

From: Cherry, Brian K  
Sent: 8/25/2014 6:29:46 PM  
To: Miller, Karen (karen.miller@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: PG&E's lack of written verification that it has changed its interactions with the CHANGES program, as required by CPUC Executive Director Letter

Thanks Karen. People on vacation and such created the problem. The letter will be signed by Aaron Johnson who has responsibility for the CHANGES program

Brian K. Cherry  
PG&E Company  
VP, Regulatory Relations  
77 Beale Street  
San Francisco, CA. 94105  
(415) 973-4977

> On Aug 25, 2014, at 6:27 PM, "Miller, Karen" <karen.miller@cpuc.ca.gov> wrote:

>

> Brian - Thank you for the update. We look forward to the letter.

>

> Karen

>

> -----Original Message-----

> From: Cherry, Brian K [mailto:BKC7@pge.com]

> Sent: Monday, August 25, 2014 6:26 PM

> To: Miller, Karen

> Cc: Allen, Meredith; Dietz, Sidney; [Redacted]; Sandoval, Catherine J.K.;  
Katague, Ditas; Cooke, Michelle; McMahan, Loreen; Enis, Phillip; Baker, Amy C.; DeVine, Kyle; Mendiola,  
Carolina

> Subject: Re: PG&E's lack of written verification that it has changed its interactions with the CHANGES  
program, as required by CPUC Executive Director Letter

>

> Karen - please accept my apologies and accept this email as written verification that we have adjusted our  
process per the letter. We have had difficulty today in drafting an appropriate response and did not complete the  
letter in time. A letter will be delivered to the Commission tomorrow morning before noon outlying out  
compliance

>

> Brian K. Cherry

> PG&E Company

> VP, Regulatory Relations

> 77 Beale Street

> San Francisco, CA. 94105

> (415) 973-4977

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>

> On Aug 25, 2014, at 6:08 PM, "Miller, Karen" <karen.miller@cpuc.ca.gov<mailto:karen.miller@cpuc.ca.gov>>  
wrote:

>

> 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."

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> 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 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

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>  
> From: Mendiola, Carolina  
> Sent: Thursday, August 21, 2014 3:42 PM  
> To: 'Cherry, Brian K'; MEAe@pge.com<mailto:MEAe@pge.com>; sbd4@pge.com<mailto: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

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>  
> 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

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>  
> 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  
> Ca Public Utilities Commission  
> 505 Van Ness Avenue,  
> San Francisco, Ca 94102  
> Tel: (415) 703-2391  
>  
>  
> <CPUC Executive Director Letter to PGE re CHANGES 8-21-14.docx>  
>  
>  
> PG&E is committed to protecting our customers' privacy.  
> To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>