

From: Torres, Albert  
Sent: 7/27/2010 2:27:04 PM  
To: 'Khosrowjah, Sepideh' (sepideh.khosrowjah@cpuc.ca.gov)  
Cc: Redacted  
Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Chan, Jovita (jovita.chan@cpuc.ca.gov)  
Bcc:  
Subject: RE: Commissioner Ryan visit to Sacramento Contact Center

Sepideh:

Our contact centers are located only in San Jose, Fresno, Stockton, and Sacramento. Sacramento also includes our Quality Assurance and Call Routing units so would be the best to visit. I'll have my assistant Redacted work with Jovie to find a day when the Commissioner is going to be in Sacramento anyway....

**Al Torres**  
**Vice President, Customer Operations**  
**415-973-8440**

**From:** Khosrowjah, Sepideh [mailto:sepideh.khosrowjah@cpuc.ca.gov]  
**Sent:** Tuesday, July 27, 2010 10:49 AM  
**To:** Torres, Albert  
**Cc:** Chan, Jovita  
**Subject:** RE: Commissioner Ryan visit to Sacramento Contact Center

Hi Al,

It was a pleasure seeing you again as well. We really appreciate your invitation. The Commissioner is looking forward to touring your call centers and to learn more about PG&E's operation. I was wondering if you have any facility in San Francisco. If you deem your Sacramento office the most appropriate location for your tour it would be fine. Please ask your assistant to work with Jovie Chan, Commissioner Ryan assistant, to schedule the tour.

Thanks

Sepideh Khosrowjah,

Chief of Staff to Commissioner Nancy E. Ryan

California Public Utilities Commission

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**From:** Torres, Albert [mailto:AFT1@pge.com]

**Sent:** Tuesday, July 27, 2010 8:50 AM

**To:** Khosrowjah, Sepideh

**Cc:** Dietz, Sidney

**Subject:** Commissioner Ryan visit to Sacramento Contact Center

Sepideh:

It was a pleasure meeting you and Commissioner Ryan yesterday afternoon. I am looking forward to the opportunity to provide a tour of our Contact Center Operations. Our Sacramento center is located at 2740 Gateway Oaks Drive, Sacramento. It is a bit North of Downtown, at the intersection of Highway 5 and Highway 80. I would anticipate a tour would take about 2 hours and would include an overview of PG&E's Contact Center Operations, a tour of our call routing and management unit, and some side by side time with one or more of our csrs while they are taking calls. If there are other aspects of the operation you or the Commissioner would like to see, please let me know.

Let me know when it would be convenient for you and Commissioner Ryan to visit. Our Sacramento center is open 24 hours / day so anytime would pretty much work for us.

Al Torres

Vice President, Customer Operations

415-973-8440