

From: Hymes, Kelly
Sent: 2/18/2010 2:54:57 PM
To: [Redacted] cab@cpuc.ca.gov
(cab@cpuc.ca.gov); Hymes, Kelly (kelly.hymes@cpuc.ca.gov);
khy@CPUC.CA.GOV (khy@CPUC.CA.GOV)
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Bcc:
Subject: RE: PG&E Meeting to Discuss Customer Call Volume per Disconnection OIR

Okay confirmed -- Wed at 2.

Kelly A Hymes
Advisor to Commissioner Dian M. Grueneich
California Public Utilities Commission
415.703.5132

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

From: [Redacted]
To: "Hymes, Kelly" <kelly.hymes@cpuc.ca.gov>; "cab@cpuc.ca.gov" <cab@cpuc.ca.gov>; "khy@cpuc.ca.gov" <khy@cpuc.ca.gov>
Cc: "Dietz, Sidney" <SBD4@PGE.COM>
Sent: 2/18/2010 2:45 PM
Subject: RE: PG&E Meeting to Discuss Customer Call Volume per Disconnection OIR

Thanks Kelly. Lets plan to meet between 2-3pm on Wednesday.

Daren

[Redacted]

Pacific Gas and Electric Company
Regulatory Relations

[Redacted]

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

From: Hymes, Kelly [mailto:kelly.hymes@cpuc.ca.gov]
Sent: Thursday, February 18, 2010 2:43 PM
To: [Redacted] cab@cpuc.ca.gov; khy@cpuc.ca.gov
Cc: Dietz, Sidney
Subject: RE: PG&E Meeting to Discuss Customer Call Volume per
Disconnection OIR

I'm available after 1:30 but I'm also trying to schedule another meeting

during the same time. It would be helpful to confirm a time for this meeting as soon as possible.

Kelly A Hymes
Advisor to Commissioner Dian M. Grueneich California Public Utilities
Commission
415.703.5132

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

From: Redacted
To: "cab@cpuc.ca.gov" <cab@cpuc.ca.gov>; "khy@cpuc.ca.gov" <khy@cpuc.ca.gov>
Cc: "Dietz, Sidney" <SBD4@PGE.COM>
Sent: 2/18/2010 8:48 AM
Subject: PG&E Meeting to Discuss Customer Call Volume per Disconnection OIR

Hi Carol and Kelly,

I believe both of you spoke with Sid Dietz earlier this week to set up a meeting to discuss with PG&E the recent increase in customer call volumes as it relates to the new customer outreach initiatives resulting from the Disconnection OIR. Sid informed me that he set a tentative date of Wednesday, February 24, to meet with you. Since Sid is out of the office for the remainder of this week I wanted to offer some times that we are available to come and meet with you.

Morning:
10-11am
11am-12pm

Afternoon:
1-2pm
2-3pm

Please let me know if any of these times work for you.

Sincerely,
Daren

Redacted

Pacific Gas and Electric Company
Regulatory Relations

Redacted