014. Told her to submit a cancellation letter in writing to our office and we will submit drop in September for service to return to PG&E. Gave mailing address for her to send cancellation letter. Also gave contact information to call with any other questions they have."
Commerce	428	6/24/2014	2608024451	CUST SAYS SHE CANCELLED SERVICE WITH COMMERCE ENERGY BACK IN DECEMBER 2013. SHE HAS SINCE RECEIVED A CREDIT COLLECTION NOTICE FROM CREDIT MANAGEMENT CONTROL DATED 6/12/14 FOR AN AMOUNT DUE OF \$115.10---LAST ACTIVITY DATED 2/7/14. SHE CALLED THEM & THEY INFORMED HER COMMERCE ENERGY NEVER RECEIVED THE AMOUNT DUE FROM HER PAYMENTS TO PG&E, SO THEY SENT HER TO COLLECTIONS. AS OF TODAY, SHE HAS A ZERO BALANCE	Cancellation Request	Cancellation Request	Commerce Energy has confirmed customer requested account cancellation on January 10th, 2014 which completed on February 7th, 2014. As of 5/23/14 all outstanding debts with Commerce Energy were sent to our third party collection agency and at the time customer account owed a past due balance of \$115.10. Commerce Energy has confirmed the final payment for \$115.10 has been received leaving the account with a zero balance. customer' account has been withdrawn from the collection agency. Attempts to contact customer to provide resolution have been attempted without success therefore a no contact letter has been sent.
Commerce	429	6/24/2014	3979448020	THAT SHE IS EDLERLY AND PERFERR THAT TO OPT OUT OF Commerce Energy, Inc.	Cancellation Request	Cancellation Request	customer completed an enrollment onto Commerce Energy's gas service program on May 26th, 2014 which was scheduled to start on June 18th, 2014. customer cancellation request has been received and processed and will complete on the next scheduled meter read date, July 18th, 2014. Attempts to contact to provide resolution have been attempted without success, however, customer has been notified of the results by voice mail.
IGS	430	6/24/2014	9227292797	STATES SHE SPOKE WITH IGS GAS & REQUESTED TO COME BACK TO PG&E ON 04/07/14. A REP AT IGS GAS ADVISED THEY'VE TRIED TO SEND OVER CANCELLATION REQ BUT NOTHING HAPPENED	Cancellation Request	Cancellation Request	10621071: Per CUST 4/7 Call, Processed Drop & PG&E Rejected 4/15 (Reason: A84 SVCREL5); Re-Processed Drop 4/16 & PG&E Rejected 4/18 (Reason: A84 SVCREL5); Per CUST 6/24 Call, Re-Processed Drop & waiting on PG&E to Accept

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
IGS	431	6/24/2014	7587975152	CUSTOMER WISHES TO CANCEL IGS	Cancellation Request	Cancellation Request	10794869: Per CUST 4/30 Call, Processed Drop & PG&E had Rejected Enrollment 4/30 (Reason: A13 SPRATE1); 5/10 PG&E Accepted Enrollment for 7/29 Effective Date; 6/23 PG&E Processed Drop, IGS/IGS will accept 6/27
Blue Spruce	432	6/24/2014	CA159	Customer would like to have the account returned to PG&E	Unauthorized Switch	Unauthorized Switch	Customer scheduled to returned to bundled service on 7/31/14
Tiger	433	6/25/2014	1341595911	STATES RCVD PHONE CALL FROM ECC FR TIGER NATURAL GAS TDY ADVSNG IS REQRD BY CPUC TO TRSFR GAS SERV TO AVOID ANY GAS INCREASES IN NEXT MONTHS; STATES WHEN CALLED NUMBER PROVIDED 888-505-3637 STATES RECORDNG ADVSD ABLE TO CANCEL W/IN 3 DAYS OF ENROLLMENT, BT WHEN SPKE TO A PERSON WAS ADVSD WOULD BE CONTACTED BACK IN TWO MONTHS; STATES VERY UPSET AS DOES NOT WISH TO BE ENROLLED IN TIGER @ ALL AS WAS ADVSD WAS REQUIRED & CARE WLD NT BE AFFECTED; ADVSD TO CONTACT TIGER DIRECTLY AS WELL TO SEE IF ABLE TO PRVDE ANY ASSISTANCE IN CANCELLATION, BT FEELS AS WAS ADVSD BY ECC CANCELLATION MAY TAKE LONGER THAN 2 MTHS	Questionable Solicitation Activity	Questionable Solicitation Activity	Tiger representative contacted the customer to notify her that her natural gas supply will continue to stay with PG&E.
Blue Spruce	434	6/25/2014	CA156	Customer would like to have the account returned to PG&E and would like proof of enrollment.	Cancellation Request	Cancellation Request	Customer returned to bundled service on 7/16/14
Blue Spruce	435	6/26/2014	3636760839	SAID A MAN AND WOMAN CAME TO HIS DOOR SAYING THEY ARE REP FOR PGE OFFERING TO SAVE HIM 10% ON HIS BILL AND OFFERED CARE;THEY ALSO ASKED FOR HIS PGE BILL, CUST DECLINED PROVIDING HIM INFORMATION, CUST ASKED FOR PROOF THEY WERE CONTRACTED WITH PGE, THEY WERE NOT ABLE TO PROVIDE, THEY WERE WITH BLUE SPRUCE ENERGY.	Questionable Solicitation Activity	Questionable Solicitation Activity	NO ACCT FOUND
Blue Spruce	436	6/26/2014	7247967238	SAYS HE IS UNAWARE THAT HE HAD BEEEN SWITCHED TO BLUE SPRUCE. WANTS TO CANCEL	Unauthorized Switch	Unauthorized Switch	Automatic drop by CTA (Returned to PG&E) 6/27
Blue Spruce	437	6/26/2014	4719105833	STATES 2 REPS CAME TO HIS HOME 06/24/14 DRESSED IN PG&E CLOTHING W/PG&E ID'S AND ASKED HIM TO SIGN PAPERWORK FOR 10% DISCOUNT, HE NOTICED IT SAID BLUE SPRUCE AND HE SIGNED THE FORM.	Questionable Solicitation Activity	Questionable Solicitation Activity	NO ACCT FOUND

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)

Pacific Gas and Electric Company
Core Transport Agent (CTA) Related Inquiries to Pacific Gas and Electric Company's Customer Service Center
Second 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
Commerce	438	6/26/2014	5239308623	STATES COMMERCE ENERGY SIGNED HER UP WITHOUT HER KNOWLEDGE. SHE GOT LETTER TODAY 06/25 ADVISING OF CHANGE, SHE CALLED COMMERCE TO FIND OUT WHAT IS AND TO CANCEL THEY TOLD HER THAT IT GOES IN AFFECT TOMORROW 06/26 AND SHE WILL CHARGED A CANCELTION FEE AND CHARGED FOR A PARTIAL MONTH, CUST DISPUTED THAT IT HAS GONE INTO AFFECT YET AND THAT SHE BE ABLE TO CANCEL..THEY TOLD HER NO SHE WILL BE CHARGED WOULDNT EVEN TELL HER THE FEE AMOUNT EVEN THOUGH SHE DID NOT CONCENT TO SWITCHING.	Unauthorized Switch	Unauthorized Switch	customer completed a valid telephonic enrollment on 6/2/2014 at 7:15PM from telephone number . The customer called on 6/25/2014 to cancel the enrollment; however since the scheduled flow start date was scheduled to begin on 6/26/2014 the customer was advised that she could obtain charges related to 1-2 billing cycles or until the last meter reading. The customer was advised that she will not obtain any ETF fees but will be responsible for the consumption. The customer had no additional questions or concerns.
IGS	439	6/26/2014	9703672368	WOULD LIKE TO BE REMOVED FROM 3RD PARTY GAS COMPANY	Cancellation Request	Cancellation Request	10717672: Processed Drop 6/27; Should Not Flow; Slated Start: 7/14/14
Tiger	440	6/26/2014	7988065780	REQUESTING TO STAY W/ PG&E AND DOES NOT WANT TIGER	Cancellation Request	Cancellation Request	Tiger representative contacted the customer to notify her that her natural gas supply will be returned to PG&E as soon as possible. The account drops from Tiger's service on 7/29/14.
Spark	441	6/26/2014	1581003719	COR REQ TO CANCEL DA W SPARK ENERGY EFFECTIVE IMMEDIATELY	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	442	6/26/2014	CA157	The customer is disputing their bill after they were inadvertently signed up with Spark Energy	Unauthorized Switch	Unauthorized Switch	* 12/30/13: Account was switched to Sparks Energy * 4/1/14: Account was returned to PG&E
North Star	443	6/27/2014	7249330267	mcor called to advised call north star 3 times to cncl service -- they advised will take care of it i did ask if mcor had conf# she did not .. pls handle accordingly	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Commerce	444	6/27/14	236936065	P/Name CUSTOMER REQUESTS TERMINATION 06-27-2014	Cancellation Request	Cancellation Request	Customer is beyond Initial 12 Month DASR. Customer returned to bundled service by PG&E
Spark	445	6/27/2014	CA158	Customer would like to have the account returned to PG&E	Unauthorized Switch	Unauthorized Switch	Customer returned to bundled service on 6/18/14
Commerce	446	6/30/2014	5538693674	STATES THAT HE DID NOT AUTH. SWITCH TO COMMERCE ENERGY;STATES HE CALLED COMMERCE ALREADY AND IS GETTING THE RUN AROUND;FEELING FRUSTRATED AND DOES NOT WANT SWITCH TO TAKE PLACE.	Unauthorized Switch	Unauthorized Switch	A cancellation request for the Commerce gas service has been submitted per customer request on 7/9/2014. Since the customer was scheduled to start flowing on 7/24/2014, no consumption or early termination fees will apply. The customer has been contacted by phone with a resolution and no further action is needed.
Vista	447	6/30/2014	CA160	Customer believes he was switched to Vista Energy without his permission.	Unauthorized Switch	Unauthorized Switch	Customer returned to bundled service on 6/26/14

*As of 4/14/14, Accent Enrrgy changed it's name to Interstate Gas Supply (IGS)