

CALIFORNIA PUBLIC UTILITIES COMMISSION

AGENDA

R.02-02-020 Workshop – The Predictive Dialer (PD) Error Rate and Related Matters

9:00 a.m. - September 26, 2002

- 9:00 to 9:10 a.m. - *INTRODUCTIONS.*
- 9:10 to 9:20 a.m. - *REVIEW AGENDA*
- 9:20 to 11:20 a.m. - *DISCUSSION ITEM 1: How should existing record-keeping requirements for PD use be supplemented?*
- 11:20 to 11:30 a.m. - *(HEALTH BREAK, if necessary.)*
- 11:30 to 11:50 a.m. - *DISCUSSION ITEM 2: What methods should be used for educating consumers about “do not call” registers and other means at their disposal to discourage unwanted calls?*
- 11:50 to 1:10 p.m. - *(BREAK FOR LUNCH.)*
- 1:10 to 2:10 p.m. - *DISCUSSION ITEM 2: (Continued.)*
- 2:10 to 3:10 p.m. - *DISCUSSION ITEM 3: Is accomplishing a 1% acceptable error rate in PD use, effective January 1, 2003, feasible? If not, should the 1% rate be made effective sometime after January 1, or should another rate be made effective on or after that date?*
- 3:10 to 3:20 p.m. - *(HEALTH BREAK, if necessary.)*
- 3:20 to 3:40 p.m. - *DISCUSSION ITEM 3: (Continued.)*
- 3:40 p.m. - *WORKSHOP SUMMARY.*