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| **Time** | **Topic** | **Lead(s)** |
| 9:30 – 9:40  (10 mins.) | Welcome and Opening Remarks | David Zizmor/  Ed Randolph |
| 9:40 – 10:10  (30 mins.) | SDG&E CIS ([A.17-04-027](http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M185/K576/185576099.PDF)) Presentation | SDG&E Staff |
| 10:10 – 10:15  (5 mins.) | Break |  |
| 10:15 – 11:15  (30 mins.) | SCE Customer Service Re-Platform (A.16-09-001 – [Testimony SCE-04, Vol. 3](http://www3.sce.com/sscc/law/dis/dbattach5e.nsf/0/AFA97932CA0EEDD88825802100691CAC/$FILE/SCE04V03.pdf)) Presentation | SCE Staff |
| 11:15 – 11:20  (5 mins.) | Break |  |
| 11:20 – 11:35  (15 mins.) | PG&E Presentation | PG&E Staff |
| 11:40 – 12:20  (40 mins.) | Panel Discussion and Public Questions | All |
| 12:20 – 12:30  (10 mins.) | Wrap-up/Adjournment | David Zizmor |

**DRAFT**