

From: Allen, Meredith
Sent: 8/26/2014 1:05:22 PM
To: 'Miller, Karen' (karen.miller@cpuc.ca.gov)
Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Sandoval
Cc: Catherine J.K. (CatherineJ.K.Sandoval@cpuc.ca.gov); Redacted
Redacted
Cherry, Brian K
(/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); Cooke, Michelle
(michelle.cooke@cpuc.ca.gov); Katague, Ditas (ditas.katague@cpuc.ca.gov); Baker,
Amy C. (amy.baker@cpuc.ca.gov); Mendiola, Carolina
(carolina.mendiola@cpuc.ca.gov); McMahon, Loreen
(loreen.mcmahon@cpuc.ca.gov); Enis, Phillip (phillip.enis@cpuc.ca.gov); DeVine,
Kyle (kyle.devine@cpuc.ca.gov); Pitcock, Maril
(/O=PG&E/OU=Corporate/cn=Recipients/cn=MxWL); Johnson, Aaron
(/O=PG&E/OU=Corporate/cn=Recipients/cn=AJJ9)

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

Karen,

Please find attached PG&E's written verification. I sincerely apologize that we missed the deadline.

Please let us know if you would like to discuss.

Best regards,
Meredith

-----Original Message-----

From: Miller, Karen [mailto:karen.miller@cpuc.ca.gov]
Sent: Monday, August 25, 2014 6:27 PM
To: Cherry, Brian K
Cc: Allen, Meredith; Dietz, Sidney; Redacted; Sandoval, Catherine J.K.;
Katague, Ditas; Cooke, Michelle; McMahon, 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

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; McMahon, 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

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."

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 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<<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

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
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/>