

From: Miller, Karen
Sent: 8/25/2014 6:08:37 PM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe); Dietz,
Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]
[Redacted] [Redacted]
[Redacted]
Cc: Cooke, Michelle (michelle.cooke@cpuc.ca.gov); Katague, Ditas
(ditas.katague@cpuc.ca.gov); Sandoval, Catherine J.K.
(CatherineJ.K.Sandoval@cpuc.ca.gov); McMahon, Loreen
(loreen.mcmahon@cpuc.ca.gov); Baker, Amy C. (amy.baker@cpuc.ca.gov);
Mendiola, Carolina (carolina.mendiola@cpuc.ca.gov); Enis, Phillip
(phillip.enis@cpuc.ca.gov); DeVine, Kyle (kyle.devine@cpuc.ca.gov)
Bcc:
Subject: PG&E's lack of written verification that it has changed its interactions with the
CHANGES program, as required by CPUC Executive Director Letter

Dear Mr. Cherry,

The attached CPUC Executive Director Letter to PG&E was sent to PG&E via email and regular mail on August 21, 2014. In this letter, the CPUC Executive Director stated their concern that PG&E had changed its process in how it interacts with low-English proficient customers, through CHANGES CBOs. In this letter, the CPUC Executive Director directs PG&E to resume the prior practice it had with the CHANGES contractors and its subcontractors, permitting CHANGES CBOs to negotiate directly with PG&E's customer service staff on behalf of the customers who have engaged CBOs for assistance, regardless of whether a signed authorization form is on file, if the customer verbally authorizes such communication.

In this letter, the CPUC Executive Director specifically directs that, "The correction of PG&E's process shall be implemented immediately. Please provide written verification to CHANGES Project Manager Kyle DeVine that PG&E has informed its staff of these requirements by August 25, 2014."

As of close of business today, Kyle DeVine has not received written verification of any type from PG&E. Rather, Ms. DeVine has only received a telephone call from a Mr. [Redacted] [Redacted] who is not known to the Public Advisor's Office, requesting that Ms. DeVine discuss this issue "informally." The issuance of a CPUC Executive Director Letter is not an

“informal” process. The letter was not requesting an “informal” discussion on this issue. The letter provided specific direction to PG&E that it shall change its process in how it interacts with the CHANGES Contractor and its Subcontractors. The letter directed that written verification of the implementation of these requirements be sent to Ms. DeVine today. We expect that the written verification will be provided as directed, with due haste.

Sincerely,

Karen Miller

Public Advisor

Consumer Service and Information Division

California Public Utilities Commission

415-703-2299

From: Mendiola, Carolina

Sent: Thursday, August 21, 2014 3:42 PM

To: 'Cherry, Brian K'; MEAe@pge.com; sbd4@pge.com; Redacted

Cc: Sandoval, Catherine J.K.; Katague, Ditas; Cooke, Michelle; McMahon, Loreen; Miller, Karen; Enis, Phillip; Baker, Amy C.; DeVine, Kyle

Subject: FW: PGE and Changes

Please find attached the PG&E's participation in the Changes Pilot Program.

Thanks

Carolina Mendiola

Executive Director's Office

Ca Public Utilities Commission

505 Van Ness Avenue,

San Francisco, Ca 94102

Tel: (415) 703-2391

From: Mendiola, Carolina

Sent: Thursday, August 21, 2014 3:13 PM

To: Enis, Phillip

Cc: Kaur, Ravneet

Subject: PGE and Changes

Your e-copy

Carolina Mendiola

Executive Director's Office

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