

From: Brown, Carol A.
Sent: 2/16/2010 3:04:54 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Cc:
Bcc:
Subject: RE: Outreach successes on shutoffs lead to hiccups

Meet with Kelly if you want. Do not wait on my account

From: Dietz, Sidney
To: Brown, Carol A.
Sent: Tue Feb 16 14:45:24 2010
Subject: RE: Outreach successes on shutoffs lead to hiccups

I agree! I was very surprised to hear about the call volume problem. Should we wait for your return, or go ahead and meet this week?

From: Brown, Carol A. [mailto:carol.brown@cpuc.ca.gov]
Sent: Tuesday, February 16, 2010 2:35 PM
To: Dietz, Sidney
Subject: Re: Outreach successes on shutoffs lead to hiccups

Thanks for the update. Include Kelly Hymes since the proceeding is now assigned to Dian's office. The news is good and I am glad your new efforts are making the connection with the "at risks". Funny how everything has unintended consequences!!!

From: Dietz, Sidney
To: Brown, Carol A.
Sent: Tue Feb 16 13:15:03 2010
Subject: Outreach successes on shutoffs lead to hiccups

Carol --

I know you are out this week, but we would like to come in and talk to you about our new outreach efforts. As I mentioned to you, our new additional calls to customers behind in their payments along with the new automated-call connect for the robocalls are now in full force. Of course, this has increased our call volume, and means that we are in danger of missing our '80% of calls answered in 20 seconds' requirement for phone calls. Since we are expecting to keep up the pace of these new calls, we are adding new customer-service representatives, which should mean this is no problem by April. But in February and March we will likely miss the call-response target. We think this is overall good

news, but with that little speed bump, and we wanted to get some perspective from the CPUC to make sure we are taking the right approach.

I was wondering if you would be interested in meeting with us about this, and who else I might include from the CPUC end.

Thanks!

yours,

sid