

From: Dietz, Sidney
Sent: 7/27/2010 3:14:41 PM
To: 'Brown, Carol A.' (carol.brown@cpuc.ca.gov)
Cc:
Bcc:
Subject: Disconnection OIR PD -- who gets a field person to visit before disconnection?

Carol --

I just heard that this issue was going to get put into Phase 2, so that works for us. Thanks!

yours,

sid

Carol --

Hi there!

I just wanted to touch bases with you ever so briefly about the PD in the Disconnect OIR. I was thinking that the persons who get the in-person visit from the field reps before disconnection should be limited to the group that's currently in our system as 'sensitive' -- medical baseline and life support customers. The PD often is in alignment with this, but then lets this other word, 'disability', into the mix, but doesn't define it. I think that this word is much too broad and would be very expensive and not accomplish the goal of protecting the sensitive customers. Of course, all of this is in our comment.

Could you let me know if you all will be addressing this? And if not, whether the PD is getting held?

Thanks!

yours,

sid