

From: Dietz, Sidney  
Sent: 7/23/2014 1:41:42 PM  
To: Miller, Karen (karen.miller@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: FW: Your form.

fyi

**From:** DeVine, Kyle [mailto:kyle.devine@cpuc.ca.gov]  
**Sent:** Monday, July 21, 2014 3:34 PM  
**To:** [Redacted] Dietz, Sidney  
**Cc:** Miller, Karen; Martinez, Alejandra; Kaur, Ravneet; Hill, Juanita  
**Subject:** Your form.

Hello everyone,

Thanks for your patience. Off hand, I have some questions about your form.

1./First of all, the last time we looked at this we discovered that mailing them to you took several days and even weeks to work through your process and PG&E agreed on a simple scan and email or fax system. We would like to continue the arrangement.

2./Secondly, this form indicates that requests have to be in writing and the utility will respond in writing. We want over the phone communication. Do you need to add that to the form or otherwise provide that in writing?

3./ You indicate the Agent may “Authorize payment or adjustment of amounts due or overdue on customer's bill, including setting

up or changing a payment plan.” All along we have had the CBOs **negotiate** payment arrangements with the utilities, including setting up new, or renegotiating existing payment arrangements and payment extensions. So does your use of the word “authorize” include negotiate?

Here's the text I was referring to in item 2 above:

**INFORMATION, ACTS AND FUNCTIONS AUTHORIZED – This authorization provides authority to the Agent. The Agent must thereafter provide specific written instructions/requests (e-mail is acceptable) about the particular account(s) before any information is released or action is taken. In certain instances, the requested act or function may result in cost to you, the customer. Requests for information may be limited to the most recent 12 month period.**

**The Utility will provide the information requested above, to the extent available, via any one of the following. My (Agent) preferred format is (check all that apply):**

Hard copy via US Mail (if applicable).

Facsimile at this telephone number:

Electronic format via electronic mail (if applicable) to this e-mail address:

Thanks

Kyle DeVine, Public Advisor's Office

California Public Utilities Commission

213-576-7050 [kyl@cpuc.ca.gov](mailto:kyl@cpuc.ca.gov)