

From: Clanon, Paul
Sent: 8/4/2010 11:31:06 AM
To: [Redacted]; Loreen McMahon
(loreen.mcmahon@cpuc.ca.gov); Phillip Enis (phillip.enis@cpuc.ca.gov)
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
paul.clanon@cpuc.ca.gov (paul.clanon@cpuc.ca.gov)
Bcc:
Subject: Re: Customer disconnect issue

Looping in the PUC side for the customer info.

On Aug 4, 2010, at 11:25 AM, [Redacted] wrote:

Will do. We'll need the customer's information.

From: Cherry, Brian K
Sent: Wednesday, August 04, 2010 11:19 AM
To: 'paul.clanon@cpuc.ca.gov'; [Redacted]
Subject: Re: Fwd: Customer disconnect issue

[Redact] - can you jump on this quickly. It is politically sensitive so make sure we don't let customer service off the hook on this one.

From: Clanon, Paul <paul.clanon@cpuc.ca.gov>
To: Cherry, Brian K
Sent: Wed Aug 04 10:58:01 2010
Subject: Fwd: Customer disconnect issue

Any thoughts on an approach?

How's the trip?

Begin forwarded message:

From: "McMahon, Loreen" <loreen.mcmahon@cpuc.ca.gov>
Date: August 4, 2010 10:41:42 AM PDT
To: "Clanon, Paul" <paul.clanon@cpuc.ca.gov>, "Quan, Edwin"
<edwin.quan@cpuc.ca.gov>, "Harris, Paul"
<paul.harris@cpuc.ca.gov>

Cc: "Enis, Phillip" <phillip.enis@cpuc.ca.gov>
Subject: Customer disconnect issue

CAB has been contacted regarding a particular customer disconnection with complex surrounding issues.

In a nutshell...a customer with a roommate had their electricity disconnected in May. The service was in the roommate's name and she moved out with \$3,000 owed to PG&E. The customer had a premature baby with multiple, severe, life-threatening problems in January. In order for the baby to leave the hospital, respirators and other medical necessities needing electricity will be required. The customer tried to get service in her name. PG&E reduced the bill owed to \$2,000, but it appears the customer cannot afford the fee or possibly even a bill arrangement. The customer has a social worker and TURN is involved. It is likely the customer will qualify for "Medical Baseline", but she is not on it yet.

This seems to have several political implications and I request some assistance as to which course of action CAB should follow.

I can be reached at Redacted and we can patch in Phil Redacted
Redacted

Regards,

~Loreen