

From: Prosper, Terrie D.
Sent: 4/9/2010 11:43:33 AM
To: Redacted
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Mitchell, Lavern (/O=PG&E/OU=Corporate/cn=Recipients/cn=LRM4)
Bcc:
Subject: RE: SM/EMF Question

Hi Redacted

It appears that our CAB advised Mr. Acton on December 21, 2009, that he should provide documentation to PG&E if he believes he did not benefit from the use of the energy during the period December 2007 to November 2009.

We know that PG&E reversed the \$5,000 charge, provided Mr. Acton the \$100 credit, and enrolled Mr. Acton's girlfriend in CARE.

My question is, what was the reason that PG&E decided to reverse the charges?

Thanks!

Terrie

From: Redacted
Sent: Monday, April 05, 2010 7:55 PM
To: Prosper, Terrie D.
Cc: Mitchell, Lavern; Dietz, Sidney
Subject: RE: SM/EMF Question

Hi Terrie -

CAB has the details from the informal complaint. Upon review, let me know if you have any additional questions.

Redacted

From: Prosper, Terrie D. [mailto:terrie.prosper@cpuc.ca.gov]
Sent: Monday, April 05, 2010 3:23 PM
To: Redacted
Subject: RE: SM/EMF Question

Redacted

I'm trying to figure out the outcome of the complaint. The news segment made it seem like the consumer was told by PG&E that he was "right" after the CPUC said PG&E was "right". I have a message into our Consumer Affairs Branch to see what they know too.

Terrie

From: Redacted
Sent: Monday, April 05, 2010 11:57 AM
To: Dietz, Sidney
Cc: Mitchell, Lavern; Prosper, Terrie D.
Subject: RE: SM/EMF Question

sure.

Redacted
Customer Relations
Redacted

From: Dietz, Sidney
Sent: Monday, April 05, 2010 11:50 AM
To: Redacted
Cc: Mitchell, Lavern; 'terrie.prosper@cpuc.ca.gov'
Subject: FW: SM/EMF Question

Redact

Can you answer questions for Terrie Prosper, the CPUC media relations person, about James Acton, who is mentioned in the kget story linked below?

yours,

sid

From: Cherry, Brian K
Sent: Monday, April 05, 2010 11:43 AM
To: 'terrie.prosper@cpuc.ca.gov'
Cc: Dasso, Kevin; Dietz, Sidney
Subject: Re: SM/EMF Question

Terry - Sid will run down this for you. Thx

From: Prosper, Terrie D. <terrie.prosper@cpuc.ca.gov>
To: Cherry, Brian K
Sent: Mon Apr 05 09:44:10 2010
Subject: SM/EMF Question

Hi Brian,

We're trying to put together a letter to send out to consumers who call or write with concerns about EMF and Smart Meters. Do you already have language on this issue that you are putting out?

Also, did you see this: <http://www.kget.com/news/local/story/Contact-17-PG-E-shuts-off-power-admits-mistake/DZS8QZOqQEOBdPixKy3eDA.csp>

Is there someone I can direct questions to about this consumer complaint? If I get the OK from the consumer to talk about this case, I will need to check with our Consumer Affairs Branch about our findings and would need to check with your folks on yours.

Always fun,

Terrie