

From: Clanon, Paul
Sent: 9/24/2010 9:00:23 AM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)
Cc:
Bcc:
Subject: RE: Bills

I'll nail something down here for you. Give me a few hours.

-----Original Message-----

From: Cherry, Brian K [mailto:BKC7@pge.com]
Sent: Friday, September 24, 2010 7:58 AM
To: Clanon, Paul
Subject: FW: Bills

Procedural issue. We want to go ahead and give impacted San Bruno residents a credit - so that they don't have to pay bills through year-end. Can we go ahead and do this internally and then charge costs below the line or do we need to file some for of Advice Letter asking for an exception ? Any thoughts ?

-----Original Message-----

From: Simon, John
Sent: Friday, September 17, 2010 11:39 AM
To: Bottorff, Thomas E; Pruett, Greg S.
Subject: Re: Bills

How do we make it happen

----- Original Message -----

From: Bottorff, Thomas E <TEB3@pge.com>
To: Simon, John; Pruett, Greg S.
Sent: Fri Sep 17 11:31:21 2010
Subject: RE: Bills

Good idea.

Tom

-----Original Message-----

From: Simon, John
Sent: Friday, September 17, 2010 8:46 AM
To: Pruett, Greg S.; Bottorff, Thomas E
Subject: FW: Bills

We might cover costs through end of the year as an idea

John R. Simon
Senior Vice President
PG&E Corporation

Human Resources

415 267 7136
415 412 6781 (m)

-----Original Message-----

From: Torres, Albert [<mailto:AFT1@pge.com>]
Sent: Thursday, September 16, 2010 12:33 PM
To: Simon, John
Subject: RE: Bills

Current plan is to give them a bill with \$0.00 due at the next billing cycle and start them on a normal cycle from there. There are currently discussions around several longer term options such as continue to zero out their bill every month for the rest of the year, place a fixed credit on their bill (say, \$5000) that would be worked down every month and it lasts until it gets zeroed out by usage, etc. No decision has been made yet on which method we might go with.

Al Torres
Vice President, Customer Operations
415-973-8440

-----Original Message-----

From: Simon, John
Sent: Thursday, September 16, 2010 12:29 PM
To: Torres, Albert
Subject: Bills

Hi al

Is it still companies position that we are giving customers a credit for the sept bill? And not more?