

From: DeVine, Kyle
Sent: 9/5/2014 1:43:29 PM
To: Pitcock, Maril (/O=PG&E/OU=Corporate/cn=Recipients/cn=MxWL); Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe); Miller, Karen (karen.miller@cpuc.ca.gov); Kaur, Ravneet (Ravneet.Kaur@cpuc.ca.gov); Martinez, Alejandra (Alejandra.Martinez@cpuc.ca.gov)
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); McMahon, Loreen (loreen.mcmahon@cpuc.ca.gov); [Redacted]
[Redacted]
[Redacted]; Johnson, Aaron (/O=PG&E/OU=Corporate/cn=Recipients/cn=AJJ9); Kaur, Ravneet (Ravneet.Kaur@cpuc.ca.gov); Martinez, Alejandra (Alejandra.Martinez@cpuc.ca.gov)
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

Hi Maril,

Thank you for the email. I have a feeling that with it, things will run smoothly. By the way, over the last few days, I've exchanged several emails with Casey McFall and we have agreement that if an issue is urgent, the CBO caseworker should have the client on the phone at the time of the initial conversation. I'm hopeful that will settle our last problem. She will inform the CBOs, so all should be well. Naturally, if something unusual crops up, either the contractor, one of my coworkers or I will contact PG&E to work it out. By the way, I'm a little confused now - who is the person we are supposed to be communicating with on matters related to the program and on matters related to consumers? Erwin? Tivo? Allen?

Take care,

Kyle

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

From: Pitcock, Maril [mailto:MxWL@pge.com]
Sent: Thursday, September 04, 2014 8:54 AM
To: DeVine, Kyle; Miller, Karen; Allen, Meredith; Kaur, Ravneet; Martinez, Alejandra
Cc: Dietz, Sidney [Redacted]; McMahon, Loreen; Johnson, Aaron; Martinez, Alejandra; Kaur, Ravneet
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

Hi Kyle,

Thank you again for meeting on Friday. We look forward to continued collaboration.

Yes, the most recent version of the form will work as we discussed a few weeks ago. Once the form is on file, the customer-service representative and the CBO representative will be able to exchange information orally about the customer's account. The section of the form requiring information from the CBOs in writing and a response from PG&E in writing are not relevant and will not apply for this situation. The form will allow the CBO to authorize payment or adjustment of amounts due or overdue on the customer's bill, including setting up or changing a payment plan, among other things. For reference, I've attached the guidance document where we listed the types

of things that the CBO representative could do using the form.

Please feel free to contact me if you have any questions.

Maril Pitcock
Director, Pricing Products
Pacific Gas & Electric
(o) 415.973.9944
(c) 510.710.4300
mxwl@pge.com

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

From: DeVine, Kyle [mailto:kyle.devine@cpuc.ca.gov]
Sent: Tuesday, September 02, 2014 3:04 PM
To: Miller, Karen; Allen, Meredith; Kaur, Ravneet; Martinez, Alejandra
Cc: Dietz, Sidney; [Redacted] McMahan, Loreen; Johnson, Aaron; Pitcock, Maril; Martinez, Alejandra; Kaur, Ravneet
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

Hello everyone,

Thanks for meeting with us. Attached is your form that I referenced in the meeting.

On it I have highlighted the two areas that indicate to me that the form states request for information from the CBOs must be provided in writing and information will be provided to them by PG&E, in writing. These are the two areas that may be problematic. If you do not care to change the form, then we need something in writing (and an email from someone at the appropriate level will do) that states something like, we can ignore those two portions of the form because communications between PG&E CSRs and the CHANGES CBOs will usually be verbal.

Thanks!

Kyle DeVine

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

From: Miller, Karen
Sent: Wednesday, August 27, 2014 8:58 AM
To: Allen, Meredith; DeVine, Kyle; Kaur, Ravneet; Martinez, Alejandra
Cc: Dietz, Sidney; [Redacted] McMahan, Loreen; Johnson, Aaron; Pitcock, Maril; Martinez, Alejandra; Kaur, Ravneet
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

Hi Meredith,

Friday at 1:00 at the Commission works fine. I have reserved our Courtyard Room for 1:00 - 2:30. I am looking forward to discussing with you.

Thanks,

Karen

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

From: Allen, Meredith [mailto:MEAe@pge.com]

Sent: Tuesday, August 26, 2014 4:46 PM

To: DeVine, Kyle; Miller, Karen

Cc: Dietz, Sidney; [Redacted] McMahon, Loreen; Johnson, Aaron; Pitcock, Maril; Martinez, Alejandra; Kaur, Ravneet

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

Kyle,

Friday at 1:00 works great and we can meet at the CPUC if that works for you. The meeting attendees from PG&E will be [Redacted] Maril Pitcock and Sidney Dietz.

Best regards,
Meredith

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

From: DeVine, Kyle [mailto:kyle.devine@cpuc.ca.gov]

Sent: Tuesday, August 26, 2014 3:05 PM

To: Allen, Meredith; Miller, Karen

Cc: Dietz, Sidney; [Redacted] McMahon, Loreen; Johnson, Aaron; Pitcock, Maril; Martinez, Alejandra; Kaur, Ravneet

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

Thank you Meredith,

I've read the letter and appreciate your response. However there are a few items upon which CSID would like clarification. We can meet over the phone with PG&E this Friday (currently our schedules are open between 1 and 3), or next Tuesday or Wednesday (and currently our schedules are open between 11 to noon, and 1 and 3). However, I suggest we set the meeting soon, since our calendars frequently change and we are all eager to resolve this, as I'm sure you are.

For your information, the following are our initial comments upon which we would like to hear your solutions /clarification:

1. Previously you had mentioned that when the customer is not present, and you need a written authorization, there could be a two business day lag between receiving the document and processing it (and during that lag time, you would not permit the CBO to handle issues on the customer's behalf). CSID needs to know your solution to permitting the CBO to handle the issue during the two day lag, when the issue needs swift handling.
2. You mention you will contact the CBOs by Aug 29 to let them know of the change. When we developed the program, PG&E agreed that its contact would be with the contractor, Self-Help for the Elderly (SHE), or its lead agent, Milestone Consulting. Since the CBOs are subcontractors of SHE, please confirm that you will advise SHE or Milestone Consulting of the change. In turn, they will contact the CBOs.
3. Thank you for confirming that you will resume over the phone authorization when the call is made to the CHANGES 800 number. When we last met, PG&E advised that the CHANGES 800 number merely registers a call and then relays it into you call center system. For CSID's information, please clarify how your customer service representative will know that the call is coming from the CHANGES 800 number?

Thank you

Kyle DeVine
CHANGES Project Manager
kyl@cpuc.ca.gov
213-576-7050

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

From: Allen, Meredith [mailto:MEAe@pge.com]
Sent: Tuesday, August 26, 2014 1:05 PM
To: Miller, Karen
Cc: Dietz, Sidney; [Redacted] Sandoval, Catherine J.K.; Katague, Ditas;
Cooke, Michelle; McMahon, Loreen; Enis, Phillip; Baker, Amy C.; DeVine, Kyle; Mendiola, Carolina; Cherry,
Brian K; Johnson, Aaron; Pitcock, Maril
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. Alan Fernandez Smith, 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'; MEAc@pge.com<<mailto:MEAc@pge.com>>; sbd4@pge.com<<mailto:sbd4@pge.com>>;

Redacted

Cc: Sandoval, Catherine J.K.; Katague, Ditas; Cooke, Michelle; McMahan, 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>

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To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>

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