

From: Enis, Phillip
Sent: 9/29/2010 9:45:58 AM
To: Stock, William (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=WCS3);
Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
McMahon, Loreen (loreen.mcmahon@cpuc.ca.gov)
Cc: [Redacted];
[Redacted]; Miller, Karen
(karen.miller@cpuc.ca.gov)
Bcc:
Subject: RE: Conference Call on San Bruno

Thanks for setting this up Bill. Proposed items for discussion:

1. PG&E 800 # and websites for claims info that CAB/PAO can share with callers.
2. PG&E contact person that CAB/PAO can use with callers that require escalation above the 800 # or website.
3. Questions that PG&E wants to ask CAB/PAO re the San Bruno fire.

Let us know if you have other items to discuss.

Phil-

From: Stock, William [mailto:WCS3@pge.com]
Sent: Wednesday, September 29, 2010 9:08 AM
To: Enis, Phillip; Cherry, Brian K; McMahon, Loreen
Cc: Miller, Karen; Sweeney, Mark J (Law)
Subject: RE: Conference Call on San Bruno

Here is the dial in number as of now we should plan to dial in at 10 a.m. Thursday.

Dial-in #: [Redacted]

Meeting #: *[Redacted]* (please also dial asterisks)

From: Enis, Phillip [mailto:phillip.enis@cpuc.ca.gov]
Sent: Tuesday, September 28, 2010 3:21 PM
To: Cherry, Brian K; McMahon, Loreen
Cc: Miller, Karen; Stock, William
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



Loreen R. McMahon

Director, Consumer Service and Information Division

CA Public Utilities Commission

505 Van Ness Ave, SF, CA 94102

(415) 703-1066