

From: Torres, Albert  
Sent: 7/27/2010 8:49:50 AM  
To: 'skh@cpuc.ca.gov' (skh@cpuc.ca.gov)  
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Bcc:  
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**