

From: Clanon, Paul  
Sent: 11/23/2010 5:41:19 PM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)  
Cc:  
Bcc:  
Subject: Re: Elevated Complaint Before Entire CPUC Staff @ a Public Mtg - [Redacted]  
[Redacted] San Francisco

Thanks for the follow-up.

On Nov 23, 2010, at 5:03 PM, "Cherry, Brian K" <BKC7@pge.com> wrote:

FYI. Always another side to the story.....

**From:** [Redacted]  
**Sent:** Tuesday, November 23, 2010 4:59 PM  
**To:** Cherry, Brian K  
**Subject:** FW: Elevated Complaint Before Entire CPUC Staff @ a Public Mtg - [Redac]  
[Redacted] San Francisco

Brian - an update from the customer complaint at last week's CPUC meeting. Long story short, there hasn't been gas service to this house since the 90's and it is now being requested. However, because of gas line upgrades in 2005, it will take upgrades to [Redacted] house to get service up and running - prior to last wee, we had been treating this like a new business project under Rule 16. PG&E has decided to pay for the work because the need for upgrades is the result of a PG&E-initiated project from 2005. We are working with the customer to get the City inspections complete and a meter installed.

I'll let the Public Advisor and TURN rep know.

[Redacted]

**From:** [Redacted]  
**Sent:** Tuesday, November 23, 2010 3:15 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** RE: Elevated Complaint Before Entire CPUC Staff @ a Public Mtg - [Redac]  
[Redacted] San Francisco

[Redacted]

I touched bases with the son, [Redact] this afternoon. We had a good conversation and I explained that PG&E will perform PG&E's work at PG&E's expense. All that is needed

from his Dad is a pressure test and city inspection. I told Kevin that we will continue to try and get a hold of his father to schedule an on site meeting.

Thanks,

Redacted

**From:** Redacted  
**Sent:** Tuesday, November 23, 2010 1:45 PM  
**To:** Redacted  
**Subject:** RE: Elevated Complaint Before Entire CPUC Staff @ a Public Mtg - Redacted  
Redacted San Francisco

Redacted my apologies, I'm just now in the office.

Redacted son is named Redacted and his number is Redacted. If that doesn't work, try Redacted.

Redacted

**From:** Redacted  
**Sent:** Tuesday, November 23, 2010 9:08 AM  
**To:** Redacted  
**Subject:** RE: Elevated Complaint Before Entire CPUC Staff @ a Public Mtg - Redacted  
Redacted San Francisco

Redacted

Yes please - I have had no luck contacting Mr. Redacted on the other number,

Redacted

**From:** Redacted  
**Sent:** Monday, November 22, 2010 4:04 PM  
**To:** Redacted, Redacted  
**Cc:** Kupiec, Mike  
**Subject:** RE: Elevated Complaint Before Entire CPUC Staff @ a Public Mtg - Redacted  
Redacted San Francisco

Redacted

Mr. Redacted has been living with his son since his place has no gas. I have the son's number at work, but unfortunately am not in the office today. Let me know if you need it.

Redacted

**From:** Redacted  
**Sent:** Mon 11/22/2010 2:32 PM  
**To:** Redacted  
**Cc:** Redacted; Redacted  
**Subject:** RE: Elevated Complaint Before Entire CPUC Staff @ a Public Mtg - Redacted San Francisco

Redacted

I left a message with Mr. Waight this afternoon. I am also working with Redacted on formulating our final position - it's a grey area. Update tomorrow.

Redacted

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**From:** Redacted  
**Sent:** Friday, November 19, 2010 5:04 PM  
**To:** Redacted; Redacted 1)  
**Cc:** ED Customer Care  
**Subject:** Elevated Complaint Before Entire CPUC Staff @ a Public Mtg - Redacted San Francisco  
**Importance:** High

Guys:

Could use your help responding to this one asap in light of the political sensitivity.

Thanks,

Redacted

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**From:** Redacted  
**Sent:** Friday, November 19, 2010 4:45 PM  
**To:** Redacted  
**Subject:** FW: Customer Issue: Redacted San Francisco  
**Importance:** High

Thom,

I sent this to the estimators this afternoon. Do you know who the M&C folks are in this area?

Thanks

Redacted

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**From:** Redacted

**Sent:** Friday, November 19, 2010 1:31 PM

**To:** Redacted

**Subject:** Customer Issue: Redacted San Francisco

**Importance:** High

Redacted

Will one of you please call or email me about this customer? I'd like to understand why we couldn't just turn his gas back on after the construction work on the street. Not all of this may be in your area of responsibility but yours were the names he provided.

At today's CPUC public meeting, during the public speaker session, Redacted complained before the entire Commission about our gas work that occurred on his street and explained that he hasn't had gas service for a while and that we're asking him to pay thousands to get the gas back on. He told me that he's been working with the two of you and that you have provided estimates for the work required to turn the gas service on to his house.

This issue has become somewhat politically sensitive as he went before the full Commission to complain.

Thank you,

Redacted

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Redacted

Regulatory Relations

Pacific Gas and Electric Company

Redacted