

From: Kinosian, Robert
Sent: 2/16/2010 3:20:06 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Campbell, Andrew (andrew.campbell@cpuc.ca.gov); Phillips, Paul S. (psp@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: Outreach successes on shutoffs lead to hiccups

Sure, I'm happy to help answer phones for the next couple of months.

From: Dietz, Sidney [mailto:SBD4@pge.com]
Sent: Tuesday, February 16, 2010 3:15 PM
To: Campbell, Andrew; Kinosian, Robert; Phillips, Paul S.
Subject: Outreach successes on shutoffs lead to hiccups

Gentlemen --

I am not sure this is on your radar, but I wanted to give you a heads up about a minor issue with our improved customer outreach around disconnections. As you may know, in response to concerns about disconnections, we have expanded our calling to customers who are behind in payments, and have implemented a cool system that allows recipients of robocalls to be connected to a live person at PG&E. 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. I have told our team internally that I think it is important to maintain the higher levels of outreach, and that the temporary rise in call-response times is a minor problem in comparison.

I spoke to Kelly Hymes, with whom we plan to meet next week on Wednesday, and who encouraged me to reach out to you three. If you are interested in joining in, let me know.

Thanks!

yours,

sid