From: DeVine, Kyle
Sent: 7/24/2014 7:44:11 AM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Redacted
Redacted
Cc: Miller, Karen (karen.miller@cpuc.ca.gov); Hill, Juanita (juanita.hill@cpuc.ca.gov); Kaur, Ravneet (Ravneet.Kaur@cpuc.ca.gov); Martinez, Alejandra (Alejandra.Martinez@cpuc.ca.gov); Redacted
Redacted
Bcc:
Subject: RE: Your form.

Good morning Redacted and thanks for getting back to me.

I think we're getting closer and that's fantastic. However, and I really hate to appear that I'm beating this to death with a stick, but we got caught in semantics last time and I don't want a repeat. I need for us to be clear. Specifically item 2 below. Are we clear that once the form is received and verified, it allows the **CBO caseworker** to receive information and negotiate payment plans over the phone? I really appreciate that you may be agreeing to that, but I would appreciate an email or something in writing confirming that to avoid a repeat of this problem somewhere down the road. If you can get that clarification to me, then there's only one other concern with the form; that is the five business days to review and approve the form.

I have a problem with the five business days. In the past Linda and Rommel had the ability to process the forms very quickly. It is critical that the forms can be processed very quickly because sometimes the issue is related to disconnections or other time sensitive issues. To effectively serve the consumers, this time period needs to be much shorter, so please explain why there is now a five business day lag.

We have been advised that the form process can start immediately and please confirm that. We're really pleased that we can get back to serving the consumers.

Sid mentioned we should meet to talk through and confirm mutual understanding of the processes and work through additional issues such as permitting the CBO caseworker to act as the consumer's agent when the consumer is present and anything that may come up in the meantime. We welcome such a meeting and so far are available the week of August 7th.

Take care,

Kyle

From: Redacted
Sent: Wednesday, July 23, 2014 5:17 PM
To: DeVine, Kyle; Redacted; Dietz, Sidney
Cc: Miller, Karen; Martinez, Alejandra; Kaur, Ravneet; Hill, Juanita; Redacted
Subject: RE: Your form.

Hi Kyle,

I know that you sent out another email today that had some discussion by phone. I'm responding to this earlier email where you has some specific questions about the form.

Thank you for continuing the conversation with us on how to move forward. Here's our response to the questions you shared with us:

1) You can scan and email the form to CommunityBasedOrga@pge.com; it takes 5 business days to process them; we will also work on getting the form to you asap.

2) Once the form is received and verified it allows information and payment plans to be authorized over the phone.

3) The word setting up or changing covers negotiating.

Thanks and let me know if you are agreeable with this and if you have any questions.

Redacted

Principal - Community Engagement

Low Income Programs and Strategies

Pacific Gas and Electric Company

o: Redacted

e:

From: DeVine, Kyle [mailto:kyle.devine@cpuc.ca.gov]
Sent: Monday, July 21, 2014 3:34 PM
To: Redacted Patti; 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