

From: [Redacted]  
Sent: 2/18/2010 4:08:51 PM  
To: cab@cpuc.ca.gov (cab@cpuc.ca.gov)  
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4);  
khy@CPUC.CA.GOV (khy@CPUC.CA.GOV)  
Bcc:  
Subject: RE: PG&E Meeting to Discuss Customer Call Volume per Disconnection OIR

Hi Carol,

Thanks for getting back to me. I spoke to Lynn timer and told her that we have scheduled the meeting with Kelly for next Wednesday. We had hoped you could join the meeting, but completely understand that your schedule is packed due to the CPUC meeting that week. Thanks again for trying to make yourself available to meet with us.

Sincerely,  
[Redacted]

[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 2:55 PM  
To: [Redacted]; Hymes, Kelly; cab@cpuc.ca.gov; khy@cpuc.ca.gov  
Cc: Dietz, Sidney  
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