

From: [Redacted]  
Sent: 8/4/2010 7:09:13 PM  
To: [Redacted]  
[Redacted] McMahan,  
Loreen (loreen.mcmahon@cpuc.ca.gov); 'Enis, Phillip' (phillip.enis@cpuc.ca.gov)  
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);  
Mitchell, Lavern (/O=PG&E/OU=Corporate/cn=Recipients/cn=LRM4)  
Bcc:  
Subject: Re: Customer disconnect issue - Update on Sonya Lampkin

I called [Redacted] late this afternoon. We have a new plan of action and have issued restoration of her gas service.

Although [Redacted] admitted to living here since 2008 and is responsible for the original billing of \$3018.37, we have made an exception in light of her situation to limit the length of time she is being held liable for the energy bill, and apply her CARE discount rate retroactively to cover all bills.

Her bill has been reduced from \$3018.37 to \$854.08. [Redacted] offered to pay \$200 on her bill tomorrow. I entered an extension on her account for a \$200 payment tomorrow, and \$50 each month, in addition to all new bills. This pay plan will help her keep the account current until she receives assistance.

Her electric service is on (was never interrupted). I just checked with her (6:45pm) and PG&E is on site, restoring her gas service.

We are expediting a corrected bill to be issued by tomorrow with her new amount due, which she needs to apply for assistance from the state HEAP program. With [Redacted] permission, I left a message for her baby's social worker Rose to call me regarding status of her HEAP application/appointment and confirm that they have our Medical Baseline application. Per [Redacted] they have held on to the application, while they determine what equipment her baby will need at home.

[Redacted] was very thankful for the help. I expect to hear back from the social worker tomorrow. Phil/Harold - I will keep you updated.

Any questions, please let me know.

[Redacted]  
Customer Relations  
[Redacted]

**From:** Enis, Phillip [mailto:phillip.enis@cpuc.ca.gov]  
**Sent:** Wednesday, August 04, 2010 4:18 PM  
**To:** McMahan, Loreen; [Redacted]  
**Cc:** [Redacted] Cherry, Brian K  
**Subject:** RE: Customer disconnect issue

Thank you all for the help. We are gathering information and will try to get back to you ASAP.

Phil-

**From:** McMahon, Loreen  
**Sent:** Wednesday, August 04, 2010 1:58 PM  
**To:** [Redacted]  
**Cc:** Enis, Phillip  
**Subject:** RE: Customer disconnect issue

Thank you, Megan.

**From:** [Redacted]  
**Sent:** Wednesday, August 04, 2010 12:34 PM  
**To:** McMahon, Loreen  
**Cc:** Enis, Phillip  
**Subject:** RE: Customer disconnect issue

Loreen,

Our Customer folks are familiar with the case and Phil has been in touch directly with [Redacted] at PG&E who was able to update him on the current customer status. Please let myself and Lena know how we can further assist.

Megan

[Redacted]  
Regulatory Relations  
Pacific Gas and Electric Company  
[Redacted]

**From:** McMahon, Loreen [mailto:loreen.mcmahon@cpuc.ca.gov]  
**Sent:** Wednesday, August 04, 2010 11:38 AM  
**To:** [Redacted]  
**Cc:** Cherry, Brian K; Clanon, Paul; Enis, Phillip

**Subject:** RE: Customer disconnect issue

Megan--Please contact Harold Williams: 415-703-2199; [harold.williams@cpuc.ca.gov](mailto:harold.williams@cpuc.ca.gov) for customer info. I also just provided this information over the phone to Gracey at PG&E in Stockton.

**From:** Clanon, Paul  
**Sent:** Wednesday, August 04, 2010 11:31 AM  
**To:** [Redacted] McMahon, Loreen; Enis, Phillip  
**Cc:** Cherry, Brian K; Clanon, Paul  
**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](mailto:paul.clanon@cpuc.ca.gov)'; [Redacted]  
**Subject:** Re: Fwd: Customer disconnect issue

Megan - 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](mailto: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 916-327-7189 and we can patch in Phil (415-703-4112).

Regards,

~Loreen