

From: Dietz, Sidney  
Sent: 8/14/2014 10:27:02 PM  
To: Baker, Amy C. (amy.baker@cpuc.ca.gov) (amy.baker@cpuc.ca.gov); Sandoval, Catherine J.K. (CatherineJ.K.Sandoval@cpuc.ca.gov) (CatherineJ.K.Sandoval@cpuc.ca.gov); Katague, Ditas (ditas.katague@cpuc.ca.gov) (ditas.katague@cpuc.ca.gov)  
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); Malnight, Steven (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=S0M302774364); Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe); Miller, Karen (karen.miller@cpuc.ca.gov)  
Bcc:  
Subject: Re: Changes cooperation

Commissioner Sandoval –

Brian asked me to get back to you on the CHANGES program. I am glad that you are familiar with CHANGES and the important work it does with our low-English proficiency customers. We support the CHANGES program, the clients, the CBOs, and the Public Advisor to keep it working as it was designed. Casey McFall identified some frustrating problems with the CHANGES program, and we reached out to her today, and she has agreed to call us back to discuss the problems in more detail. In the last couple of months we have been working closely with the Public Advisor on these same issues, and we will now get Casey McFall's perspective and keep her informed about the solutions we have come up with so far.

In her comments she brought up the problem we have had in complying with the CPUC privacy rules that require PG&E to get written permission from the customer before a CBO helper can represent the customer and advocate for the customer. Getting this consent is obviously key to how CHANGES works, so she rightly identifies this as a problem. We have worked with the Public Advisor on this issue, and together we have created an updated process, which involves an updated written consent form, that we are rolling out this week. Both PG&E and the Public Advisor's office have sought other solutions as well, and we continue to talk about those.

Also in her comments, Ms McFall referred to some management and reporting issues around the program. In my opinion, these challenges stem from structural issues around CHANGES – it was designed as a CPUC-run program but now exists as a IOU program. As we look toward extending the program and its contracts into next year, we hope to work with the Public Advisor to address these, as well, and make the CPUC oversight of the program more explicit.

We would be happy to meet with you and/or your advisors about CHANGES and our efforts to get it back on track.

yours,

sid

On Aug 14, 2014, at 10:06 AM, "Cherry, Brian K" <[BKC7@pge.com](mailto:BKC7@pge.com)> wrote:

Al/Laurie/Steve – Not sure which one of you has the Changes program, but we need someone to follow-up. Sally will provide a transcript for you later today.

**From:** Cherry, Brian K  
**Sent:** Thursday, August 14, 2014 10:04 AM  
**To:** 'Sandoval, Catherine J.K.'; Katague, Ditas; Baker, Amy C.  
**Subject:** RE: Changes cooperation

Catherine – I couldn't agree more with you if this allegation is true. Let me find out what happened here.

**From:** Sandoval, Catherine J.K. [<mailto:CatherineJ.K.Sandoval@cpuc.ca.gov>]  
**Sent:** Thursday, August 14, 2014 10:03 AM  
**To:** Cherry, Brian K; Katague, Ditas; Baker, Amy C.  
**Subject:** Changes cooperation

Brian, I am concerned to hear about Casey's McFall's statement that PG&E has not ben cooperating with the Changes program. I fully support Changes and that's why we made sure it is funded in the CARE/ESAP PD we'll consider today. I look forward to hearing about PG&E cooperation with Changes, CBOs who work with Changes, and the clients. Amy and I will follow-up. Thanks, Commissioner Sandoval