

From: [Redacted]
Sent: 2/23/2010 1:19:10 PM
To: 'Enis, Phillip' (phillip.enis@cpuc.ca.gov); Hymes, Kelly (kelly.hymes@cpuc.ca.gov); Fitch, Julie A. (julie.fitch@cpuc.ca.gov); Miller, Karen (karen.miller@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: PG&E Meeting to Discuss Customer Call Volume per Disconnection OIR

All,

Sorry for such short notice on the meeting. Just to be clear the meeting is tomorrow, 2/24. If there is a need to meet again after tomorrow's meeting we will be sure to provide much more advanced notice.

Thanks for responding back so quickly.

Daren

[Redacted]
Pacific Gas and Electric Company
Regulatory Relations
[Redacted]

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

From: Enis, Phillip [mailto:phillip.enis@cpuc.ca.gov]
Sent: Tuesday, February 23, 2010 1:12 PM
To: Hymes, Kelly; [Redacted]; Fitch, Julie A.; Miller, Karen
Subject: RE: PG&E Meeting to Discuss Customer Call Volume per Disconnection OIR

Unfortunately Phil E. and Karen Miller cannot attend either. Let us know if you plan to meet again or if there is any info we can provide.

Phil-

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

From: Hymes, Kelly
Sent: Tuesday, February 23, 2010 1:04 PM
To: [Redacted]; Fitch, Julie A.; Miller, Karen; Enis, Phillip
Cc: Hymes, Kelly
Subject: RE: PG&E Meeting to Discuss Customer Call Volume per Disconnection OIR

It would be great to have all of you join in on this mtg. However i dont think we can all fit in my office. Let me know who can make it and i'll get a mtg space to meet our needs. Thanks.

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

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

From: [Redacted]

To: "jf2@cpuc.ca.gov" <jf2@cpuc.ca.gov>; "knr@cpuc.ca.gov" <knr@cpuc.ca.gov>; "Enis, Phillip" <pje@cpuc.ca.gov>

Cc: "khy@cpuc.ca.gov" <khy@cpuc.ca.gov>

Sent: 2/23/2010 11:28 AM

Subject: PG&E Meeting to Discuss Customer Call Volume per Disconnection OIR

Julie, Karen and Phil,

I understand that PG&E submits to you on a monthly basis the PG&E Call Center Report that transmits data on PG&E's customer call center operations (attached is the January 2010 report that was submitted to you). Due to new practices put in place as a result of the CPUC December 16, 2009 En Banc on disconnections and subsequently the Disconnection OIR, R.10-02-005, PG&E is forecasting to miss the 80/20 (80% of calls handled in 20 seconds) telephone service level requirement pursuant to D.04-10-034 for the month of February. As a result, we have scheduled a meeting for Wednesday, February 23, with Kelly Hymes to discuss the matter. I would also like to extend the meeting invitation to the three of you as it may be helpful since you all receive the monthly reports.

When: Wednesday, February 23, 2-3pm

Who: PG&E and Kelly Hymes

Where: 5th floor, CPUC

Why: Discuss telephone service level compliance as it relates to the Disconnection OIR

<<CCO_Jan2010.pdf>>

Sincerely,

[Redacted]

Pacific Gas and Electric Company

Regulatory Relations

[Redacted]