

From: Clanon, Paul  
Sent: 8/5/2010 8:57:31 AM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);  
McMahon, Loreen (loreen.mcmahon@cpuc.ca.gov)  
Cc: Clanon, Paul (paul.clanon@cpuc.ca.gov); Enis, Phillip (phillip.enis@cpuc.ca.gov)  
Bcc:  
Subject: Re: Customer disconnect issue - Update on [Redacted]

Great news. Brian, thanks very much for your help.

On Aug 5, 2010, at 8:55 AM, "McMahon, Loreen" <loreen.mcmahon@cpuc.ca.gov> wrote:

> It was an update from PG&E and all appears to be handled.  
> See following cut-and-paste text from Lena at PG&E:  
>  
>  
> I called [Redacted] late this afternoon. We have a new plan of  
> action and have issued restoral 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 [Redacted] 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]  
>

>  
>  
>  
> -----Original Message-----  
> From: Clanon, Paul  
> Sent: Thursday, August 05, 2010 8:51 AM  
> To: McMahon, Loreen  
> Cc: Clanon, Paul; Enis, Phillip  
> Subject: Re: Customer disconnect issue - Update on Redacted  
>  
> I can't open it on my phone. Any further action needed from me?  
>  
> On Aug 5, 2010, at 7:33 AM, "McMahon, Loreen"  
> <loreen.mcmahon@cpuc.ca.gov> wrote:  
>  
>> FYI.  
>>  
>>  
>> <ATT11135.eml>