

From: Enis, Phillip
Sent: 8/4/2010 4:18:29 PM
To: [Redacted]
[Redacted] } McMahon,
Loreen (loreen.mcmahon@cpuc.ca.gov)
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
[Redacted]
Bcc:
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 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'; 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>
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