

From: Johnson, Aaron
Sent: 8/25/2014 11:42:03 PM
To: Karen Miller (KNR@cpuc.ca.gov)
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
Pitcock, Maril (/O=PG&E/OU=Corporate/cn=Recipients/cn=MxWL); Dietz, Sidney
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]
[Redacted]
Bcc:
Subject: CHANGES letters

Dear Karen:

Hello -- it has been a long time. Hope this email finds you well. I am writing to apologize for our lack of response today on the CHANGES letter from last Thursday. In my role at PG&E overseeing a number of customer programs, I am responsible for our low income programs, including CHANGES. In reviewing our response late today I did not feel we were sufficiently responsive to Paul Clanon's letter. We will have a formal response to you by noon on Tuesday that I expect will better meet your expectations. I apologize for the lack of clear communication on our progress on this issue and understand the frustration you expressed in your email earlier this evening to Brian Cherry. Please know that we take the letter quite seriously and that -- with the clear direction provided by the CPUC on these privacy verification issues -- we are immediately rectifying our approach. We had received some direction from a CPUC audit on a separate issue that clouded the customer privacy requirements issue for us, but the appropriate interpretation going forward is clear from Paul Clanon's letter.

I do want to take this opportunity to introduce you to [Redacted] who joined PG&E last year to lead our low income programs after leading a couple CBOs previously in his career. Our goal in adding [R] to our team was to provide more holistic and improved programs to our low income customers, and, in particular, to improve our communication with the many CBOs engaged in administration or advocacy in this area. Our goal is to foster better dialogue and relationships so that when issues like this arise, CBOs will come first to us so we can try to solve them. Obviously, we still have much work to do but know that this is our goal. [Re] and his team have engaged in much customer research and stakeholder outreach on low income issues in the past year and we would welcome the opportunity to share this research and our plans in response to it with you and your team. I encouraged [Re] to reach out to your team -- not because informal discussions should supplant a formal response to Paul Clanon's letter -- but because I am hopeful that better communication on our actions and activities related to low income customers will help signal a different and more responsive PG&E on low income matters.

Sid will be in touch to set up this proposed discussion, at your convenience. Thanks for reading this long note, and again my apologies for the lack of timely responsiveness on this matter. Give me a call on my mobile at [Redacted] at any time if you'd like to discuss further. Again, our formal response will be sent by noon tomorrow and we are making the desired changes immediately.

Regards,

Aaron Johnson
Senior Director, Customer Programs

