

From: Enis, Phillip  
Sent: 9/28/2010 3:20:39 PM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);  
McMahon, Loreen (loreen.mcmahon@cpuc.ca.gov)  
Cc: Stock, William (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=WCS3);  
Miller, Karen (karen.miller@cpuc.ca.gov)  
Bcc:  
Subject: RE: Conference Call on San Bruno

Brian/Bill-

This is in regards to contacts that CAB/PAO may receive about insurance claims and/or PG&E damage payments. Can you suggest a contact person that we could direct callers to? We did not think that sending callers to Lavern Mitchell's group in the Exec Office was correct.

Do you have a special 800# or website that deals with victims and claims from San Bruno? Can you please share that info with us? We are worried that folks will contact us if they have exhausted these avenues with PG&E - and we need a process and person that can help.

Let me know if you have any questions and perhaps this can be accomplished without a meeting. Many thanks.

Phil-

**From:** Cherry, Brian K [mailto:BKC7@pge.com]  
**Sent:** Tuesday, September 28, 2010 2:59 PM  
**To:** McMahon, Loreen  
**Cc:** Miller, Karen; Enis, Phillip; Stock, William  
**Subject:** Re: Conference Call on San Bruno

Happy to. Please work with Bill Stock.

**From:** McMahon, Loreen <loreen.mcmahon@cpuc.ca.gov>  
**To:** Cherry, Brian K  
**Cc:** Miller, Karen <karen.miller@cpuc.ca.gov>; Enis, Phillip <phillip.enis@cpuc.ca.gov>  
**Sent:** Tue Sep 28 14:56:49 2010  
**Subject:** Conference Call on San Bruno

Brian,

We would like to schedule a conference call with you to discuss a process for coordinating and elevating contacts PUC receives in regard to the San Bruno gas explosion. Would you have any time available this Thursday? How about 10am?

Thanks,

Loreen

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Loreen R. McMahon

**Director, Consumer Service and Information Division**

CA Public Utilities Commission

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