

From: [Redacted]
Sent: 7/11/2014 10:29:25 AM
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

Good morning, Kyle,

Thanks for checking in . We appreciate your patience as we assess the 28 resolutions in your master list. The comments to be written on the 79-1095 form need to be closely reviewed and vetted so it's clear and consistent for our Contact Center reps. We'll have more information to share early next week, possibly by Tuesday.

Thank you.

Regards,

[Redac]

From: DeVine, Kyle [mailto:kyle.devine@cpuc.ca.gov]
Sent: Friday, July 11, 2014 7:58 AM
To: [Redacted] Martinez, Alejandra
Cc: Miller, Karen; Kaur, Ravneet; Dietz, Sidney; [Redacted] [Redacted];
[Redacted]
Subject: RE: CHANGES Meeting Update

Good morning PG&E!

I sent this note Wednesday and haven't received a response. Just in case it got lost in cyberspace, I thought I'd send it again and add that if there's no "ETA" yet on your answer, may I have a progress report? Also I remain available, as does Alejandra, if you have any concerns you want to discuss.

Take care,

Kyle

From: DeVine, Kyle
Sent: Wednesday, July 09, 2014 10:35 AM
To: [Redacted]; Martinez, Alejandra
Cc: Miller, Karen; Kaur, Ravneet; Dietz, Sidney; [Redacted], [Redacted], [Redacted]
Subject: RE: CHANGES Meeting Update

Thank you, everyone for the meeting yesterday and the opportunity to bring us closer to conclusion of this "chapter." [Redacted] and the rest of PG&E staff on this email, do you have any estimate of when you might be able to get your changes to us?

Take care

Kyle

From: [Redacted]
Sent: Tuesday, July 08, 2014 4:27 PM
To: DeVine, Kyle; Martinez, Alejandra
Cc: Miller, Karen; Kaur, Ravneet; Dietz, Sidney; [Redacted], [Redacted]
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.

[Redac]

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.

[Redac]

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]

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] 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 3rd 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,

[Redac]

PG&E is committed to protecting our customers' privacy.

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

PG&E is committed to protecting our customers' privacy.

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