

From: [Redacted]  
Sent: 7/8/2014 4:27:05 PM  
To: DeVine, Kyle (kyle.devine@cpuc.ca.gov); Martinez, Alejandra (Alejandra.Martinez@cpuc.ca.gov)  
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Miller, Karen (karen.miller@cpuc.ca.gov); Kaur, Ravneet (Ravneet.Kaur@cpuc.ca.gov); [Redacted]  
[Redacted];  
[Redacted]; [Redacted]  
[Redacted]; [Redacted]  
[Redacted]

Bcc:  
Subject: RE: CHANGES Meeting Update

Thanks for sharing, Kyle and Alejandra.

Per our discussion, we'll review each type of solution to assess what's covered by Form 79-1095.

[Redact]

We'll work offline to discuss the standardized comments that will be appropriate to enable the level of access necessary for the authorization form.

Regards.

[Redact]

**From:** DeVine, Kyle [mailto:kyle.devine@cpuc.ca.gov]  
**Sent:** Tuesday, July 08, 2014 3:53 PM  
**To:** Martinez, Alejandra; [Redacted]  
**Cc:** Miller, Karen; Kaur, Ravneet; Dietz, Sidney; [Redacted], [Redacted]  
[Redacted]

**Subject:** RE: CHANGES Meeting Update

Hi,

Just to restate that this ties into our conversation today. Like Alejandra said, obviously CBOs may not need involvement with you for the resolutions that involve other utilities, or even the ones where CBOs don't need to contact a utility for assistance. But we do hope that your one form, with your added language, will cover the rest.

Please let Alejandra know if you need any more information about them. Also, if you have any other questions about the program, we're available for meetings either over the phone or face to face, your preference.

Finally, [Redacted] I still haven't been able to locate that organization you were asking about. Sorry, without more information, I can't do anymore.

**From:** Martinez, Alejandra  
**Sent:** Tuesday, July 08, 2014 3:24 PM  
**To:** [Redacted]  
**Cc:** Miller, Karen; Kaur, Ravneet; Dietz, Sidney; [Redacted]; [Redacted]; [Redacted]; DeVine, Kyle  
**Subject:** RE: CHANGES Meeting Update

Hello all,

Here is the resolution list that we use for the CHANGES program database. There are a total of 28 resolutions. Some resolutions are utility specific such as Neighbor to Neighbor for SDG&E, so obviously you don't have to worry about those. Please let me know if you have any questions or concerns.

Alejandra

**Resolution Master List**

- 1 HEAP/LiHEAP Application Assistance
- 2 Energy Assistance Fund Application
- 3 ESAP Application Assistance
- 4 Gas Assistance Fund Application Assistance
- 5 N2N Application Assistance
- 6 Medical Baseline Application Assistance
- 7 Educated on avoiding disconnection
- 8 Bill Education
- 9 Educated on CARE/FERA
- 10 Educated on Medical Baseline
- 11 Educated on Energy efficiency/ Conservation
- 12 Educated on energy assistance programs
- 13 Request Meter Service or Testing
- 14 Bill Adjustment
- 15 scheduled Customer Service Visit
- 16 Schedule Energy Audit
- 17 Set Up/Change Payment Extension
- 18 Set Up/Change Payment Plan
- 19 Stop Disconnection
- 20 Verified Bill
- 21 Waive/Decrease Deposit
- 22 Restore Service
- 23 Sign up for 3rd Party Notification

24 Enrolled in Demand Response Programs

25 Set Up Account

26 Changes to Account

27 REACH Application Assistance

28 Add or Modify Level Pay Plan

**From:** [Redacted]

**Sent:** Monday, July 07, 2014 1:46 PM

**To:** DeVine, Kyle

**Cc:** Miller, Karen; Martinez, Alejandra; Kaur, Ravneet; Dietz, Sidney; [Redacted]

Warner, Christopher (Law); [Redacted]

**Subject:** CHANGES Meeting Update

Hi, Kyle,

Hope this email finds you well.

Thanks for bringing forward your concerns about the NDA and use of 3<sup>rd</sup> Party Authorization Form.

We need to reschedule our conference call tomorrow to a later date so we can all meet in person.

Please let me know if we can meet later this week or confirm closest availability. We need to have legal counsels present in the discussion as we examine the flexibility in consumer privacy protection and streamlining third party authorization over the phone. These areas require the specialized legal interpretations to see where and how we can move forward.

In the interim, I will still be working with Alejandra to support the customers that are at risk of

being disconnected or need special assistance to ensure the best advocacy and resolution of the challenges.

Thank you for helping us coordinate our next meeting.

Regards,

Redact

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To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>